

V4 Business Grade ADSL Pricing and Product Information

V4 is now offering business grade ADSL connections via a new carrier. These ADSL connections have dedicated bandwidth and offer both greater stability and faster average speeds than residential products.

Our plans include unlimited data allowing you the freedom to use your new high speed connection as much as you like with no worrying about data caps or limits.

Connection Category	Price
Business Grade ADSL – Metro /Zone 1	\$69.99
Business Grade ADSL – Zone 2 /Zone 3	\$79.99

Your phone number category (Metro, Zone 1, Zone 2 etc) is decided by the location of your exchange, this is assigned at a carrier level nationwide and V4 is informed of the category we do not have any control over which category is assigned to exchanges.

Setup Costs :

- Connection fee to connect Data services is \$49.99
- We provide a NETCOMM NF10WV Hi-Speed Router for \$100 + \$19.99 Postage and handling.

Contract Terms: In order to secure competitive pricing our Business grade ADSL data plans are on a 24 month contract. An early termination fee calculated by the remaining length of your contract multiplied by your monthly fees will be applied to your final invoice if you break this contract.

Critical Information Summary

Information about the Service

Your plan sets out the pricing that applies for your BUS ADSL Broadband Service. It allows you access to our broadband network and lets you access internet data. With this plan you opt to purchase an ADSL2+ compatible device from V4 Telecom, or provide your own.

DESCRIPTION

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

AVAILABILITY:

You can choose v4 bus adsl2+ plan if you have a basic telephone service, are a business customer, are billed directly by us for access and local calls, and pre-select us for long distance, international calls and calls to mobiles.

MINIMUM CONTRACT TERM: 24 MONTHS

Information about Pricing

Zone 1 - Minimum Monthly Charge: \$69.99
 Zone 2 - Minimum Monthly Charge: \$79.99

Early Termination Charge

An Early Termination Charge will apply to any service that terminates with V4 within the contract terms. The Early Termination Fee is calculated as the remaining months in your contract multiplied by your minimum monthly cost. Example – A contract cancelled after 12 months will be charged 12 x \$69.99 (if metro of Zone 1) = \$839.88

Metro / Zone 1 - ADSL2+ Monthly Charges

	Charge
Monthly Access Fee	\$69.99
Data Allowance	Unlimited

ADSL2+ Connection Charges

Call Type	Charge
ADSL Activation	\$49.99
ADSL2+Hardware/Modem	\$59.00

Zone 2 / Zone 3 - ADSL2+ Monthly Charges

	Charge
Monthly Access Fee	\$79.99
Data Allowance	Unlimited

Additional Information about Pricing:

All Prices mentioned above include GST Full Terms

Information and pricing is correct at the time of printing. All pricing is inclusive of GST.

Visit www.v4.net.au/terms-conditions/ for our Standard Terms and Conditions on which we provide our products and services.

Usage Information

For information about your current usage levels please contact Customer Service by calling 1300- 843-130, or visit www.v4.net.au and enter Customer Login.

Email Billing

V4 is committed to reducing our environmental footprint and therefore email billing is our default method of billing. Paper bill can be received as an option for an additional \$4.00 inclusive of GST. To opt for paper billing, please call 1300-843-130.

Connection Charges & Connection Timeframes

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit www.v4.net.au/terms-conditions for our Phone Connection Charges and Timeframes.

Any Query Call

V4 encourages its customers to call in relation to any query no matter how small, we are here to help.

ADSL2+ Speeds:

Optimal ADSL2+ speeds require compatible ADSL2+ modem and filters. Actual speeds will vary due to many factors including distance from the local telephone exchange, the quality of the customer's copper phone line, cabling and equipment.

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.

Billing

The pricing in this Critical Information Summary are for the full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the "Important information about your first bill" section below for more information

Important Information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

Contact Us

We are dedicated to customer service excellence. If you have any queries please call our customer service center on 1300-843-130 or email us at info@v4.net.au or if you are experiencing a technical fault please email us at info@v4.net.au or call 1300-843-130. If you wish to make a complaint please call 1300-843-130 or email complaints@v4.net.au. If you are not satisfied with the service that you have received from us, please inform us. If we are unable to resolve the issue you may then seek assistance from the Telecommunications Ombudsman (TIO).

The TIO will only investigate your complaint once you have already attempted to resolve your issue with V4. The TIO can be contacted by visiting their website at www.tio.com.au or via telephone on 1800-062-058.