

Critical Information Summary



* **Actual allowance is 3000 minutes**

iTalkBB L SIM Card Plan

Information about the service

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|---|--|
| Description of the Service | This is for Postpaid 'SIM-Only' Mobile Services and includes certain amount of monthly included value allowances for use within Australia |
| Minimum term as selected on order form | No Contract |
| Offer Inclusions | - Unlimited National Call(3000 minutes) - Unlimited International Call via Mobo App -3GB Data Allowance |
| Important qualifications | To use the service user will need to supply their own 'unlocked' mobile phone handset. iTalkBB is only supply the SIM card not handset for Customer |
| First month minimum charges on iTalkBB no lock-in contract mobile plans | \$39.14(Mobile monthly charge in first month) + \$10.3 SIM card charge + Mobile prepayment outside included value (minutes) of \$30.9 Total \$80.34 |

Information about Pricing (Including GST)

| | |
|------------------------|---|
| Setup Fees | \$10.3 SIM card fee and \$30.9 deposit |
| Minimum Monthly Charge | \$39.14 |
| Maximum Monthly Charge | N/A |
| Early Termination Fee | iTalkBB L SIM Card Plan is not subject to a contract period. No early termination charge is applicable. |

Common Call Charge (Including GST)

| Usage Type | Amount | Plan Inclusion or Included Value/Data Allowance? |
|---|---|--|
| Standard National Voice Calls | \$1.98/2 minutes | Yes |
| Standard National Voice Calls to Australian Mobiles | \$1.98/2 minutes | Yes |
| Voice Mail Retrievals | \$1.98/2 minutes | Yes |
| Standard National SMS | 25 cents | Yes |
| Standard National MMS | 50 cents | Yes |
| Standard National Calls to 13/1300 Numbers | \$1.98/2 minutes | Yes |
| Standard National Calls to 1800 Numbers | \$1.98/2 minutes | Yes |
| 124 Yes | 90 cent per minute plus \$1.50 flagfall | No |
| 1223 | 50 cent per call | No |
| 1225 | 26 cent per 30 second | No |
| Monthly Data Allowance | 3GB | Yes |
| Excess Data Charges in Australia | 2.8cent per MB | No |
| International SMS | 35 cent | Yes |
| International MMS | 75 cent | Yes |
| International Roaming Costs | Not applicable - your iTalkBB SIM Card service will not operate if being used outside Australia | |
| International Call via IFD or Airtime | Both national and international minutes will be deducted respectively based on your actual calling time | Yes |
| International Call via 3G/4G/WIFI | Only international minutes will be deducted based on your actual calling time | Yes |

Other Information:

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|--|--|
| View your bills and call history | You can view your bills, usage and call history by logging in to your customer account portal via this Link. http://www.italkbb.com.au/au/en/support/bill/login.html |
| Customer Service contact details | Customer Service can be contact on 1-800-248-255 Or By Email: support@iTalkBB.com.au |
| How to access our dispute resolution process | Either use the Customer Service Contact Details above or submit your concerns to Suite103, 975 Whitehorse Rd, Box hill, VIC 3128, Australia Phone: 03-9008-6456 |
| TIO contact details | 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. For full contact details, visit: http://www.tio.com.au/about-us/contact-us |