

INBOUND PLANS

Many small business owners are choosing to connect their Inbound Numbers to v4 Telecom:

- Never seen before savings on our Inbound solutions!
- No need to have your advertised phone numbers changed when moving premises.
- NEVER have to change the reprinting of your business stationery, reducing your costs.
- Take your inbound number with you anywhere across Australia.
- Creates a professionally laid out business image for a small business with out of the world savings from V4 Telecom.
- Have your inbound numbers up to 3 overflow destinations to answer the call without the price of call diversions.
- Divert your inbound number to a mobile number.
- More cost effective charges with V4 Telecom than a standard phone line.
- Know where your customers are calling from with origin based itemisation on all V4 Telecom Invoices Free of Cost.
- Contact our Business Support Team at 1300 843 130 for any assistance related to Inbound Numbers or to get connected to our fantastic value-for-money Inbound solutions.

V4 1300

LINE ITEMS	FLAGFALL	RATE PER MIN (Billed in 30s increments)
Monthly Access Fee	-	\$17
1300 Local (Free for the 1 st 10 mins then)	-	5c p/min
1300 Fixed to Mobile	10c	35c p/min
1300 Mobile to Fixed	10c	15c p/min
1300 National	10c	10c p/min
1300 Mobile to Mobile	10c	30c p/min

V4 1800

LINE ITEMS	FLAGFALL	RATE PER MIN
Monthly Access Fee	-	\$22
Local	-	10c p/min
National	-	10c p/min
Fixed to Mobile	-	50c p/min
Mobile to Fixed	-	50c p/min
Mobile to Mobile	-	50c p/min

Priority Assistance:

Please be aware that V4 services don't offer Priority Assistance on any of our products. If you do need priority assistance as a Home User, please contact Telstra for supply of your services using the below information. Please contact V4 at 1300 843 130 or support@v4.net.au to move your services to Telstra as a Home User if you are an existing customer to V4, at no early termination costs applied by V4. Our teams will assist you if need be.

How do I apply?

If you are eligible for Priority Assist status, you can apply directly to Telstra by completing the [Priority Assist application form](#) and send it to the details found on the form.

How can I get immediate assistance?

If you need immediate assistance with a fault on your existing line, please call 13 2203.

For immediate help with a new line connection, please call Telstra on 1800 331 286.

THE SMALL STUFF

V4 Telecom's Terms & Conditions applies to all the above plans. Refer to our website for our full range of Terms & Conditions. All Prices quoted above include GST. All Inbound Services with V4 Telecom carry a minimum contract term of 12 Months. Please refer to our full range of Terms & Conditions to know your Early Termination Fees. Calls billed in 30 second increments. All Calls are itemised on V4 Telecom invoices. Different rates apply for international destinations. Please contact V4 Telecom Customer Services for further details. Calls to 1300 Numbers are 30 cents per call. Please refer to the Monthly Access Fees as given with each plan above. Monthly Access Fee is the minimum spend per month for the user over the 12 Months Contract Term. Payment via American Express incurs a 4% surcharge, payment via Diners Club incurs a 4% surcharge and payment via MasterCard/VISA incurs a 1.8% surcharge on the final invoice amount payable.