

### **Terms and Conditions of CardCall Pty Ltd**

The CardCall Phonecard services ("Services") are made available to you by CardCall Pty Ltd ("CardCall"). By using CardCall Phonecards you have agreed to accept these "Terms and Conditions". Please take time to read and understand them.

1. Subject to the Trade Practices Act and other laws, CardCall 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 CardCall's supply or failure to supply the Services.
2. If CardCall breaches any warranty implied by the Trade Practices Act, or any other warranty implied by law which cannot be excluded, CardCall's liability for any such breach will be limited (at CardCall's discretion) to:
  - a. In the case of the Services, to supply the Services again, and
  - b. In the case of a malfunctioning CardCall Phonecard replacement with a CardCall Phonecard having a stored value equal to the unused stored value of the malfunctioning CardCall Phonecard.
3. CardCall makes no guarantee, warranty or representation (either expressed or implied) in respect of the quality of any calls made using your CardCall Phonecard.
4. Unused stored value on a CardCall Phonecard is not redeemable or refundable.
5. CardCall will not replace a lost or stolen CardCall Phonecard.
6. Any call made using your CardCall Phonecard, whether by you or any person, and whether authorised or unauthorised by you, will result in the stored value of your CardCall Phonecard being decremented in accordance with the call charges published from time to time.
7. Your CardCall Phonecard expires 3 months from first use last recharge, unless otherwise specified. If the card has additional value transferred to it from another CardCall Phonecard the expiry is extended by 3 months from the last transfer date. Unused stored value remaining on your CardCall Phonecard on the expiry date is not refundable.
8. CardCall 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 transferring the credit from another CardCall Phonecard or by calling CardCall on 1800 550 330 to use your credit card. Another alternative is to visit any Australia Post Outlet and use cash cheque or credit card.
11. Your CardCall 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. All rates shown GST inclusive.
13. Rates shown in \$AUS per minute based on local access dialling.
14. Final all charges rounded up to nearest cent.
15. Some countries incur a 9.9c per minute surcharge after the initial 9 minutes. Countries include: Fiji, Bangalore, Lebanon, Philippines and Syria Mobile.
16. Calls to satellite mobiles, mobiles and special numbers are charged at higher rates. A surcharge applies for calls made from Satellite Mobile phones.
17. All calls billed in periods of 3 minutes.

18. UK Special and Premium Services (+445, +4470, +4471, +4472, +4484, +4487) charged at a higher rate and may be blocked.
19. Talk times advertised at point of sale are based on 1 continuous call.
20. All calls incur a connection fee of 99c, 149c or 199c.
21. Countries with a 149c connection fee include:
  - Afghanistan, Albania, Armenia, Azerbaijan, Belarus, Benin, Bosnia & Herzegovina, Botswana, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros & Mayotte, Congo, Croatia, Czech Republic, Djibouti, Egypt, Estonia, Fiji, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Republic, Hungary, India, Iran, Iraq, Kenya, Lesotho, Libya, Macedonia, Madagascar, Malawi, Mali, Malta, Mauritania, Mauritius, Moldova, Morocco, Mozambique, Namibia, Nigeria, Pakistan, Poland, Romania, Russia, Rwanda, Senegal, Serbia, Seychelles, Sierra Leone, Slovak Republic, Slovenia, Solomon Is, South Africa, Sudan, Swaziland, Syria, Tanzania, Togo, Tunisia, Turkey, Uganda, Ukraine, United Arab Emirates, Zambia, Zimbabwe.
  - Mobiles: Albania, Algeria, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Bulgaria, Cambodia, Congo (DRC), Croatia, Czech Republic, Egypt, Estonia, Ghana, Hungary, India, Iran, Kenya, Lebanon, Jordan, Liechtenstein, Macedonia, Malta, Moldova, Pakistan, Poland, Romania, Russia, Senegal, Serbia, Slovak Republic, Slovenia, Solomon Is, South Africa, Tunisia, Ukraine, Zimbabwe.
22. Countries with a 199c connection fee include:
  - Algeria, Angola, Congo (DRC), Eritrea, Ethiopia, Kiribati, Liberia, Mexico, Niger, Reunion, Somalia.
  - Mobiles: Angola, Botswana, Cameroon, Morocco, Namibia, Tanzania.

**Customer Service Number:** 1300 663 570