

Aussie Phone Card

Critical Information Summary



Information About the Service

<p>Description of the Service</p>	<p>AUSSIE PHONE CARD is a pre-paid call service for making international telephone calls. The phone card allows you to make calls which you have paid in advance of time by buying the card physically at stores or via online on the website.</p> <p>Calls are able to be made from landlines (which include public pay phones and home or office) and mobile phones.</p> <p>The phone card can be purchased for \$10, \$20, \$30 and \$50 with recharge options available by calling our customer service team or via the recharge portal on the Access Phone Cards website https://rechargeac.hellophonecards.com.au/</p> <p>The phone card can also be purchased for \$100, \$150 and \$200 however you will need to call our customer care team on 1300 667 017.</p> <p>When you receive your phone card details via email or in a store, you will receive dialling instructions, an access number, and a PIN. From there, you make your calls following 3 simple steps:</p> <ol style="list-style-type: none"> 1. Dial Your Local Access Number 2. Enter your phone card PIN 3. For calling within Australia, dial: Area Code + phone number <p>Or for calling International numbers, dial: 0011 + Country Code + Area Code + Phone Number.</p> <p>For subsequent calls, you do not need to hang up - just press * twice at the completion of your first call.</p> <p>For customer assistance, please call 1300 667 017 or for a list of access numbers visit http://www.accessphonecards.com.au/?action=product_aussie_numbers</p>
<p>Minimal Term Applicable</p>	<p>Credit expires 180 days from first use.</p>
<p>Bundling Arrangement</p>	<p>You will need a landline, public phone or mobile phone to use this service.</p>
<p>Inclusions, exclusions & conditions</p>	<p>The Aussie Phone Card call rates can be found at http://www.accessphonecards.com.au/?action=product_aussie_rates</p> <p>There is no surcharge and calls are charged in one-minute blocks.</p> <p>Calls to 1300 & 1800 numbers may also be charged additional fees depending on your service provider. And calls to 1300 access numbers will incur an additional per minute surcharge of 7 cents. Calls to 1800 access numbers will also incur an additional per minute surcharge of 15 cents.</p>

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Information About Pricing

Minimum Monthly Charge	There is no minimum monthly charge for this product.
Maximum Monthly Charge	There is no maximum monthly charge for this product.
Cost of a 2-minute Standard National Mobile call	\$0.65 per call.
Number of Standard National calls you could make from your included value if you restricted your use solely to Standard National Mobile calls each of 2 minutes in duration	15 calls (based on a \$10 phone card credit).
Cost of a Standard National SMS	Not applicable as this is unavailable with this service.
Cost of 1MB of data within Australia	Not applicable as this is unavailable with this service.

Other Information

Call usage can be obtained from	https://rechargeac.hellophonecards.com.au/
Customer Care contact details	Call 1300 667 017 (Monday to Sunday 10am to 7PM AEST) Or email us at phonecards@aggregatoglobal.com
Internal Dispute Resolution Process	Please review the Complaints Handling policy, found at http://www.accessphonecards.com.au/?action=policies
TIO contact details	Online: www.tio.com.au/making-a-complaint Phone: 1800 062 058 Fax: 1800 630 614 Post: P.O. Box 276, Collins Street West Victoria VIC 8007
Post-sales Support	Call 1300 667 017 (Monday to Sunday 10am to 7PM AEST) Or email us at phonecards@aggregatoglobal.com