

## Useful Information (TCP Code C628:2012)

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### 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.telpacific.com.au](http://www.telpacific.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  
(<https://www.gotalk.com.au/default.aspx#>)

Hello Mobile Wireless broadband product is available on:  
<https://www.hellomobile.com.au/plans/data.aspx>

gotalk Wireless broadband product is available on:  
<http://www.gotalk.com.au/broadband/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](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:

<b><u>Customer Support:</u></b>	
Hello Mobile	: 1300 300 356
GoTalk Mobile	: 1800 GOTALK (468 255)
Fax	: 1300 369 222
Email	: support@telpacific.com.au
Address	: Suite 802, Level 8, 1 York Street, Sydney NSW 2000 Australia
<b><u>Filling in Online Form:</u></b>	: <a href="https://www.gotalk.com.au/support/contact.aspx">https://www.gotalk.com.au/support/contact.aspx</a>
<b><u>Website</u></b>	: <a href="https://www.gotalk.com.au/support/contact.aspx">https://www.gotalk.com.au/support/contact.aspx</a>
	: <a href="https://www.hellomobile.com.au/support/contact.aspx">https://www.hellomobile.com.au/support/contact.aspx</a>
Hours of Operation: 8am-8pm(AEST), 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>
- Hello Mobile Wireless broadband product is available on:  
<https://www.hellomobile.com.au/plans/data.aspx>
- gotalk Wireless Broadband :  
<http://www.gotalk.com.au/broadband/Pages/default.aspx>

### 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.

Hello Mobile and gotalk Wireless Broadband are low-cost prepaid 3G internet service that allows customers to stay in touch on-the-go without any lock-in contracts or unexpected expensive data bills. Customers need to provide their own unlocked laptop modem, iPad or tablet.

Hello Mobile and gotalk Wireless Broadband access are limited to internet use within Australia.

Information about Hello Mobile Wireless Broadband is available on:

<https://www.hellomobile.com.au/plans/data.aspx>

Information about gotalk Wireless Broadband is available on:

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

#### 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.

Hello Mobile Wireless Broadband customers can find the Support, FAQs, Troubleshooting on:

<https://www.hellomobile.com.au/support.aspx>

gotalk Wireless Broadband customers can find technical information about gotalk Wireless Broadband in the package when you purchase the product also in the User Guide on the website:

<https://www.gotalk.com.au/support/supportbroad.aspx>

#### 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 domestic & 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 \$10, \$20, \$30 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 126 999** and gotalk mobile customer service **1800 GOTALK (468 255)** on for more information.

Hello Mobile and gotalk Wireless Broadband is a low cost prepaid 3G internet service that allows customers to stay in touch on-the-go without any lock-in contracts or unexpected expensive data bills. Customers need to provide their own unlocked laptop modem, iPad or tablet.

Hello Mobile and gotalk Wireless Broadband access is limited to internet use within Australia.

Hello Mobile and gotalk Wireless Broadband is a pre-paid service. There is no invoice will be billed to customers.

Information about Hello Mobile Wireless Broadband is available on:

<https://www.hellomobile.com.au/plans/data.aspx>

Information about gotalk Wireless Broadband is available on:

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

## **Usage**

Hello Mobile customers can obtain information on pricing and usage:

- On Hello Mobile usage pricing at <http://www.hellomobile.com.au/plans/compare.aspx>
- 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 <https://www.gotalk.com.au/mobile.aspx>
- To log in to your gotalk mobile account at [www.gotalk.com.au/myaccount](http://www.gotalk.com.au/myaccount)

Hello Mobile Wireless Broadband customers can obtain information:

- On Hello Mobile Wireless Broadband pricing at:  
<https://www.hellomobile.com.au/plans/data.aspx>
- On their Hello Mobile Wireless Broadband usage at:  
<https://secure.hellomobile.com.au/>

gotalk Wireless Broadband customers can obtain information:

- On gotalk Wireless Broadband pricing at:  
[www.gotalk.com.au/broadband/Pages/default.aspx](http://www.gotalk.com.au/broadband/Pages/default.aspx)
- On their gotalk Wireless Broadband usage at:  
<https://secure.gotalk.com.au/>

## **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/terms.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:  
<https://www.gotalk.com.au/legal/general.aspx>

Hello Mobile and gotalk Wireless Broadband customers can contact Customer Service when there is any issue with the product and warranties will be provided to customers according to Consumers' entitlements under the Competition and Consumer Act.

For more information regarding Hello Mobile Wireless Broadband Terms and Conditions, it is available on:  
<https://www.hellomobile.com.au/legal/terms.aspx>

For more information regarding gotalk Wireless Broadband Terms and Conditions, it is available on:  
<https://www.gotalk.com.au/legal/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](mailto:support@hellomobile.com.au)

For more information regarding Hello Mobile customer service:  
<http://www.hellomobile.com.au/support/contact.aspx>

Hello Mobile Wireless Broadband customers can find Support, FAQs, Troubleshooting, User Guide details on: <https://www.hellomobile.com.au/support.aspx>

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

- By filling in Online Form at <https://www.gotalk.com.au/support/contact.aspx>
- By contacting Customer Service on **1800 468 255**
- By sending an email via to [contactus@gotalk.com](mailto:contactus@gotalk.com)

For more information regarding gotalk Prepaid Mobile customer service:  
<https://www.gotalk.com.au/support/contact.aspx#>

Hello Mobile Wireless Broadband customers can find Support, FAQs, Troubleshooting, User Guide details on: <https://www.hellomobile.com.au/support.aspx>

gotalk Wireless Broadband customers can find Support, FAQs, Troubleshooting, User Guide details on: <https://www.gotalk.com.au/support/supportbroad.aspx>

## **Mobile Coverage**

Hello Mobile customers able to check their Mobile Coverage on:

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

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, for Prepaid Mobile and Wireless Broadband will not operate if used outside of Australia.

## **Resellers**

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

Hello Mobile and gotalk 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 services rely on the service of Vodafone Network to deliver the services to the customers.

## **Consumers with Disabilities**

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

Hello Mobile and gotalk Wireless Broadband is a pre-paid 3G internet service without any lock-in contracts. Customers need to provide their own unlocked laptop modem, iPad or tablet. Hello Mobile and gotalk Wireless Broadband access is limited to internet use within Australia.

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/](http://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**.

For more information, customer can visit: <https://www.gotalk.com.au/support/contact.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 for more information, call Customer Service on **126 999**.

## **Standard Form of Agreement**

Hello Mobile customers can obtain Standard Form of Agreement on:

<http://www.hellomobile.com.au/legal/terms.aspx>

gotalk Prepaid Mobile customers can obtain Standard Form of Agreement for Prepaid Mobile Services on: <https://www.gotalk.com.au/legal/general.aspx>

gotalk Wireless Broadband customers can obtain Standard Form of Agreement for Wireless Broadband Services on: <https://www.gotalk.com.au/legal/terms.aspx>

## Customer Service

### Customer Service Contact Details

Hello Mobile customers can contact Customer Service:

- 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](mailto:support@hellomobile.com.au)
- By post to:  
Hello Mobile Customer Service  
PO Box R241  
ROYAL EXCHANGE  
NSW 1225

For more information regarding Hello Mobile customer service:  
<https://www.hellomobile.com.au/support/contact.aspx>

gotalk customers can obtain information about post-sales support:

- By filling in Online Form at <https://www.gotalk.com.au/support/contact.aspx>
- By contacting Customer Service on **1800 468 255**
- By sending an email via to [contactus@gotalk.com](mailto:contactus@gotalk.com)

For more information regarding gotalk customer service:  
<https://www.gotalk.com.au/support/contact.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 \$10, \$20, \$30 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 126 999** and gotalk mobile customer service **1800 GOTALK (468 255)** on for more information.

Hello Mobile and gotalk Wireless Broadband is a pre-paid 3G internet service without any lock-in contracts. Customers need to provide their own unlocked laptop modem, iPad or tablet. gotalk Wireless Broadband access is limited to internet use within Australia.

### **Usage**

Hello Mobile customers can obtain information on pricing and usage:

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

Hello Mobile Wireless Broadband customers can obtain information:

- On Hello Mobile Wireless Broadband pricing at <https://www.hellomobile.com.au/plans/data.aspx>
- On their Hello Mobile Wireless Broadband usage at <https://secure.hellomobile.com.au/>

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

- gotalk Mobile pricing at <https://www.gotalk.com.au/mobile.aspx>
- To log in to your gotalk mobile account at <https://secure.gotalk.com.au/>

gotalk Wireless Broadband customers can obtain information:

- On gotalk Wireless Broadband pricing at [www.gotalk.com.au/broadband/Pages/default.aspx](http://www.gotalk.com.au/broadband/Pages/default.aspx)
- On their gotalk Wireless Broadband usage at <https://secure.gotalk.com.au/>

## **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 <https://www.hellomobile.com.au/plans/compare.aspx>
- 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 <https://www.gotalk.com.au/mobile.aspx>
- To log in to your gotalk mobile account at <https://secure.gotalk.com.au/>

Hello Mobile Wireless Broadband customers can obtain information:

- On Hello Mobile Wireless Broadband pricing at <https://www.hellomobile.com.au/plans/data.aspx>
- On their Hello Mobile Wireless Broadband usage at <https://secure.hellomobile.com.au/>

gotalk Wireless Broadband customers can obtain information:

- On gotalk Wireless Broadband pricing at [www.gotalk.com.au/broadband/Pages/default.aspx](http://www.gotalk.com.au/broadband/Pages/default.aspx)
- On their gotalk Wireless Broadband usage at <https://secure.gotalk.com.au/>

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



- Delay of unbilled usage information:

Tel.Pacific and gotalk 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 customers can obtain information on usage after they use services by:

- logging in to consumers' gotalk account at <https://secure.gotalk.com.au/>
- 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>)

(<https://www.gotalk.com.au/legal/general.aspx>)

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

(<https://www.gotalk.com.au/legal/general.aspx>)

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

Hello Mobile and gotalk Wireless Broadband cannot be used outside Australia.

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

More information is available on:

- gotalk Wireless Broadband : <https://www.gotalk.com.au/legal/terms.aspx>
- Hello Mobile Wireless Broadband: <http://www.hellomobile.com.au/legal/terms.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://secure.gotalk.com.au/>

Hello Mobile and gotalk 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/privacy.aspx>
- for gotalk Mobile consumers, on: <https://www.gotalk.com.au/legal/privacy.aspx>

## **Financial Hardship Policy**

Information on Hello Mobile Financial Hardship Policy is available on:  
<http://www.hellomobile.com.au/legal/financial.aspx>

Information on gotalk Mobile Financial Hardship Policy is available on:  
<https://www.gotalk.com.au/legal/financial.aspx>

## **Complaint Handling**

Information on Hello Mobile Complaint Handling Policy is available on:  
<http://www.hellomobile.com.au/legal/complaints.aspx>

Information on gotalk Mobile Complaint Handling Policy is available on:  
<https://www.gotalk.com.au/legal/complaint.aspx>