

## Critical Information Summary

### iTalkBB Unlimited ADSL2 Plan

Information about the service

Description of the Service	The service is a broadband Internet service and provides access to the Internet and related services, such as VoIP phone service.
Minimum term as selected on order form	12 Months or 24 Months
Offer Inclusions	1 IPV4 IP Address ADSL2+ over PSTN line Service PSTN line rental Unmetered uploads and downloads Unlimited International VOIP calls to 28 countries
Important Limitations	ADSL2+ is not available in all areas, and service qualification needs to be performed to ensure availability. ADSL2+ speeds will vary depending on the distance from the local exchange, the quality of the copper cable infrastructure in your area, internet traffic, and your hardware and software. ADSL2+ download speeds can be anything from 1500Kbps to 24000Kbps. ADSL2+ upload speeds will range from 256 to 812Kbps. iTalkBB cannot guarantee any specific speeds.
Important qualifications	To use the service you will need a suitable modem/router. These may be optionally sourced from the iTalkBB Sales Team or our store.

Information about Pricing (Including GST)

Setup Fees	\$92.70 for 12 months contract OR \$41.20 for 24 months contract
Minimum monthly charge	\$87.54
Minimum Total Cost (12 Month)	\$1143.18 incl Setup Fee
Minimum Total Cost (24 Month)	\$2142.15 incl Setup Fee
Early Termination Fee	\$257.50
Other Fee	If any non-standard work is required, there may be additional setup charges. The technician will advise you if this is the case. This includes cabling past the first socket or network boundary point, trenching, or more difficult installations.

Common Call Charge for PSTN phone (Including GST)

Local/13 or 1300 Number	27cent/call
Australian Mobile Interstate Call	22cent per 30 second + flag fall
Flagfall	39cent/call
1800 Number 000 or 112 or 106 Emergence Number	Free
International	Not Available

Common Call Charge for VOIP phone (Including GST)

Local/National Landline	10cent/call
Australian Mobile	19cent/minute billed in per minute increments
13/1300 Number	25cent/call untimed
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><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</p> <p>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 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>
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