



IDT Telecom Asia Pacific Limited  
18/246 Pacific Highway  
Crows Nest NSW 2065  
8/8/2017

## Critical Information Summary

### BOSS Revolution

#### Information About the Service:

##### Description of the Service

BOSS Revolution is a pre-paid pinless call service for making international phone calls. The service allows you to make calls which you have paid for in advance by recharging your BOSS Revolution account physically at stores or online on the website.

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

The service can be purchased for \$3 upward with recharge options available by calling our customer service team, at any participating retail store or online via the login portal on the BOSS Revolution website ([www.bossrevolution.com.au](http://www.bossrevolution.com.au)). An account number and security pin are required.

When you receive your account details via sms, you will receive a local access number, an account number and a security PIN number. From there, you make your calls following these simple steps.

- 1 Dial Your Local Access Number
- 2 For calling within Australia:  
Dial Area Code + phone number
- 3 For calling International numbers  
Dial 0011 + Country Code + Area Code + Phone #

BOSS Revolution provides an additional service called BOSS Revolution Unlimited.

This service allows customers to make unlimited international calls for 30 days from first call, to selected destinations. These destinations are available on the BOSS Revolution website.

This service can be purchased for \$9.95 via the BOSS Revolution website ([www.bossrevolution.com.au/unlimited](http://www.bossrevolution.com.au/unlimited)), or at any participating retailer who sells BOSS Revolution Hard Cards.

	<p>When accessing the BOSS Revolution service via the local access number, your local landline or mobile provider will charge you for the local call in accordance with your plan with that provider.</p> <p>For Customer Assistance, please call 1300 853 438 or for a list of access numbers please go to <a href="http://www.bossrevolution.com.au">www.bossrevolution.com.au</a></p>
<b>Minimal Term Applicable</b>	<p>There is no expiry timeframe for the BOSS Revolution pinless product after first use.</p> <p>There is a 30 day expiry for the BOSS Revolution Unlimited product after first use.</p>
<b>Bundling Arrangement</b>	<p>You will need a landline, public phone or mobile phone to use this service.</p>

### Information About Pricing:

<b>Cost of a standard national SMS</b>	Not applicable as this is unavailable with this service.
<b>Cost of 1MB of data within Australia</b>	Not applicable as this is unavailable with this service.
<b>Minimum Monthly Charge</b>	There is no minimum monthly charge for this product.
<b>Maximum Monthly Charge</b>	There is no maximum monthly charge for this product.

### Other Information:

<b>Call usage can be obtained from "My Account" section at</b>	<a href="http://www.bossrevolution.com.au">www.bossrevolution.com.au</a>
<b>Customer Service Contact Details</b>	<p>Call 1300 853 438 (everyday) 24 hours a day 7 days a week</p> <p>Or contact us via our website's Contact Us form at <a href="http://www.bossrevolution.com.au/customers/contact">www.bossrevolution.com.au/customers/contact</a></p>
<b>Internal Dispute Resolution Process</b>	For any complaints in regards to this product please call 1300 794 384 or email <a href="mailto:ap-cs@idtasia.net">ap-cs@idtasia.net</a> .
<b>TIO Contact Details</b>	<p>Online at <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a> Phone: 1800 062 058 Write to: PO Box 276, Collins Street West, VIC 8007</p>