

J-Talk Critical Information Summary (Voice)

Fees & Charges

Porting Charge	\$20
Monthly Bundles*	\$15.95/mth

*Monthly bundles include unlimited local, national and 13/1300 numbers. International calls as per schedule. Mobile calls are charged at 18c per minute. Calls are billed per second, minimum call cost is \$0.01 where call charges apply. No flagfall is charged on all calls.

The Easy Way to Connect Your Phone

Thank you for your interest in porting your number across to Jamba J-Talk.

Voice Over Internet Protocol (VOIP) is a way of connecting through your broadband – the telephone connects directly to a data network rather than connecting into sockets installed by a telephone provider.

The great news is that JAMBA customers can use/purchase their own analogue handset, the modem (Archer VR1600V) has a built in ATA and any analogue phone will work once they connect to the phone port of the modem.

If you have a current active number this can be ported across to Jamba Talk. This can take 7-10 business days. Your number is still active if you call the number and it rings.

To get the process started we require a copy of your latest bill.

If you no longer have a copy of the last invoice then please provide your previous address, service provider and account number.

If the number is no longer active then it may not be possible to port the number across. We will do our best but there is no guarantee.

If you don't have an existing number, Jamba can arrange a new one for you.

Fair Use Policy

Please refer to the Fair Use policy for the terms and conditions of this product.

Customer Support

If you are experiencing a problem with your service please call 1300 052 622 or email support@jamba.com.au

Complaints

If you haven't received the service you expected, you have the right to make a complaint. Please call 1300 052 622 and email admin@jamba.com.au

If you are not satisfied with the outcome then please email complaints@jamba.com.au

Network Limitations

As with all types of technology there could be circumstances beyond our control that may and can affect your quality of service. Should the infrastructure within your building then Jamba will contact LNBCo and request a technical team to service the building to resolve the issue.

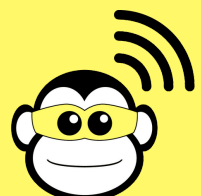
Cancelling your Service

J- Talk no lock in contracts mean you can terminate at any time. No pro rata credits or refunds can be offered so a 30 days' notice is required.

If you need to cancel your service you can simply complete the Move Out form on our Home Page www.jamba.com.au or contact our customer service team on 1300 052 622.

Billing and Payment Options

You will receive your monthly invoice on the anniversary of your connection date. Payment is due two weeks after this date. Payment options include VisaCard, Mastercard, American Express and Direct Debit. Please refer to Terms & Conditions for fees and charges.





Sign-Up for Jamba J-Talk

Please complete the details below and return this form to accounts@jamba.com.au

I would like Jamba to provide a number for me

☐

(Please Tick Appropriate Boxes)

I would like to port and existing number

☐

PHONE NUMBER:

PREVIOUS ADDRESS:

PREVIOUS ACCOUNT NUMBER:

PREVIOUS PROVIDER:

Please attach a copy of your last bill

I acknowledge that I have been advised that:

- by porting the telephone number(s) listed on this form, the service associated with that telephone number is disconnected from the existing service provider's network and may result in finalisation of the account for that service;
- by porting the telephone number(s) listed on this form, any DSL/Spectrum Sharing service associated with that telephone number is disconnected and may result in finalisation of the DSL Spectrum Sharing account for that service; and
- Although I have the right to port the telephone number(s), there may be costs and obligations associated with the port, which may include early termination fees and porting fees.
- The service to the telephone number to be ported must remain active whilst porting to Jamba. If the service providing the telephone number is disconnected during the porting process the porting may be rejected and telephone number may be lost and allocated to another user. I must disconnect my service ONLY once the number has successfully ported over to JAMBA.

Signature:

Date:

Name:

Capacity (Circle the appropriate option)

Customer

Agent

Authorised Representative

By executing this Customer Authority the signatory warrants that they are authorised to sign this Porting Authority Form on the Customer's behalf.

Once filled out, submit this form to:
admin@jamba.com.au

