



Critical Information Summary

EARLYBIRD PHONE CARD

Information About the Service:

Description of the Service

Earlybird PHONE CARD is a pre-paid call service for making international telephone calls. The phone card allows you to make calls which you have paid in advance of time by buying the card physically at stores or via online on the website.

Calls are able to be made from landlines (which include public pay phones and home or office) and mobile phones.

The phone card can be purchased for \$10.00, \$20.00, \$30.00 and \$50.00 with recharge options available by calling our customer service team or via the recharge portal on the Access Phone Cards website <https://access.agcrm.co/>.

The phone card can also be purchased for \$100.00, \$150.00 and \$200.00 however you will need to call our customer care team on **1300 667 017**.

When you receive your phone 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 3 simple steps:

1. Dial Your Local Access Number
2. Enter your phone card PIN Number
3. For calling within Australia: Dial Area Code + phone number

Or for calling International numbers: Dial 0011 + Country Code + Area Code + Phone Number.

For subsequent calls, you do not need to hang up - just press * twice at the completion of your first call.

For customer assistance, please call **1300 667 017** or for a list of access numbers please [click here](#).

http://www.accessphonecards.com.au/?action=product_early_bird_numbers

Minimal Term applicable

Credit expires 180 days from first use.

Bundling Arrangement

You will need a landline, public phone or mobile phone to use this service.

Inclusions, exclusions & conditions

The **Earlybird CALLING CARD** call rates can be found by [clicking here](#).
http://www.accessphonecards.com.au/?action=product_early_bird_rates








There are also surcharges (connection fees), and calls are charged in five minute blocks, with a minimum charge of two minutes.

Calls to 1300 & 1800 numbers may also be charged additional fees depending on your service provider. And calls to 1300 access numbers will incur an additional per minute surcharge (connection fee) of 7 cents. Calls to 1800 access numbers will also incur an additional per minute surcharge (connection fee) of 15 cents.

Information About Pricing

Minimum Monthly Charge	There is no minimum monthly charge for this product.
Maximum Monthly Charge	There is no maximum monthly charge for this product.
Cost of a 2 min. standard national mobile call	\$0.35 cents per call
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 minutes in duration	28 calls (based on a \$10.00 phone card credit).
Cost of a standard national SMS	Not applicable as this is unavailable with the service.
Cost of 1MB of data within Australia	Not applicable as this is unavailable with the service.

Other information

Call usage can be obtained from	https://access.agcrm.co/
Customer Care Contact details	 Call 1300 667 017 (Monday to Sunday 8AM - 1AM AEST)  Or contact us via email accesssupport@aggregatoglobal.com
Internal Dispute Resolution Process	Please review the Complaints Handling policy, found at http://www.accessphonecards.com.au/?action=policies
TIO Contact details	 Online www.tio.com.au/making-a-complaint  Phone 1800 062 058 Fax 1800 630 614  Write to: PO Box 276, Collins Street West Vic 8007
Post-Sales Support	 Call 1300 667 017 (Weekdays 10 AM – 9 PM AEST and Weekends 9 AM – 7 PM AEST)  Or contact us via email accesssupport@aggregatoglobal.com