

Useful Information

(TCP Code C628:2012) – Mobile Products

Information About Tel.Pacific

Tel.Pacific was established in 1996 and since then has been a significant part of Australian communications market. With the main business of pre-paid telephone products and services, Tel.Pacific has continued to expand its business activities as well as continuously looking for opportunities to grow. On December 2011, Tel.Pacific successfully merged and acquisition gotalk's operations and its products and services.

Tel.Pacific – Corporate is located in Australia with ABN number: 99 073 079 268 and website: www.tel-pacific.com.au.

Mobile products for Tel.Pacific is Hello Mobile
(<http://www.hellomobile.com.au/pages/default.aspx>)

Mobile products for gotalk is gotalk Prepaid Mobile
(<http://www.gotalk.com.au/mobile/Pages/default.aspx>)

Tel.Pacific Compliance Policy

Tel.Pacific is committed to ensuring good service and fair outcomes for all Consumers of its telecommunication products. As part of that commitment to Tel.Pacific's customers, a review has been undertaken regarding Tel.Pacific's compliance with the TCP code. The review encompassed a number of items in relation to the code and specifically the Company's adherence to the Australian Standard on Compliance Programs AS3806-2006 in the preparation of the Company's compliance plans and programs and this commitment applies to people at all levels within Tel.Pacific and Tel.Pacific will continuously promote awareness of the relevant the laws and the codes by conducting regular training and monitoring.

Customers can access the TCP Code on:

http://www.acma.gov.au/webwr/telcomm/industry_codes/codes/c628-2012_tcp_code.pdf

General Contact Information

Consumers can contact us by following methods:

Tel.Pacific	
<u>Customer Support:</u>	
Tel	: 1300 369 888
Phone number	: 1800 GOTALK (468 255)
Fax	: 1300 369 222
Email	: phonecards@telpacific.com.au
Address	: PO Box R241 ROYAL EXCHANGE NSW 1225
<u>Filling in Online Form:</u>	
Link	: www.gotalk.com.au/contact/Pages/default.aspx
<u>Website</u>	: www.gotalk.com.au
<u>Website</u>	: www.telpacific.com.au/about_contact.asp
Hours of Operation: 24 hours a day, 7 days a week	

Consumer Sales, Service and Contracts

Summary of Offer

Consumer can access Critical Information Summary (CIS) on relevant product page on our websites:

- Hello Mobile : <http://www.hellomobile.com.au>
- gotalk Mobile : <http://www.gotalk.com.au>

Examples of CIS for different products and plans:

- Hello Mobile – Combo Plan 30 can be access on:
http://www.hellomobile.com.au/SiteCollectionDocuments/PDF/CIS_HM_Combo_27_Feb_v2.pdf
- gotalk –Anytime can be accessed on:
http://www.gotalk.com.au/SiteCollectionDocuments/pdf/CIS%20GT%20Anytime%2027%20Feb%20v3%20_3_.pdf

Other relevant information

Product Description

Hello Mobile and gotalk Prepaid Mobile are pre-paid 'SIM-only' mobile phone carrier services. There is no contract as consumers "pay as they go". Users will need to supply their own 'unlocked' mobile phone handset and have the option to keep their existing mobile number if they choose to.

Manufacturer

Hello Mobile and gotalk Prepaid Mobile are pre-paid 'SIM-only' mobile phone carrier services users will need to supply their own 'unlocked' mobile handset for the manufacturer details of mobile phone handset to obtain from the mobile phone handset provider.

Technical information

As above details in 'Manufacturer' section.

Billing and payments

Hello Mobile and gotalk Prepaid Mobile are pre-paid 'SIM-only' mobile phone carrier services which allows you to make domestics & international calls, SMS, MMS and Data from your BYO mobile handset. You pre-paid the mobile credits by purchasing a SIM-only or SIM with credit or recharge credit, physically from convenience stores or via online on the websites. The recharge credit amounts are available from \$5, \$10, \$20 and \$50. The mobile recharge credit can be easily and instantly recharged if required via the online service on the Hello mobile and gotalk prepaid mobile's website.

When you make the calls using our services, the total credit value will be deducted based on your plan. You can simply log on to your account and check your current credit balance by accessing our websites. Details of call information will be available as upon request, please contact Hello Mobile customer service **1300 369 888** and gotalk mobile customer service **1800 GOTALK (468 255)** on for more information.

Usage

Hello Mobile customers can obtain information on pricing and usage:

- On Hello Mobile usage pricing at www.hellomobile.com.au/plans-and-rates
- To log in to your Hello mobile account at <https://secure.hellomobile.com.au/>

gotalk Prepaid Mobile customers can obtain information on pricing and usage:

- gotalk Mobile pricing at www.gotalk.com.au/legal/pages/ppm-pricing.aspx
- To log in to your gotalk mobile account at www.gotalk.com.au/myaccount

Warranties

Within 6 months of the original purchase date, in the case of faulty or defective SIM card, Hello mobile phone or accessories, customer is advised to contact the Hello Mobile Customer Service Hotline who will then help to arrange for replacement or reparation under manufacturer's warranty including references to Consumers' entitlements under the Competition and Consumer Act.

For more information regarding Hello Mobile Term and Conditions, it is available on:

<http://www.hellomobile.com.au/legal/pages/terms-of-use.aspx>

gotalk Prepaid Mobile has limited liability to repair or replace goods or services where the limitations permitted by the Competition and Consumer Act 2010. gotalk Prepaid Mobile liability is limited in total to the amount paid by consumer to gotalk in the 12 months immediately preceding the date of loss or damage. In the case of faulty SIM card, gotalk Prepaid Mobile will replace it free of charge provided that it is returned to gotalk Prepaid Mobile.

For more information regarding gotalk Prepaid Mobile Terms and Conditions, it is available on:

<http://www.gotalk.com.au/legal/Pages/general-terms.aspx>

Post-sales support

Hello Mobile customers can obtain information about post-sales support:

- By contacting Customer service on **1300 126 999**
- By sending an email to support@hellomobile.com.au

For more information regarding Hello Mobile customer service:

<http://www.hellomobile.com.au/support/Pages/default.aspx>

gotalk Prepaid Mobile customers can obtain information about post-sales support:

- By filling in Online Form at www.gotalk.com.au/contact/Pages/default.aspx
- By contacting Customer Service on **1800 468 255**
- By sending an email via to contactus@gotalk.com

For more information regarding gotalk Prepaid Mobile customer service:

<http://www.gotalk.com.au/contact/Pages/default.aspx>

Mobile Coverage

Hello Mobile and gotalk Prepaid Mobile customers able to check their Mobile Coverage on:

<http://maps.vodafone.com.au/VHAMap/apps/public-vf>

International Roaming

Not applicable – Hello Mobile and gotalk Prepaid Mobile will not operate if used outside of Australia.

Resellers

Hello Mobile and gotalk Prepaid Mobile use Vodafone Network Pty Ltd as the principal Network to provide the services to customers.

Hello Mobile and gotalk Prepaid Mobile aim to provide customers with continuous, interruption-free or fault-free Services. As soon as customers aware of any issues with the services, customers are advised to contact Customer Service.

Hello Mobile and gotalk Prepaid Mobile services rely on the service of Vodafone Network to deliver the services to the customers (<http://www.hellomobile.com.au/legal/pages/terms-of-use.aspx>) (<http://www.gotalk.com.au/legal/pages/standard-form-agreement.aspx>)

Consumers with Disabilities

Tel.Pacific do not offer which products specifically suit the needs of people with disabilities as our Mobile services is primarily pre-paid 'SIM-only' carrier services that allows you to make domestics & international calls, SMS, MMS and Data from your BYO mobile handset.

Customers with hearing/speech impairment or a nominated person, should contact the National Relay Service on **1300 555 727**. The National Relay Service will be able to assist customer to make a call. The National Relay Service website: www.relayservice.gov.au/

Customers who have difficulties with the English language, or a nominated person can arrange an interpreter by contacting the Translation and Interpreter Service on **131 450**.

gotalk Prepaid Mobile customers who speak Chinese can call **1300 460 888** for Customer Service, Monday to Friday: 11am – 8pm AEDST.

For more information, customer can visit: www.gotalk.com.au/legal/Pages/standard-form-agreement.aspx

Hello Mobile customers are able to change the setting of their account language once they log in to their accounts (<https://secure.hellomobile.com.au/>) or call Customer Service on **126 999**.

Hello Mobile customers can obtain information about how to change the language on: www.hellomobile.com.au/SiteCollectionDocuments/PDF/telemarketing_Lucky_draw_announcement.pdf?utm_source=self&utm_medium=home_banner&utm_campaign=we_speak_your_language

Standard Form of Agreement

Hello Mobile customers can obtain Standard Form of Agreement on: <http://www.hellomobile.com.au/legal/pages/terms-of-use.aspx>

gotalk Prepaid Mobile customers can obtain Standard Form of Agreement for Prepaid Mobile Services on: <http://www.gotalk.com.au/legal/pages/standard-form-agreement.aspx>

Customer Service

Customer Service Contact Details

Hello Mobile customers can contact Customer Service (24 hours a day, 7 days a week):

- On **126 999** from Hello Mobile phone.
- On **1300 126 999** from any other mobile or from a fixed line.
- By sending an email to support@hellomobile.com.au

- By post to:
Hello Mobile Customer Service
PO BOX R241
ROYAL EXCHANGE
NSW 1225

This information available on: <http://www.hellomobile.com.au/support/Pages/default.aspx>

gotalk Prepaid Mobile customers can contact Customer Service (24 hours a day, 7 days a week):

- On **1800 GOTALK (468 255)**.
- By filling in Online Form on: www.gotalk.com.au/contact/Pages/default.aspx

Information about Appointment of Authorised Representative

Customers can appoint an Authorised Representatives to represent them to act on customers' behalf. For more information on appointing an Authorised Representative, please contact our customer service.

Billing

Billing and payments

Hello Mobile and gotalk Prepaid Mobile are pre-paid 'SIM-only' mobile phone carrier services which allows you to make domestics & international calls, SMS, MMS and Data from your BYO mobile handset. You pre-paid the mobile credits by purchasing a SIM-only or SIM with credit or recharge credit physically from convenience stores or via online on the websites. The recharge credit amounts are available from \$5, \$10, \$20 and \$50. The mobile recharge credit can be easily and instantly recharged, if required, via the online service on the Hello mobile and gotalk Prepaid Mobile's website.

When you make the calls using our services, the total credit value will be deducted based on your plan. You can simply log on to your account and check your current credit balance by accessing our websites. Details of call information will be available as upon request, please contact Hello mobile customer service **1300 369 888** and gotalk mobile customer service **1800 GOTALK (468 255)** on for more information.

Usage

Hello Mobile customers can obtain information on pricing and usage:

- On Hello Mobile usage pricing at www.hellomobile.com.au/plans-and-rates
- To log in to your Hello mobile account at <https://secure.hellomobile.com.au/>

gotalk Prepaid Mobile customers can obtain information on pricing and usage:

- gotalk Mobile pricing at www.gotalk.com.au/legal/pages/ppm-pricing.aspx
- To log in to your gotalk mobile account at www.gotalk.com.au/myaccount

Credit and Debt Management

Access to credit management information

Spend Management Tools

- Description of tools:

Hello Mobile customers can obtain information on pricing and usage:

- On Hello Mobile usage pricing at www.hellomobile.com.au/plans-and-rates
- To log in to your Hello mobile account at <https://secure.hellomobile.com.au/>

gotalk Prepaid Mobile customers can obtain information on pricing and usage:

- gotalk Mobile pricing at www.gotalk.com.au/legal/pages/ppm-pricing.aspx
- To log in to your gotalk mobile account at www.gotalk.com.au/myaccount

There is no additional charge for the use of these tools.

- Delay of unbilled usage information:

Hello Mobile and gotalk Prepaid Mobile use Real-Time system in charging customers. This means that there is no delay of unbilled usage information.

Hello Mobile customers can obtain information on usage after they use services by:

- logging in to consumers' Hello Mobile account at <https://secure.hellomobile.com.au/>
- calling customer service on **1300 126 999**

gotalk Prepaid Mobile customers can obtain information on usage after they use services by:

- logging in to consumers' gotalk account at www.gotalk.com.au/myaccount
- calling customer service on **1800 468 255**

- Limitations of unbilled usage information:

Hello Mobile and gotalk Prepaid Mobile use Real-Time system in charging customers. There is no limitation of unbilled usage information however; there are some services such as to call Premium rate number and international roaming service maybe blocked.

Hello Mobile and gotalk Prepaid Mobile cannot be used to call Premium rate Numbers.

(<http://www.hellomobile.com.au/legal/pages/terms-of-use.aspx>)

(<http://www.gotalk.com.au/legal/Pages/general-terms.aspx>)

Hello Mobile and gotalk Prepaid Mobile cannot be used outside Australia.

(<http://www.gotalk.com.au/legal/Pages/general-terms.aspx>)

(<http://www.hellomobile.com.au/legal/pages/terms-of-use.aspx>)

- Tools for Customers without internet access:

Hello Mobile and gotalk Prepaid Mobile customers can contact customer service to obtain information on pricing and usage:

- Hello Mobile customers: on **126 999** from Hello Mobile phone, or on **1300 126 999** from any other mobile or from a fixed line.
- gotalk Prepaid Mobile customers: on **1800 GOTALK (468 255)**.

Security Tools

There is no additional charge for the use of these tools.

Hello Mobile and gotalk Prepaid Mobile customers can access their accounts via secured link:

- Hello Mobile customers, on: <https://secure.hellomobile.com.au/>
- gotalk Prepaid Mobile customers, on:
<https://www.gotalk.com.au/MyAccount/Pages/default.aspx?ReturnUrl=%2fmyaccount%2fPages%2faccountlist.aspx>

Hello Mobile and gotalk Prepaid Mobile use encryption such as the Secure Socket Layer (SSL) to protect consumers' personal information.

Information for Privacy Policy in place is available:

- for Hello Mobile consumers, on: <http://www.hellomobile.com.au/legal/pages/privacy-policy.aspx>
- for gotalk Prepaid Mobile consumers, on:
<http://www.gotalk.com.au/legal/Pages/privacy.aspx>

Financial Hardship Policy

Information on Hello Mobile Financial Hardship Policy is available on:

<http://www.hellomobile.com.au/support/pages/financialhardship-policy.aspx>

Information on gotalk Prepaid Mobile Financial Hardship Policy is available on:

<http://www.gotalk.com.au/legal/Pages/financialhardshippolicy.aspx>

Complaint Handling

Information on Hello Mobile Complaint Handling Policy is available on:

<http://www.hellomobile.com.au/support/pages/complaints-policy.aspx>

Information on gotalk Prepaid Mobile Complaint Handling Policy is available on:

<http://www.gotalk.com.au/legal/Pages/complaintpolicy.aspx>