

## Critical Information Summary

### iTalkBB Home Phone Australia 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	12 Months \$123.47 minimum charge over 12 months	No Contract
Offer Inclusions	Unlimited calls to Australia landline, 0.19/min to Australia Mobile 200 minutes included international calls to China, Hong Kong, Singapore, Taiwan(excludes mobile), Malaysia(excludes mobile). (unused calls expire at the end of the billing period) 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 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	\$10.29	
Maximum Monthly Charge	N/A	
Early Termination Fee	\$103 on the 12 months contract plan	No early termination charge (ETC) applies on the no contract plan.

## Common Call Charge

Local/National Landline	Unlimited
Australian Mobile	19cent/minute billed in per minute increments
13/1300 Number	25cent/call untimed
International	<p>200 minutes included international calls to China, Hong Kong, Singapore, Taiwan(excludes mobile), Malaysia(excludes mobile)                      The cost of making an international call starts from 1.6¢ per minute. Calls are charged per minute or part thereof. For all international call rates, see</p> <p><a href="http://www.italkbb.com.au/ena/ena_rates.asp">http://www.italkbb.com.au/ena/ena_rates.asp</a></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><a href="http://www.italkbb.com.au/ena/login_only.asp">http://www.italkbb.com.au/ena/login_only.asp</a></p>
Customer Service contact details	<p>Customer Service can be contact on                      1-800-248-255</p> <p>Or By Email:  <a href="mailto:support@iTalkBB.com.au">support@iTalkBB.com.au</a></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 <b>1800 062 058</b>.</p> <p>For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a></p>