

Plan: V4 Resi Basic

Critical Information Summary

Information about the Service

Your plan sets out the pricing that applies when you make and receive calls on your Telephone Service.

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 Resi Basic if you have a PSTN Telephone Service, 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

12 months

Information about Pricing

Minimum Monthly Charge: \$34.99

The minimum monthly charge includes 150 local calls. These are not rolled over each month. Any unused credit is forfeit. It does not include any Value Added Services such as Caller Id or Message Bank.

Early Termination Charge

A \$200 Early Termination Charge will apply to any service that terminates with V4 within the contract terms.

Call Rates In Australia:

| Call Type | Charge |
|----------------------------------|------------------------------------|
| Local Calls | 20 cents per call after 150 calls |
| Calls to 13, 1300 & 1345 Numbers | 46c per call |
| National Calls | 18c per min with 40 cents flagfall |
| Calls to Mobiles in Australia | 28c per min with 40 cents flagfall |

Basic Telephone Service Connection Charges:

| Call Type | Charge |
|--|--------|
| Telephone Line without a technician visit | \$59 |
| Telephone Line with a technician visit | \$125 |
| New telephone Line connection/telephone line connection with a technician visit and cabling work | \$299 |

Special Promotion:

Unlimited Calls:

Create your own bundles with V4's Unlimited Calls Bolt-on

| Call Type | Monthly Fee (Additional) |
|---|--------------------------|
| Unlimited Local Calls | \$20 |
| Unlimited National Calls | \$30 |
| Unlimited Calls to Mobiles in Australia | \$40 |

Additional Information about Pricing:

- ❖ After the 150 local calls are used standard local call charges will apply.
- ❖ Two minute Mobile Call will cost \$0.92 under the call credit.
- ❖ Normal Rates apply to all the International Destinations as can be viewed at www.v4.net.au/international-rates/
- ❖ All components including all types of Calls & Services are charged extra on top of \$34.99 every month
- ❖ 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 \$4.99 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.

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.

Any Query Call

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

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