

Critical Information Summary

1800 CALLING CARD

Information About the Service:

Description of the Service

1800 CALLING 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 with recharge options available by calling our customer service team or online via the login portal on the Motion Telecom International website (www.motioncards.com.au).

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 # once for three seconds at the completion of your first call.

For customer assistance, please call **1300 725 176** or for a list of access numbers please [click here](#).

<http://www.motioncards.com.au/products.php?phonecard=13722442&submit.x=29&submit.y=8>

Minimal Term applicable

There is a 3 month expiry timeframe after first use.

Bundling Arrangement

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

Inclusions, exclusions & conditions

The **1800 CALLING CARD** call rates can be found by [clicking here](#) http://www.motioncards.com.au/phonecard_imgs/rates_pdf/fk1kxhr9.pdf

There is also a 25 cents surcharge (connection fee), and calls are charged in two minute blocks.








The 25 cents surcharge (connection fee) is also applied on the tenth and twentieth minute and a weekly 25 cents maintenance fee is applied after first use.

Calls to 1800 numbers may also be charged additional fees depending on your service provider.

Information About Pricing

Minimum Monthly Charge	There is a \$1.00 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	\$0.58 cents per call, the 25 cents surcharge (connection fee) is also charged on the tenth and twentieth minute.
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	17 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	www.motioncards.com.au
Customer Care Contact details	 Call 1300 725 176 (Weekdays 10 AM – 9 PM AEST and Weekends 9 AM – 7 PM AEST)  Or contact us via our website's Contact Us online form. www.motioncards.com.au/contact-us.php
Internal Dispute Resolution Process	Please review the Complaints Handling policy, found at http://www.motioncards.com.au/policies.php
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 725 174 (Weekdays 10 AM – 9 PM AEST and Weekends 9 AM – 7 PM AEST)  Or contact us via our website's Contact Us online form. www.motioncards.com.au/contact-us.php