

Critical Information Summary

CASA LATINA CALLING CARD








Information About the Service:

Description of the Service	<p>CASA LATINA 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.</p> <p>Calls are able to be made from landlines (which include public pay phones and home or office) and mobile phones.</p> <p>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).</p> <p>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:</p> <ol style="list-style-type: none"> 1. Dial Your Local Access Number 2. Enter your phone card PIN Number 3. For calling within Australia: Dial Area Code + phone number <p>Or for calling International numbers: Dial 0011 + Country Code + Area Code + Phone Number.</p> <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 725 176 or for a list of access numbers please click here.</p> <p>http://www.motioncards.com.au/products.php?phonecard=45575378&submit.x=28&submit.y=8</p>
Minimal Term applicable	<p>There is a 3 month expiry timeframe after first use.</p>
Bundling Arrangement	<p>You will need a landline, public phone or mobile phone to use this service.</p>
Inclusions, exclusions & conditions	<p>The CASA LATINA CALLING CARD call rates can be found by clicking here http://www.motioncards.com.au/phonecard_imgs/rates_pdf/e5lhc9so.pdf</p> <p>There is also a 29 cents surcharge (connection fee) after the first minute, 39 cents surcharge (connection fee) after 10 minutes and 49 cents surcharge (connection fee) after 20 minutes. Calls are charged in one minute blocks, followed by a disconnection charge of 15% of the total call.</p> <p>There is also a \$1.71 cents weekly maintenance fee applied after first use.</p> <p>Calls to 1300 & 1800 numbers may also be charged additional fees depending on your service provider. 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 10 cents when calling from landlines.</p>

Information About Pricing

Minimum Monthly Charge	There is a \$6.84 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	\$1.51 cents per call, the 29 cents, 39 cents and 49 cents surcharge (connection fee) is also charged in blocks of 1, 20 and 30 minutes.
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	6 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