

Critical Information Summary

iTalkBB App International Unlimited Plan

Information about the service

Description of the Service	Calls made using the service are connected using smart phone application via wifi, 3G/4G network or mobile minutes call. This is called Voice over IP or VoIP application. It allows calls outbound to the public phone network via numbers hosted on the iTalkBB Network.	
Minimum term as selected on order form	12 Months	No Contract
Offer Inclusions	Unlimited calls to mobile and landline of following 5 countries or territories including China, Hong Kong, the United States, Canada, Singapore; Unlimited calls to landline number only of following 23 countries or territories including Taiwan, Austria, Belgium, Chile, Denmark, France, Germany, Greece, Ireland, Italy, Japan, Korea, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom, Vatican, Australia & 1800 number; Free calls to iTalkBB VoIP users;	
Important restrictions	Numbers cannot be called: 1. Australian Premium Rate Numbers (i.e. 190x) 2. Australia Mobile, Australia Smart Number and all the other countries which are not listed within 28 countries; 3. Some operator assisted numbers and special service numbers 4. Currently not supporting 000 emergency service.	
Important qualifications	To use the service you will need a smart phone with iOS 7.0 or later. And Android platform.	

Information about Pricing (Including GST)

Setup Fees	\$0	
Minimum Monthly Charge	\$14.72	\$20.38
Maximum Monthly Charge	N/A	
Early Termination Fee	\$113.30 on the 12 months contract plan	No early termination charge (ETC)

Other Information:

Billing inquiry	Customer Service can be contact on 1-800-248-255
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 Unit 1, Level 10, 10 Queens Rd, Melbourne, VIC 3004 , Australia Phone: 03-9008-6456
TIO contact details	At iTalkBB Australia, 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
How to obtain call and data usage information	By clicking http://www.italkbb.com/au/en/support/bill/login.html Or, contact us on 1800 248 255