

Critical Information Summary - V4 VOIP Rate Plans Pricing Information

V4 brings to you the latest voice technologies for all your telephone needs with a host of features to help your business grow. Use an eligible data connection to almost halve your Telephone costs! Take advantage of great call rates and included value bundles as detailed below. Suitable for Households, Small Office, Home Office, up to 3 lines. Please note that VOIP connections require a Business Grade DSL connections or above in order to maintain the best call quality.

VOIP

Our V4 VOIP plans come in two options (All plans are per user):

V4 VOIP Rate Plan A - \$39.99 including GST (Discount available if you choose a 36 months' contract term & direct debit)

CALL TYPE	COST
Local Calls	Included
National Calls	Included
Mobile Calls	Included
13/1300 Calls	\$0.42 per call
Minimum Term	36 Months

- Handset Outright Purchase -\$99.99 incl. GST
- One off Shipping & Handling Fees - \$29.99
- Handset Monthly Rental (only available over a 36 months contract term & direct debit) -\$2.99 P/M incl. GST

V4 VOIP Rate Plan B - \$21.99 including GST (Discount available if you choose a 36 months contract term & direct debit)

CALL TYPE	COST
Local Calls	Included
National Calls	Included
Mobile Calls	\$0.12 per minute
13/1300 Calls	\$0.42 per call
Minimum Term	36 Months

- Handset Outright Purchase -\$99.99 incl. GST
- One off Shipping & Handling Fees - \$29.99
- Handset Monthly Rental (only available over a 36 months contract term & direct debit) -\$2.99 P/M incl. GST

V4 VOIP Rate Plan C - \$9.99 including GST (Discount available if you choose a 36 months' contract term & direct debit)

CALL TYPE	COST
Local Calls	\$0.06 per minute
National Calls	\$0.06 per minute
Mobile Calls	\$0.12 per minute
13/1300 Calls	\$0.42 per call
Minimum Term	36 Months

- Handset Outright Purchase -\$99.99 incl. GST
- One off Shipping & Handling Fees - \$29.99
- Handset Monthly Rental (only available over a 36 months contract term & direct debit) -\$2.99 P/M incl. GST

[Click here](#) to view V4's pricing for International Destinations when in use through any of our VOIP Plans.

All Pricing is inclusive of GST

IMPORTANT NOTE

All VOIP Rate Plans & voice services are dependent on a working data connection. This means if your internet connection goes down for any reason you VOIP phone will no longer work. Considering the rate level of discount on V4 VOIP 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.

Additional Information about pricing

- A two minute local and national call under V4 VOIP Rate Plan B and A would \$0.00 * 2 = \$0.00 since both these plans have local and national calls inclusive.
- A two minute mobile call under V4 VOIP Rate Plan C would be \$0.12 * 2 = \$0.24.
- A two minute local or national call under V4 VOIP Rate Plan C would be \$0.06 * 2 = \$0.12

V4 VOIP Rate Plans Critical Information Summary

V4 Telecom supplies VOIP Rate Plans on a reseller agreement. 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 VOIP Rate Plans. It covers things like the length of your contract, billing, what's included and what's not.

INFORMATION ABOUT THE SERVICE:

THE SERVICE:

V4 VOIP Rate Plans give you a voice over internet protocol (VOIP) voice service that allows for voice communication across a data connection with no need for a physical phone line. VOIP services are recommended to have 100 Kbps per line available for best transmission quality. As V4's VOIP Rate Plans come on a data dependent service, your connection to the internet does control access to calls, in which case if you have no internet connection you will not be able to use your V4 VOIP Rate Plans associated voice services

MINIMUM PLAN TERM:

V4 VOIP Rate Plans are available to order over a minimum of a 36 Month Term, & contract starts from the order sign up date. These contract terms are non-negotiable and are in place to secure the best pricing and connection for our customers. Early Termination Fee, should you decide to end the contract early, is always calculated as monthly plan fees in total X remaining contract length remaining, & such ETF costs are payable immediately. 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 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.

EARLY TERMINATION CHARGES:

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.

INSTALLATION:

There is no need for physical connection for V4's VOIP Rate Plans, in which case the only installation timeframe relates to the porting (transfer) of your traditional phone number over to a V4's VOIP Rate Plan associated service number. If you have no existing number, then a new number is assigned automatically and the service can be activated

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.

as soon as the order is placed. Any charges for a temporary new number assigned is billed at normal monthly rental plus associated call rates.

CONNECTION FEE:

V4 VOIP Rate plans have no upfront connection fees except when ordering telephone handsets or any other kind of hardware, which are payable upfront.

TOTAL MINIMUM PLAN COSTS

The total minimum amount you will pay over 36 months is your monthly plan cost plus any calls made or value included plan costs & associated services.

Example

V4 VOIP Rate Plan A	36 Months contract	\$ 21.99
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\$21.99 x 36 = \$791.64 (assuming no mobile and or 1300 or special calls are made and no add on services are active). Additional Features like voicemail to email, call forwarding on V4 VOIP Rate Plans are chargeable on top.

ADDITIONAL INFORMATION – PORTING & ASSOCIATED CHARGES. VOIP SERVICE NUMBERS

Please refer to <http://www.v4.net.au/voipporting/> for further information on Porting to VOIP Costs

OTHER INFORMATION

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 Mon – Fri 9:00AM to 5:30 PM AEST on working days, and Saturday 9:00AM to 4:30PM AEST.

COMPLAINTS OR DISPUTES

If you have a problem or complaint about your service, go to - <https://v4.net.au/complainthandling/> 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 <http://www.tio.com.au/about-us/contact-us>.

This is a summary only, please visit- <http://www.v4.net.au> for further information regarding billing and additional charges.



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