



**Critical Information Summary  
City SweetTalk 25 Untimed Service**

**Information about the Services**

Description of the Service	Pre-paid outgoing VoIP call service.
Minimum term as selected on order form	N/A
Offer inclusions	City SweetTalk 25 Untimed Service includes: <ul style="list-style-type: none"> <li>• Free Calling between MondoTalk subscribers</li> <li>• Voice Mail</li> <li>• Call Forward</li> <li>• Party Call</li> <li>• VoIP Roaming</li> <li>• PC Soft Phone</li> </ul>
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"> <li>• Australian Premium Rate Numbers (i.e. 190x)</li> <li>• Some operator assisted numbers and special service numbers</li> <li>• High risk International destinations</li> </ul>
Important qualifications	A broadband Internet connection is required for this service.

**Billing Information**

<p>All MondoTalk services are pre-paid. You have full control over the recharge options of:</p> <ul style="list-style-type: none"> <li>• Automatic Recharges</li> <li>• Low balance warnings</li> <li>• Manual Recharges</li> </ul> <p>Service charges will be deducted from your prepaid balance on the same day each month the service was activated.</p>
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**Information about Pricing**

Set up feeds (GST included)	N/A
Mnimum monthly charge	N/A
Maximum monthly charge	N/A

Maximum early termination charge	N/A
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### Common Call Charges (GST Included)

Local/National	Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin for 12¢ untimed. Other Australian land lines at 5.5¢ per minute
Australian mobile	18.5¢ per minute with no flag falls (for example a 2 minute call would cost 37 cents)
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: <a href="http://www.mondotalk.com/AUS/Dial-Rates.aspx">http://www.mondotalk.com/AUS/Dial-Rates.aspx</a> Note: a 5% discount will apply
My text SMS	N/A
Casual Conference	No overhead cost for conferences. The cost is the same as the call rates.

### Other Information

Access your call and data usage information	You can access your call usage by logging on to : <a href="https://portal.mondotalk.com">https://portal.mondotalk.com</a>
Customer service contact details	Our customer service can be contacted on: Phone:1300 887 863 Email: <a href="mailto:business@MondoTalk.com">business@MondoTalk.com</a>
How to access our dispute resolution process	Contact our support personnel on Phone:1300 887 863 Email: <a href="mailto:business@MondoTalk.com">business@MondoTalk.com</a> / <a href="mailto:support@mondotalk.com">support@mondotalk.com</a>
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: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a>

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.