

Critical Information Summary



iTalkBB S SIM Card Plan

Information about the service

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	- 200 Minutes of National Call - Unlimited International Call via Mobo App -250MB 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	\$15.45(Mobile monthly charge in first month) + \$10.3 SIM card charge + Mobile prepayment outside included value(minutes) of \$30.9. Total \$56.65

Information about Pricing (Including GST)

Setup Fees	\$10.3 SIM card fee and \$30.9 deposit
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Minimum Monthly Charge	\$15.45
Maximum Monthly Charge	N/A
Early Termination Fee	iTalkBB S 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 minute	Yes
Standard National Voice Calls to Australian Mobiles	\$1.98/2 minute	Yes
Voice Mail Retrievals	\$1.98/2 minute	Yes
Standard National SMS	25 cents	Yes
Standard National MMS	50 cents	Yes
Standard National Calls to 13/1300 Numbers	\$1.98/2 minute	Yes
Standard National Calls to 1800 Numbers	\$1.98/2 minute	Yes
124 Yes	90 cent per minute plus \$1.50 flagfall	No
1223	50 cent per call	No
1225	26cent per 30 second	No
Monthly Data Allowance	250MB	Yes
Excess Data Charges in Australia	2.8cent per MB	No
International SMS	35 cent	No
International MMS	75 cent	No
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:

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