

Terms and Conditions of eStar Phonecards

The eStar Phonecard services ("Services") are made available to you by eStar Telcom Pty Ltd A.C.N. 105 179 842 ("eStar"). By using eStar Phonecards you have agreed to accept the following "Terms and Conditions".

1. Subject to the Trade Practices Act, Telecommunication Act 1997 and other relevant laws, eStar does not make any guarantee, warranty, or representation (either expressly or implied) in connection with the Services, and is not liable for any cost, liability or damage whether direct or consequential, arising out of eStar's supply or failure to supply the Services.
2. If eStar breaches any warranty implied by the Trade Practices Act and the Telecommunication Act 1997, or any other warranty implied by law which cannot be excluded, eStar's Liability for any such breach will be limited (at eStar's discretion) to :
 - a. In the case of the Services, to supply the Services again, and
 - b. In the case of a malfunctioning eStar Phonecard replacement with a eStar Phonecard having a stored value equal to the unused stored value of the malfunctioning EStar Phonecard.
3. eStar makes no guarantee, warranty or representation (either expressed or implied) in respect of the quality of any calls made using your eStar Phonecard.
4. Unused stored value on a eStar Phonecard is not redeemable or refundable.
5. eStar will not replace a lost or stolen eStar Phonecard.
6. Any call made using your eStar Phonecard, whether by you or any person, and whether authorized or unauthorized by you, will result in the stored value of your eStar Phonecard being decremented in accordance with the call charges published from time to time.
7. Your eStar Phonecard expires 3 months from first use last recharge, unless otherwise specified. If the card has additional value transferred to it from another eStar Phonecard the expiry is extended by 3 Months from the last transfer date. Unused stored value remaining on your eStar Phonecard on the expiry date is not refundable.
8. eStar is not liable for any surcharges imposed on calls made to access the Services. To access the Services, the user must call the applicable access number and separately pay their fixed or mobile telephone service provider for the cost of connection to that access number.
9. Calls made from mobile phones may incur additional fees and charges from your mobile phone service provider. Hotels may impose additional fees and charges.
10. You may only make or continue calls whilst you have valid call time available; you may add value to your card by using this website with your credit card. Another alternative is to use cash cheque deposited into our bank account. Bank account details are available on request.
11. Your eStar Phonecard cannot make calls to 1900 or 1800 numbers, calls to directory, special services or operator services.
12. All rates are subject to change without prior notice.
13. All references to dollar amounts (\$) refers to the Australia currency (A\$), unless otherwise specified.
14. The sale, supply, service and support of the eStar Phonecard is governed by the laws of New South Wales, Australia, and the Telecommunications Act 1997 of the Commonwealth of Australia.
15. Printed Statement of Account or "Call Record Details" can be available on request. A fee of \$5.50 per Statement is payable.

16. After the first minute of each call, calls are charged at three minute interval blocks. eStar reserves the right to change the duration of each interval block without prior notice.
17. Special "Day Time Crazy Rate" applies only to calls started after 11.00am and finished before 3.00pm Australian Eastern Standard Time. Special "Day Time Crazy Rate" applies only to some countries and destinations.
18. eStar may charge a connection fee to some destinations. eStar reserve the right to change the connection fee without prior notice. Detailed information about connection fees are available in this website or by calling 1300 362 933.
19. Butterfly phone card has NO connection fees.
20. Butterfly card call rates shown are estimates based on one continuous call using up the whole card.
21. eStar phone card has NO connection fees
22. SuperCat has connection fee of \$0.70 to all countries except as follows:
 - a. \$0.90 – Bolivia, Congo Demo Rep, Hungary, Serbia and Montenegro, Ukraine.
MOBILES – Bolivia, Congo Demo Rep, Latvia, Russia, Serbia and Montenegro, Ukraine.
 - b. \$1.00 – India, Mongolia, Zimbabwe.
MOBILES – Mongolia, Palestine, Zimbabwe.
 - c. \$1.30 – Jordan, Kuwait, Turkey, Yemen.
MOBILES – Jordan, Kuwait, Yemen
 - d. \$1.40 – Cyprus, Sri Lanka.
MOBILES – Sri Lanka.
 - e. \$1.50 – Egypt, Ghana, Iran.
MOBILES – Egypt, Ghana, Iran.
 - f. \$1.60 – Bahrain, Bangladesh, Bosnia and Herzegowina, Cambodia, Grenada, Iraq, Oman, Qatar, Samoa, Saudi Arabia, Syria
MOBILES – Bahrain, Bangladesh, Bosnia and Herzegowina, Cambodia, Grenada, Iraq, Oman, Samoa, Syria.
 - g. \$1.80 – Ethiopia, Fiji, Nepal, Pakistan, UAE
MOBILES – Ethiopia, Fiji, Nepal, Pakistan, UAE
 - h. \$1.90 – Lebanon
MOBILES – Lebanon

Disclaimer

eStar Telcom Pty Ltd has used its best endeavours to ensure the information is correct and current at the time of publication but takes no responsibility for any error or defect therein. To the extent permitted by law, eStar and its employees , agents and consultants exclude all liability for any loss or damage arising from the use of , or reliance on, the Information, whether or not caused by any negligent act or omission. If any law prohibits the exclusion of such liability, eStar limits its liability to the extent permitted by the law, to the re-supply of the information.

Customer Service Number: 1300 362 933