

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

The Indonesia Xpress Phone card services ("Services") are made available to you by Astracom Pty Ltd. By using Indonesia Xpress Phone cards 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, Astracom does not make any guarantee, warranty, or representation (either directly or indirectly) in connection with the Services, and is not liable for any cost, liability or damage whether direct or consequential, arising out of Astracom's supply or failure to supply the Services.
2. Astracom makes no guarantee, warranty or representation (either expressed or indirectly) in respect of the quality of any calls made using your Indonesia Xpress Phone card.
3. Unused stored value on an Indonesia Xpress Phone card is not redeemable or refundable.
4. Astracom will not replace a lost or stolen Indonesia Xpress Phone card.
5. Any call made using your Indonesia Xpress Phone card, whether by you or any person, and whether authorised or unauthorised by you, will result in the stored value of your Indonesia Xpress Phone card being decremented in accordance with the call charges published from time to time.
6. Your Indonesia Xpress Phone card expires three months from first use or last recharge. Unused stored value remaining on your Indonesia Xpress Phone card on the expiry date is not refundable.
7. Your Indonesia Xpress Phone card can only be used from a tone phone.
8. Astracom 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 Indonesia Xpress Phone card or by calling Astracom on 1300 856 789 to use your credit card.
11. Your Indonesia Xpress Phone card cannot make calls to 1900 or 1800 numbers, calls to directory or operator services.
12. All rates are subject to change without notice.
13. Rates are charged according to the time period of the calls made.
14. An account keeping fee of 29 cents per week is applied.
15. A surcharge of 8.9 cents per minute will apply when using the 1800 access number.
16. 3,4,5 minutes increment charges apply depending on the destination.
17. Statement fee is applied for call records print out. Call record is only available up to 6 months after the call is made. The first card is \$15.00 and the subsequent one is \$5.00
18. A call duration exceeding 2 minutes is considered a successful call.
19. Astracom is not liable for any disconnection or failure connection due to overseas network.
20. Astracom may suspend or cancel the Indonesia Xpress card without notice if Astracom was notified by Astracom's retailer in regards to lost or stolen cards.
21. Expired Indonesia Xpress cards are not transferable to a new Indonesia Xpress card or to any other cards provided by Astracom.
22. Astracom are not liable for the action, conduct of retailers selling Astracom's phone cards.

23. These terms and conditions apply for all Astracom's phone cards and may vary from cards to cards. Any changes may cause the terms and condition to change without notice.
24. A 30, 40, 59.9, 69.9, 89.9, 129 cents connectivity charges and services fee may apply depending on the destination.

**Customer Service Number:** 1300 856 789, 1300 856 767, (02) 9825-9052