

Plan: V4 Turbo Gear

# Critical Information Summary

## Information about the Service

Your plan sets out the pricing that applies when you make and receive calls on your Basic 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 Turbo 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

12 months

## Information about Pricing

Minimum Monthly Charge: \$99

You may pay additional amount for any calls you make each month. No Telstra Value Added Services (such as Messagebank or Line Hunt) are included in the Minimum Monthly Charge. You can take up Telstra Value Added Services with your Basic Telephone Service at any time. You may incur an additional monthly fee and/or call charges if you take up any calling features.

### 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	Unlimited
Calls to 13, 1300	46 Cents
National Calls	Unlimited
Calls to Mobiles in Australia	Unlimited

### International Call Rates:

Call Type	Charge
International Calls	40c call connection fee plus the per minute block rates

### 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:

- ❖ Normal Rates apply to all the International Destinations as can be viewed at [www.v4.net.au/international-rates/](http://www.v4.net.au/international-rates/)
- ❖ All components including all types of Calls & Services are charged extra on top of \$99 every month
- ❖ Applicable only with Direct Debit Mode of Payment
- ❖ All Prices mentioned above include GST

## Full Terms

For information about your current usage levels please Contact Customer Service by calling 1300-843-130, or visit [www.v4.net.au](http://www.v4.net.au) and enter Customer Login.

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## 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 <https://www.v4.net.au/tob> 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](mailto: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 your plan part way through a billing period – refer to the

## 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](mailto:info@v4.net.au) or if you are experiencing a technical fault please email us at [info@v4.net.au](mailto: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](mailto: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](http://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.

V4, V4 Australia & V4 Telecom are fully owned & operated by V4 Telecom Pty Ltd. V4 is an authorized reseller of M2 Wholesale Pty Ltd to provide all fixed & Internet Services to its End Users. V4 is also an authorized retail Service Provider of NBN Co & Other Carriage Solutions via AAPT: TPG which is used to provide any NBN or any other connectivity

related voice & data services to its End Users



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