

Critical Information Summary

SMB SIP Plans (incl. GST)

Flexibility Affordability Portability

SMB Level SIP plans are a scalable solution designed to fit virtually any business with up to 3 channels via ADSL and 10+ channels via NBN dependant upon the internet speed, your service location & the internet plan you have chosen to be on with V4.

How Does it Work

SMB SIP is delivered by DID (Direct In Dial) so your base costs are defined by how many active connections (DIDs) you want to employ and if you want to take advantage of included call packages that include unlimited calls for any and all of your services to use. Each DID is counted as an active channel. This means to have three active calls at once (incoming or outgoing), you will need 3 DIDs.

V4 SMB SIP PAYG: \$15.99 per active DID per service per month incl. GST All other items charged on top.

PAYG Call Pricing including GST charged in per minute increments:

Local / National Calls : \$0.06 Per Minute or part thereof
Mobile Calls : \$0.12 Per Minute or part thereof
13/1300 Calls : \$0.46 Per Call
1800 Calls : FREE
International Calls : See full details at www.v4.net.au
 Flag fall: 6c (applies to Local/National, Mobile & International calls)

V4 SMB SIP2: \$30.99 per active DID (per service per month Inc GST). (Discounted Pricing: \$25.99 available on Direct Debit & choosing a 5-year contract term)

Local / National Calls : Free / Untimed
Mobile Calls : \$0.12 Per Minute or part thereof (6c flagfall)
13/1300 Calls : \$0.46 Per Call
1800 Calls : FREE
International Calls : See full details at www.v4.net.au
 Flag fall: 6c (applies to Mobile & International calls)

V4 SMB SIP3: \$49.99 per active DID per service per month incl. GST (Discounted Price : \$40.99 available on Direct Debit & choosing a 5 year contract term)

Local / National Calls : Free / Untimed
Mobile Calls : Free / Untimed
13/1300 Calls : \$0.46 Per Call
1800 Calls : FREE
International Calls : See full details at www.v4.net.au
 Flag fall: 6c (applies to International calls)

When ordering above Plans, you can elect to have as many or as little Included Value plans for your DIDs. For example, customers can order a total of 4 DIDs (channels) 2 of them on included value plans and 2 on PAYG Plans.

Example :

DID 1	Included Calls Package	\$49.99
DID 2	Included Calls Package	\$30.99
DID 3	PAYG	\$15.99
DID 4	PAYG	\$15.99

TOTAL MINIMUM PLAN FEE IS = **\$112.96**

V4 SMB SIP Critical Information Summary

Session Initiation Protocol, (SIP), is a powerful and efficient communications protocol which can be used to send multimedia messages to multiple parties - allowing people around the world to communicate over the internet using their computers and mobile devices.

V4 Telecom supplies SMB SIP services on a reseller agreement with Carriers like Buroserv & AAPT etc. These services are supplied to you at an agreed rate determined by the plan you have chosen to order from V4. This summary gives you the important information you need to know about your V4 SIP Service rate plan. It covers things like the length of your contract, billing, what's included and what's not. By ordering a SIP plan with V4, you as the Customer understand that V4 can move your service to a Carrier of our choice based on internal factors & to secure optimal levels of service for the customer.

PRICING ESTIMATE :

	V4 SMB SIP	V4 SMB SIP2	V4 SMB SIP3
Cost of making a 2 minute standard national mobile call (incl. flagfall)	\$0.24	\$0.24	FREE

INFORMATION ABOUT THE SERVICE:

THE SERVICE:

V4 SIP is a voice internet protocol that allows for voice communication across a data connection with no need for a physical phone line. SIP services are recommended to have 100 Kbps per line available for best transmission quality. As SIP is a data service your connection to the internet does control access to calls etc in which case if you have no internet connection you will not be able to use your SIP service.

MINIMUM PLAN TERM:

V4 SMB SIP services are on a minimum 36-month contract. These contract terms are non-negotiable and are in place to secure the best pricing and connection for our customers.

EARLY TERMINATION FEE

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Order Cancellation Terms

1. Should you decide to cancel an order, please email cancel@v4.net.au with your full name, service address & order details within 10 Business Days from the order sign up date.
2. All cancellations received within 10 Business Days from order sign up date carry no termination costs.
3. Any cancel requests received outside of the 10 Business Days, once into ordering attract early termination fee costs as outlined above

INSTALLATION:

SMB SIP is dependent on your internet connection. All care must be taken to ensure that you have a reliable internet connection which V4 can assist you with. If an instance occurs when your internet connection is unavailable, your DIDs can be directed to a mobile service. Because of the heavy nature of discounted service & being dependent on internet for voice lines.

CONNECTION Fee: V4 SIP plans have no connection fees unless advised otherwise.

OTHER INFORMATION :

USAGE INFORMATION:

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.

You can monitor your usage at <http://v4.net.au/usage> or by calling us on 1300 843 130.

WE'RE HERE TO HELP

If you have any questions about this plan, any other V4 Telecom service, technical support or connection issues please, please call us on 1300 843 130

FAIR USE POLICY

V4 considers Customer use of a Service, plan inclusion, promotion and/or offer to be unreasonable if accessed or utilised for any non-ordinary purpose or if the Plan. Violation of our Fair Use Terms may lead to restriction of such services within 24 hours. Non-ordinary purpose includes:

- a) running a telemarketing business or call centre;
- b) re-supplying or reselling the Service;
- c) wholesale of any Service (e.g. transit, refile or aggregate domestic or international traffic) on our network;
- d) abnormal or excessive use of back to base services;
- e) any other activity which would not be reasonably regarded as typical or ordinary use.

COMPLAINTS OR DISPUTES

If you have a problem or complaint about your service, go to <https://www.v4.net.au/complaint-handling> where you will find full contact details and information about how to resolve it.

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit <https://www.tio.com.au/about-us/contact-us>

This is a summary only – please see website for further information regarding billing and additional charges or request a copy via email to: support@v4.net.au V4 Telecom full terms of business are available at <https://www.v4.net.au/tob>

Considering the rate level of discount on V4 SIP Rate Plans & due to the nature of such a service, by ordering a VOIP or a SIP Rate Plan with V4 for a voice service, you as the Customer release us from any Customer Service Guarantee (CSG) claims or any loss of business claims due to an affected service or a service being in fault due to whatever reasons. If a fault on a working service does happen your voicemail service (if enabled) will continue to take messages or if you want, we can divert the number to a mobile number of your choice with all diverted calls billed to your plan at their applicable rates.