

Plan: V4 Resi Gear 1

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 GEAR 1 if you have a PSTN Telephone Service, are a residential 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

12 months

Information about Pricing

Minimum Monthly Charge: \$59.99

The minimum monthly charge includes \$150.00 incl. GST of call credits. These are not rolled over each month. Any unused credit is forfeit

This credit includes Local, National, Fixed to Mobile & International Calls to Fixed Lines & Mobiles.

It does not include any Value Added Services such as Caller Id or Message Bank, or calls to 13/1300 numbers.

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	30 cents per call
Calls to 13, 1300 & 1345 Numbers	46 cents per call
National Calls	30 cents per call
Calls to Mobiles in Australia	99 cents per call

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

Additional Information about Pricing:

- ❖ After Initial call credit is used, V4 normal rates would apply same as above.
- ❖ All Prices mentioned above include GST
- ❖ Normal Rates apply to all the International Destinations as can be viewed at <https://www.v4.net.au/international-rates/>
- ❖ All components including all types of Calls & Services are charged extra on top of \$59.99 every month once \$150 credit is over.
- ❖ All Prices mentioned above include GST

After initial call credits used the following rates will be applicable
 A two minute Call to a mobile will cost under the standard rate will cost \$0.92 Cents

Call Type	Charge
Local Calls	20 cents per call
National Calls	16 cents per minute with 40c Flag fall
Landline to Mobile Voice Calls	26 cents per minute with 40c Flag fall
International Calls	Top 20 Countries*

Full Terms

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

Visit <https://www.v4.net.au/tob> 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 <https://www.v4.net.au/tob> 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

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 <http://www.tio.com.au> or via telephone on 1800-062-058.