



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

## Critical Information Summary

### Yoga Calling Card

#### Information About the Service:

<b>Description of the Service</b>	<p>Yoga 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 (<a href="http://www.idtaustralia.com">www.idtaustralia.com</a>).</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"><li>1 Dial Your Local Access Number</li><li>2 Enter your phone card PIN Number</li><li>3 For calling within Australia: Dial Area Code + phone number</li><li>4 For calling International numbers Dial 0011 + Country Code + Area Code + Phone #</li></ol> <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 <a href="http://www.idtaustralia.com">www.idtaustralia.com</a></p>
<b>Minimal Term Applicable</b>	There is a 90 day expiry timeframe after first use.
<b>Bundling Arrangement</b>	You will need a landline, public phone or mobile phone to use this service.
<b>Inclusions, Exclusions &amp; Conditions</b>	<p>The Yoga Calling Card rates can be found at <a href="http://www.idtaustralia.com">www.idtaustralia.com</a>, by searching for the card name on the website.</p> <p>The following fees &amp; surcharges apply to this calling card:</p>

- 1 Calls are charged in initial 2 minute then 5 minute blocks.
- 2 A 12c per minute surcharge applies for accessing with 1800/1300 numbers.
- 3 All final call charges rounded up to the next 10c.
- 4 A 20c service fee applies within 0-24 Hours after the first completed call and then every day after.
- 5 All calls incur a 30c surcharge after 1 minute.
- 6 Disconnection fee of 50c applies to all calls with duration longer than 5 minutes.
- 7 A 30% assessment fee applies to all fees & charges on calls with a duration longer than 10 minute<sup>3</sup>.

### Information About Pricing:

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

### Other Information:

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