



Critical Information Summary City SweetTalk 10 Untimed Service

Information about the Services

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| Description of the Service | Pre-paid outgoing VoIP call service. |
| Minimum term as selected on order form | N/A |
| Offer inclusions | City SweetTalk 10 Untimed Service includes: <ul style="list-style-type: none"> • Free Calling between MondoTalk subscribers • Voice Mail • Call Forward • Party Call • VoIP Roaming • PC Soft Phone |
| Offer exclusions | No geographic number included. A MondoTalk number is provided which other people with MondoTalk can call. |
| Important offer conditions | SIP compatible PBX, IP phones or soft phones |
| Important limitations | This service will not work if there is an interruption to your Internet connection. That includes dialling emergency numbers; 000. Out going caller ID, CLID Over-stamping, is supported for registered or verified numbers only. |
| Important restrictions | The following cannot be called from this service: <ul style="list-style-type: none"> • Australian Premium Rate Numbers (i.e. 190x) • Some operator assisted numbers and special service numbers • High risk International destinations |
| Important qualifications | A broadband Internet connection is required for this service. |

Billing Information

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| <p>All MondoTalk services are pre-paid. You have full control over the recharge options of:</p> <ul style="list-style-type: none"> • Automatic Recharges • Low balance warnings • Manual Recharges <p>The usage statements are for the 6th of one month to the 5th of the next month. For example from the 6th of February to the 5th of March.</p> |
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Information about Pricing

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| Set up feeds (GST included) | N/A |
| Minimum monthly charge | N/A |
| Maximum monthly charge | N/A |
| Maximum early termination charge | N/A |

Common Call Charges (GST Included)

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| Local/National | Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin for 14¢ untimed. Other landlines in Australia at 6.6¢ per minute |
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| Australian mobile | 20¢ per minute |
| 13/1300 | 27.5 cents untimed |
| International | International call rates starts at less than 1 cent. For a detailed list of international rates please see: http://www.mondotalk.com/AUS/Dial-Rates.aspx |
| My text SMS | N/A |
| Casual Conference | No overhead cost for conferences. The cost is the same as the call rates. |

Other Information

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| Access your call and data usage information | You can access your call usage by logging on to : https://secure.mondotalk.com/infinet_cust/ |
| Customer service contact details | Our customer service can be contacted on: Phone: 1300 887 863 Email: business@MondoTalk.com |
| How to access our dispute resolution process | Contact our support personnel on Phone: 1300 887 863 Email: business@MondoTalk.com / support@mondotalk.com |
| TIO contact details | MondoTalk prides itself on its customer focus and service. If you find you are not happy with our ability to handle a complaint please ask our staff to provide you with our complaint management process. Please cover this process with them in an effort to identify where we have let you down. If you are still unhappy with our efforts to resolve your complaint there are external parties such as the TIO which can assist. They can be contacted here: http://www.tio.com.au/about-us/contact-us |

The above details are based on the standard MondoTalk Plan structure, however, on certain occasions we may provide special offers and promos that will bring even more benefit to our customers. This means that certain parts of this document may change during a special promotion but rest assured that it is centered towards the benefit of our customers. This document may be included on special offer. If this is the case then please refer to the offer details for any variations that may apply.