

Critical Information Summary

iTalkBB Home Phone Global Unlimited Plan

Information about the service

Description of the Service	Calls made using the service are connected using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN) that a regular landline uses. This is called Voice over IP or VoIP. It allows calls inbound or outbound to the public phone network via numbers hosted on the iTalkBB Network.	
Minimum term as selected on order form	No Contract \$36.04 minimum charge	12 months \$370.68 minimum charge over 12 months
Offer Inclusions	Unlimited calls to 29 countries or territories including Australia, China, Hong Kong, U.S, Canada, Singapore, Taiwan(excludes Mobile) etc. 1 included DID Free calls between iTalkBB users (Through 899 number) Voicemail, Voicemail to Email Online account management portal access iTalk Freedom (See Website for Details)	
Important restrictions	The following cannot be called from this service: 1. Australian Premium Rate Numbers (i.e. 190x) 2. Some operator assisted numbers and special service numbers 3. High risk International destinations Included DIDs may not be exchanged/credited/substituted towards the cost of existing DIDs ported onto the service. 4. Currently not supporting 000 emergency service.	
Important qualifications	To use the service you will need a high speed internet access connection, a modem/router, a VoIP phone adapter(provided by iTalk).	

Information about Pricing

Setup Fees	\$0	
Minimum Monthly Charge	\$36.04	\$30.89
Maximum Monthly Charge	N/A	
Early Termination Fee	No early termination charge applies	\$103 on 12 months contract plan

Common Call Charge

Local/National Landline	Free
Australian Mobile	Free
13/1300 Number	Free
International	<p>Unlimited calls to 28 countries or territories including China, Hong Kong, U.S, Canada, Singapore, Taiwan(excludes Mobile) etc. The cost of making an international call to other countries starts from 1.6¢ per minute. Calls are charged per minute or part thereof. For all international call rates, see</p> <p>http://www.italkbb.com.au/ena/ena_rates.asp</p>

Other Information:

View your bills and call history	<p>You can view your bills and call history by logging in to your customer account portal via this Link.</p> <p>http://www.italkbb.com.au/ena/login_only.asp</p>
Customer Service contact details	<p>Customer Service can be contact on 1-800-248-255</p> <p>Or By Email: support@iTalkBB.com.au</p>
How to access our dispute resolution process	<p>Either use the Customer Service Contact Details above or submit your concerns to</p> <p style="text-align: center;">Unit 1, Level 10, 10 Queens Rd, Melbourne, VIC 3004 Australia</p> <p style="text-align: center;">Phone: 03-9008-6456</p>
TIO contact details	<p>At iTalkBB, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within iTalkBB and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.</p> <p>For full contact details, visit: http://www.tio.com.au/about-us/contact-us</p>