

## Critical Information Summary

### iTalkBB \$19.99 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 Included Call and Messaging Value > 100MB 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

Information about Pricing(Including GST)

Setup Fees	\$10 SIM card fee and \$30 deposit
Minimum Monthly Charge	\$19.99
Maximum Monthly Charge	N/A
Early Termination Fee	iTalkBB 19.99 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?
2 Minute Standard National Mobile Call including flagfall	\$2.34	Yes
Standard National Voice Calls	98cent per minute plus 38 cent flagfall	Yes
Standard National Voice Calls to Australian Mobiles	98cent per minute plus 38 cent flagfall	Yes
Voice Mail Retrievals	20cent per 30 second	Yes
Standard National SMS	25 cent	Yes
Standard National MMS	50 cent	Yes

Standard National Calls to 13/1300 Numbers	98cent per minute plus 38 cent flagfall	Yes
Standard National Calls to 1800 Numbers	30 cent per minute plus 35 cent flagfall	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	100MB	Yes
Excess Data Charges in Australia	3cent per MB	No
International Calls	Use iTalkBB IFD feature, see <a href="http://www.italkbb.com.au/chsa/SIMCard_globalrates.asp">http://www.italkbb.com.au/chsa/SIMCard_globalrates.asp</a>	
International SMS	35 cent	Yes
International MMS	75 cent	Yes
International Roaming Costs	Not applicable - your iTalkBB SIM Card service will not operate if it is used outside Australia	
If you restricted your use solely to Standard National Mobile Calls each of two minutes in duration, you could make 85 calls		

#### 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. <a href="http://www.italkbb.com.au/ena/login_only.asp">http://www.italkbb.com.au/ena/login_only.asp</a>
Customer Service contact details	Customer Service can be contact on 1-800-248-255 Or By Email: <a href="mailto:support@iTalkBB.com.au">support@iTalkBB.com.au</a>
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, 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> . 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>