



IDT Telecom Asia Pacific Limited
 18/246 Pacific Highway
 Crows Nest NSW 2065
 15/09/2017

Critical Information Summary

Alive Calling Card

Information About the Service:

<p>Description of the Service</p>	<p>Alive is a pre-paid call service for making international telephone calls. The calling card allows you to make calls which you have paid for in advance by buying the card physically at stores or online on the website.</p> <p>Calls are able to be made from landlines (which includes public pay phones and home or office) and mobile phones.</p> <p>The calling card can be purchased for \$10.00 with recharge options available by calling our customer service team or online via the login portal on the IDT Asia Pacific (Australia) Pty Ltd website (www.idtaustralia.com).</p> <p>When you receive your calling card details via email or in a store, you will receive dialling instructions, an access number, and a PIN number. From there, you make your calls following these simple steps:</p> <ol style="list-style-type: none"> 1 Dial Your Local Access Number 2 Enter your phone card PIN Number 3 For calling within Australia: Dial Area Code + phone number 4 For calling International numbers Dial 0011 + Country Code + Area Code + Phone # <p>For subsequent calls, you do not need to hang up - just press # once for three seconds at the completion of your first call.</p> <p>For Customer Assistance, please call 1300 794 384 or for a list of access numbers please go to www.idtaustralia.com</p>
<p>Minimal Term Applicable</p>	<p>There is a 90 day expiry timeframe after first use.</p>
<p>Bundling Arrangement</p>	<p>You will need a landline, public phone or mobile phone to use this service.</p>
<p>Inclusions, Exclusions & Conditions</p>	<p>The Alive Calling Card rates can be found at www.idtaustralia.com, by searching for the card name on the website.</p> <p>The following fees & surcharges apply to this calling card:</p>

- 1 Calls billed in periods of 1 minute.
- 2 A 12c per minute surcharge applies for accessing with 1800/1300 numbers.

Information About Pricing:

Cost of a standard national SMS	Not applicable as this is unavailable with this service.
Cost of 1MB of data within Australia	Not applicable as this is unavailable with this service.
Minimum Monthly Charge	There is no minimum monthly charge for this product.
Maximum Monthly Charge	There is no maximum monthly charge for this product.

Other Information:

Call usage can be obtained from "My Account" section at	www.idtaustralia.com
Customer Service Contact Details	Call 1300 794 384 (everyday) 10am - 11pm (AEST) or 11am - 12pm (AEDT) Or contact us via our website's Contact Us form at www.idtaustralia.com
Internal Dispute Resolution Process	For any complaints in regards to this product please call 1300 794 384 or email ap-cs@idtasia.net .
TIO Contact Details	Online at www.tio.com.au/making-a-complaint Phone: 1800 062 058 Write to: PO Box 276, Collins Street West, VIC 8007