

Critical Information Summary

iTalkBB Unlimited Naked 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	\$82.39
Minimum Total Cost (12 Month)	\$1081.38 incl Setup Fee
Minimum Total Cost (24 Month)	\$2018.55 incl Setup Fee
Early Termination Fee	\$257.50
Other Fee	If any non-standard work is required, there may be additional setup charges, you will be advised by the technician 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	Unlimited
Australian Mobile	19cent/minute billed in per minute increments
13/1300 Number	25cent/call untimed
International	200 minutes included international calls to China, Hong Kong, Singapore, Taiwan(excludes mobile), Malaysia(excludes mobile) The cost of making an international call starts from 1.6¢ per minute. Calls are charged per minute or part thereof. For all international call rates, see http://www.italkbb.com.au/ena/ena_rates.asp

Other Information:

View your bills and call history	You can view your bills and call history by logging in to your customer account portal via this Link. http://www.italkbb.com.au/ena/login_only.asp
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, 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
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