

Say G'day Terms & Conditions

Say G'day® calling card is made available to you by Telstra Corporation Limited. By purchasing an electronic card or a card online, or by opening the package of a physical card, you have agreed to the following important terms and conditions. Please read them before using your Say G'day calling card.

1. Say G'day calling card can be used for local, national long distance, mobile (including calls to and from global and satellite services) and international calls made from Australia (from most touchtone phones). Calls cannot be made from pre-paid mobiles.
2. Call charges - Calls made using the Say G'day calling card from Australia are charged at GST-inclusive rates. Timed calls from Australia are charged in 60-sec blocks. A 1300 number call charge applies to all calls made using 1300 654 603. A 1300 call charge of 25c applies when calling from Telstra fixed phones. Coins (40c) required from Telstra public payphones. Applicable mobile phone charges for calls to a 1300 number apply in addition to Say G'day service charges. No connection fee applies for calls originating in Australia. Untimed local calls using the Say G'day calling card in Australia can be accessed using either the 1300 or 1800 access numbers and incur a 66c fee, plus the applicable 1300 call charge if the 1300 access number is used. All timed calls made using the 1800 099 032 convenience number incur a 10c per minute charge, in addition to the Say G'day per minute charges. Applicable mobile phone charges for calls to the 1300 or 1800 number apply in addition to Say G'day service charges. National long distance calls using the Say G'day calling card are charged at 9.9c per minute. International long distance calls using the Say G'day calling card are charged at the advertised rates for each country. Fixed to mobile calls using the Say G'day calling cards are charged at 44c per minute. All national long distance, international and fixed to mobile calls, calls to and from an Optus MobileSat service and calls to Inmarsat, Thuraya and Iridium global and satellite services are charged in 60-sec blocks as per the advertised rates. Calls to international mobile (non-roaming) numbers (such as international mobiles, pagers, voicemail services and personal numbers) in some destinations incur an additional charge. Call Telstra Customer Service on FREECALL™ 1800 616 606 (free call from most fixed phones) or go to www.saygdaycallingcard.com for applicable charges.
3. Voicemail charges - Voicemail messages are charged 66c per message retrieved, plus any applicable call charges.
4. Current rates - For current details on the applicable rates, please contact Telstra Customer Service on FREECALL™ 1800 616 606 (free call from most fixed phones) or see the Calling Card section of Our Customer Terms (available for inspection at most Telstra Shops or online).
5. The Say G'day calling card cannot be used to make calls to 1800, 1900, 0500 or 13 numbers or operator-assisted calls.
6. You can view your Say G'day card details and transaction history online by registering & signing in at www.telstra.com.au/callingcardshop. You can only view the last 100 transactions on your card since the date of registration. Transactions generally appear in your transaction history and balance within one hour, except for BPAY transactions, which generally appear within one banking day of Telstra's receipt of your recharge payment. You cannot view your card details or transaction history after your card expires.
7. You can transfer value from another Say G'day card. This will transfer the total value remaining on the card. You can only make three transfers to a card per day and five transfers to a card per week.

8. Add credit to your Say G'day calling card using your nominated credit card. Add credit in amounts of \$10, \$15, \$20, \$25, \$30 or \$50 over the phone or online.
9. You can also add credit by making a payment of between \$15 and \$100 from a cheque or savings account using BPAY. BPAY payments cannot be made from a credit card account.
10. You can only add value up to \$100 in one day, have no more than \$200 value on your card at any time, and no more than \$1,000 over the life of the card.
11. Your Say G'day card is valid until the earlier of the end date printed on the back of the card or 12 months from when you first use it. After this time unused credit is forfeited.
12. Concerning our liability to you:
 - a. except as set out in the paragraphs below, we accept our liability to you for breach of contract or negligence under the principles applied by the courts;
 - b. as your service is provided to you for the primary purpose of personal, domestic or household use, we do not accept liability to you for losses that result from the use of your service in connection with the conduct of a business. However, we will accept that liability if it cannot be excluded under any legislation. If that liability cannot be excluded but can be limited under any legislation, we limit our liability to resupplying or replacing your defective Say G'day calling card with a card of equal value to the unused calls of the defective card where it is fair and reasonable to do so;
 - c. we are also not liable for any loss to the extent that it is caused by you (for example, through your negligence or breach of contract); and
 - d. we are also not liable for any loss caused by us failing to comply with our obligations in relation to your service where that is caused by events outside our reasonable control (such as a failure in equipment that is not owned or operated by us, an industrial strike or an act of God).
13. Telstra is not liable for lost or stolen Say G'day calling cards or for the use of any unused credit on lost or stolen Say G'day calling cards. Unused credit on a lost or stolen Say G'day calling card is not refundable or transferable.
14. You must not deface, modify, tamper with or print anything on a Say G'day calling card.
15. You cannot redeem your Say G'day calling card for cash or other goods.
16. You may not be able to call every number in a particular destination. Telstra can withdraw services to or from any destination without personally notifying you. Where reasonably practicable, we will publish a notice in a national daily newspaper to let the public know 30 days before we withdraw any destination. If you have purchased a Say G'day card for the purposes of making calls to or from the withdrawn destination, you can contact Telstra and we will refund the remaining credit on your Say G'day card.
17. Telstra may suspend, limit or cancel the Say G'day calling card service without notice if Telstra considers there to be excessive, unusual, illegal or improper usage of the card service.
18. You understand and agree that Telstra may use and disclose any personal information provided by you on the terms and for the purposes (including marketing) set out in Telstra's Privacy Statement available online or by calling 13 2200.
19. Telstra will pay certain commissions to retailers or distributors selling Say G'day calling cards.

20. Calls made using the Say G'day calling card are subject to the Calling Cards section of Our Customer Terms (available for inspection at most Telstra Shops or online).

Customer Service Number: 1800 616 606

VOICEMAIL

Setting up or accessing your voicemail

1. Use the card as if you were making a call and select the options menu by pressing * 1.
2. Select * 2 for voicemail.
3. Press 1 and you will be given your 6-digit mailbox number.
4. Press 1 again, when instructed, to record your personal greeting.
5. You can change your settings and personal greeting by following the instructions.

Leaving and retrieving messages

1. To enable family and friends to leave messages for you, give them the access number - 1300 360 093 (or 61 2 8218 5194 if calling from overseas) - and your 6-digit mailbox number.
2. When they call to leave messages, voice prompts will guide them to enter your mailbox number and record their messages.
3. An automatic prompt will let you know when you have new messages the next time you use your card. To retrieve your messages, access the voicemail option by selecting * 2 from the options menu and follow the instructions. Charges are set out in the "Things you need to know" section online.