

Critical Information Summary : Corporate SIP Plans

Dedicated Connection for Dependable Voice

Enterprise level plans with V4 Telecom give you the security of a dedicated connection directly into your building dedicated to nothing but carrying your precious phone calls without missing a beat and without the huge costs of traditional ISDN. Connect to your SIP Enabled PABX and never worry about dropped calls or downtime again.

How Does it Work

Enterprise SIP is delivered and carried by a dedicated link that runs directly back to your local exchange. These links are carried either via Fibre direct links, or Metro Ethernet links that are setup unique to your location and setup. These links are installed independent to your phone equipment and are maintained directly by a specialised team and carry a SLA of 99% uptime guaranteed.

Minimum 5 Services or Channels Package:

5 channels : Included Value pack :	RRP	Discount Price	Additional Channels :	
600 Minutes of Mobile Calls*	\$ 280.99	\$ 225.99	RRP	Discount Price
360 Minutes of National Calls*	(\$56.19 Per Channel)	(\$45.19 per channel)	\$ 40.00	\$ 30.99
360 minutes of Local Calls*				
* Calls past allowed caps will be billed at below PAYG rates				
5 Channels : PAYG	\$ 165.99	\$ 135.99	\$ 40.99	\$ 30.99
	(\$33.19 Per Channel)	(\$27.19 Per Channel)		
Call Rates for PAYG				
(all calls billed per minute or part thereof)				
Local Calls (per minute)	\$ 0.0385	\$ 0.0385		
National Calls (per minute)	\$ 0.0530	\$ 0.0530		
Mobile Calls (per minute)	\$ 0.1406	\$ 0.1081		

Start with 10 Channels

10 channels : Included Value pack :	RRP	Discount Price	Additional Channels :	
1200 Minutes of Mobile Calls*	\$ 330.99	\$ 300.99	RRP	Discount Price
720 Minutes of National Calls*	(\$33.09 per channel)	(\$30.09 per channel)	\$ 30.00	\$ 20.99
720 minutes of Local Calls*				
* Calls past allowed caps will be billed at below PAYG rates				
10 Channels : PAYG	\$ 210.00	\$ 160.00	\$ 23.00	\$ 18.00
	(\$21 per channel)	(\$16 per channel)		
Call Rates for PAY G				
(all calls billed per minute or part there of)				
Local Calls (per minute)	\$ 0.0385	\$ 0.0385		
National Calls (per minute)	\$ 0.0530	\$ 0.0530		
Mobile Calls (per minute)	\$ 0.1406	\$ 0.1081		

V4 CORPORATE SIP Critical Information Summary

V4 Telecom supplies CORPORATE SIP services on a reseller agreement with AAPT & other wholesalers. These services are supplied to you at an agreed rate determined by the plan you have chosen from V4. This summary gives you the important information you need to know about your V4 Corporate SIP plan. It covers things like the length of your contract, billing, what's included and what's not.

INFORMATION ABOUT THE SERVICE:

THE SERVICE :

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 SIP is a voice over 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. By ordering a SIP plan with V4, you as the Customer understand that V4 can move your service to a Carrier of your choice based on internal factors & to secure optimal levels of service for the customer.

MINIMUM PLAN TERM:

V4 CORPORATE SIP services are on a 36-month contract. These contract terms are non-negotiable and are in place to secure the best pricing and connection for our customers. Cancelling a service within the contract period will impose a cancellation fee based on the remaining months in contract multiplied by the monthly fee on your final invoice

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

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.

All cancellations received within 10 Business Days from order sign up date carry no termination costs.

Any cancel requests received outside of the 10 Business Days, once into ordering attract early termination fee costs as outlined above

PRICING ESTIMATE :

Cost of making a 2 minute standard national mobile call (incl. flagfall) \$0.28

INSTALLATION:

CORPORATE SIP requires a dedicated connection installed into your premises, this work is undertaken by our upstream provider at no cost to you the customer. The connection MUST be in place before services may be ported from either PSTN networks or existing SIP providers.

CONNECTION Fee: V4 SIP plans have no connection fees.

OTHER 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.

USAGE INFORMATION:

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 Mondays to Fridays 9.30 am to 5.30 pm except public holidays.

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. Non-ordinary purpose includes:

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

Violation of our Fair Use Terms may lead to restriction of such services within 24 hours.

COMPLAINTS OR DISPUTES

If you have a problem or complaint about your service, go to <https://www.v4.net.au/complaint-handling> Where you'll 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.