

Information About The Service

The Service

Lucky Call Phone card is a pre-paid telephone call service for making long distance or 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 convenience stores or via online on the websites. You can make the phone call directly from your mobile phone or landline (home or office or payphone). This phone card comes in denomination of \$10. This is the amount of call time you have available on the cards. The phone card can be easily and instantly recharged if required via the online service on the Service Provider's website (www.telpacific.com.au).

Your prepaid phone card has a "local access number" to call to initiate your call and includes an individual Personal Identification Number (PIN). For security reason; the PIN is contained under a scratch-off panel which you can remove after purchasing the phone card.

To make a call, just dial the assigned access number to your calling destination and listen to the recorded instructions. After you have entered the PIN number, you will hear a recording message about your phone card on the available minutes or remaining balance. For customer assistance, please call 1300 369 888.

When you make the calls using the phone card, the card's credit value will be deducted based on the daily service fee, calls charges to the calling destination (subject to international carrier rates), connection fee, duration of the call connected, disconnection fee exceeding certain time, surcharges fee access from 1300 and 1800.

Minimum Term

There is no minimum term with this service plan. Credit expires in 30 days from the first use or last recharge.

Bundling requirements

There is no bundling eligibility requirements for this phone card service.

Information About Pricing

Minimum monthly charge

There is no minimum monthly charges for the phone card.

Maximum monthly charge

There is no maximum monthly charges for the phone card.

Call charges

Description	Rate
International call rates	0 cent for international Landline calls to Belgium, Germany, Italy, South Korea, Greece, Mexico, Netherlands, UK, Denmark, Hungary, New Zealand, France and Ireland. For international Landline and Mobile calls to Canada, China, Hong Kong, Thailand, USA, and Singapore. (other countries will be blocked)
Connection Fee (flagfall)	No connection fee
Calls to international numbers	View rates at: www.telpacific.com.au

* This product is designed for personal use only and is restricted to a maximum of two (2) caller IDs and 3 destination numbers per card. The service maybe blocked if exceed any of mentioned thresholds.

Further information : www.telpacific.com.au

Information is current as of 18 April 2013, is subject to change without notice and all prices include GST

Cost for some basic usage

Usage	Cost
Making a two minute standard international mobile call (example of call destination: China)	0 ¢
Making a two minute standard international landline call (example of call destination: China)	0 ¢

Maximum No. of 2 –Minutes Calls

If you restricted your use solely to Standard International Mobile Calls (example: to China), each of 2 minutes in duration, you could make as many 2 minutes phone calls with a \$10 phone card (within 30 days' period- average 2 minutes call per day).

Making a two minute Standard National Mobile Call

This product is blocked for domestic calling.

Billing

There is no invoice to be billed to you for using this phone card service by Tel Pacific Limited as you have pre-paid the phone card when you purchase it at retailer stores or via online. However, local or mobile phone charges will apply and are billed by your phone carrier (including calls to Service Provider's Customer Care Service).

Early Termination Charge (ETC)

There is no ETC. No penalty applies to you if you decide not to continue to use the phone card service to make all calls.

Other Information

Call and Data Usage Information

Call and data usage information for Lucky Call phone card customers are not available as the phone card offers complete anonymity (no need of registration of customers' identification when purchasing the card).

International Roaming Function

International roaming is not available for this product.

Customer Service Contact Details

You can contact Tel Pacific Limited's Customer Care Service by calling **1300 369 888**, or by lodging your case on our website at **www.telpacific.com.au**. or write to us via email: **phonecards@telpacific.com.au** (under the "Customer Support -contact us" section).

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the case further, a complaint handling policy is in place. You can lodge a complaint by phone, fax, in writing (via email or post). The details of the complaint handling policy and contacts are available on our website at **www.telpacific.com.au**.

Telecommunications Industry Ombudsman

If you are dissatisfied with the support and outcome of your complaint after following the above process, you are within your rights to contact the TIO (Telecommunication Industry Ombudsman) on Level 3, 595 Collins Street, Melbourne, for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at **www.tio.com.au/making-a-complaint**.

Further information : www.telpacific.com.au

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