

# Critical Information Summary

## Sanuk Phone Card

### Information About the Service

#### Description of Service

Sanuk Phone Card is a pre-paid call service for making calls overseas and within Australia. The phone card allows you to make calls which you have paid in advance of time by buying the card online.

Calls are able to be made from landlines (including home phones, office phones and public pay phones) and mobile phones.

The phone card can be purchased online with a recharge option available by calling our customer service number or online from [www.aussiephonecards.com.au](http://www.aussiephonecards.com.au)

After you order your card you will receive your phone card details via email. You will receive dialling instructions, access numbers and a PIN number. To use the phone card:

(1) Dial the local access number in the area that you are in from your mobile or landline (the local access numbers are printed on the email that we send you after you order)

(2) You will then hear a computerized voice that will ask you for your PIN (printed on the email). Punch the PIN in on your telephone keypad and the voice will then tell you how much money you have in your phone card account

(3) Next, dial the Destination number

For overseas calls, dial:

0011 + country code + area code + local number + #

For STD calls, dial:

area code + local number + #

The computerized voice will then tell you how many minutes you have for that call based on the money you have in your phone card account and the rate to the destination that you are calling.

(4) When you are finished calling, just hang up, or press ## to make another call

#### Minimum Term Applicable

This phone card expires 6 months from first use or last recharge.

#### Bundling Arrangement

You will need a landline, public phone or mobile phone to use the phone card.

#### Inclusions, exclusions & conditions

Rates for Sanuk Phone Card can be found at [www.aussiephonecards.com.au/Sanuk-Phone-Card.html#rates](http://www.aussiephonecards.com.au/Sanuk-Phone-Card.html#rates)

- 1300 number available @ additional 5 cents/ min (1300 651 938).
- 1800 number available @ additional 9 cents/ min (1800 659 918) - great for calling from payphones if you dont have coins.

	<ul style="list-style-type: none"> <li>• <b>No Connection fee.</b></li> <li>• Billed in two minute increments.</li> <li>• No daily or weekly maintenance or admin fees. No hidden charges.</li> <li>• 24 Hours Flat Rates.</li> <li>• Extra \$5 Free call credit when you buy or recharge for \$50. You get \$55 worth of calls for \$50.</li> <li>• Phone card expires 6 months from date of first use or last recharge.</li> <li>• Pinless dialing (card remembers the CLI number of the phone that you are calling from and therefore there is no need to enter your pin if you are calling from that phone, once PIN is saved).</li> <li>• Rechargeable.</li> <li>• Rates subject to change without notice.</li> </ul>
<b>Information about pricing</b>	
Minimum and Maximum Monthly Charge	There is no monthly charge for this product.
Cost of 2 minute standard national mobile call.	\$ 0.82
Number of standard National calls you could make from your Included value if you restricted your use solely to Standard National Mobile Calls each of 2 minute in duration.	12 calls (based on \$10 phone card credit)
Cost of standard national SMS	Not available as this product cannot be used for sending SMS
Cost of 1MB of data within Australia	Not available as this is unavailable with this service.
<b>Other Information</b>	
Call usage	Call usage information is announced each time you use this phone card. Alternatively, it can also be obtained by calling <b>1800 671 823</b>
Customer Care Contact details	Australia Wide Free Call <b>1800 671 823</b> or contact us via our website's <a href="#">Contact Us</a> form.
Internal Dispute Resolution Process	<a href="http://www.aussiephonecards.com.au/terms-and-conditions">www.aussiephonecards.com.au/terms-and-conditions</a>
TIO Contact details	Online: <a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a> Phone: 1800 062 058 Write to: PO Box 276, Collins Street West Vic 8007
Post-Sales Support	Australia Wide Free Call <b>1800 671 823</b> or contact us via our website's <a href="#">Contact Us</a> form.