

Terms and Conditions of Lime Telecom (Supra)

1. You agree to these Terms and Conditions of Use when you first use your Supra Phone card ("Card") to place calls;
2. Your Card may be used within Australia to place international and national long distance calls from almost any phone;
3. Your Card may not be used for calls to Premium Service numbers;
4. You can add credit to your Card at any Australia Post Office, at www.Limetelecom.com or over the phone;
5. In a measure to prevent credit card fraud, Lime Telecom reserves the right to deactivate a Card, where credit is added over the phone or via www.LimeTelecom.com and fraud is suspected. A Card may be reactivated by calling Customer Care on 1300 794 379;
6. All rates shown in-store and on Card literature are inclusive of G.S.T.;
7. All rates shown apply when using the Local Access Numbers;
8. A maintenance fee may be introduced to your Card at any time, without notice.
9. Calls using the Card Australia-wide Toll-free 1800 access number are priced at 20 cents per minute higher than the Local Access rates;
10. Calls using the Card Australia-wide 1300 access number are priced at 6 cents per minute higher than the other Access rates
11. Local calls made using the Card are offered for convenience only and are charged at the same rate as national calls using the Card;
12. Higher rates may apply when calling Special Service phone numbers overseas. Special Service numbers include, but are not limited to, mobile phones, audiotext services and calls to military bases;
13. Unused credit, or credit remaining on a lost or stolen Card, is non-refundable and non-transferable;
14. Calls made from a mobile phone are subject to additional charges from your mobile phone service provider;
15. Some hotels and accommodation houses may impose a charge for placing a call using your Card. Lime Telecom will not accept responsibility for any such charges;
16. We make no guarantee, warranty or representation, express or implied, regarding the condition, merchantability or fitness of the telephone facilities or services of any overseas destination in which calls may be made. Lime Telecom is not liable for any negligence of its provider, agents or employees relating directly or indirectly to your Card;
17. We are not liable if, through factors beyond our control, telephone systems are unavailable;
18. All implied conditions and warranties are excluded except those which cannot be lawfully excluded. If a condition or warranty cannot be lawfully excluded or we are otherwise liable, our liability (to the extent permitted by law) is limited to, at our election, replacing any defective Card with a Card with equivalent unused value, or paying you the cost of replacing the unused value of the defective card;
19. Charges, rates, expiry dates and service content are subject to change at any time, without notice.
20. Cards or accounts expires 4 Months from first initial use.
21. Calls are charged in one one-minute interval and then five-minute intervals thereafter
22. Rate advertises are for off-peak time of midnight to 8 am Australian Eastern Time, additional 4c apply per minutes calling other time.

Customer Service Number: 1300 794 379