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## **ACCC brings Federal Court action against Tel.Pacific**

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- The ACCC has commenced proceedings in the Federal Court.
  - Tel.Pacific will vigorously defend the proceedings
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**5 February 2009:** The Board of Tel.Pacific Limited today confirmed that the Australian Competition and Consumer Commission has instituted legal proceedings in the Federal Court, Melbourne, against it for alleged contraventions of the *Trade Practices Act* in relation to the sale of its 'hello India', 'hello China', 'hello Middle East', 'UTSAV' and 'Voice Thailand' pre-paid phone cards.

The ACCC alleges Tel.Pacific made certain representations in the course of marketing its phone cards, and is seeking declarations that Tel.Pacific's conduct contravened the Act, injunctive relief, corrective advertising, community service orders and its costs of the proceeding.

***The Company intends to vigorously defend the action.***

Following an initial ACCC query last year, Tel.Pacific promptly responded, in detail, to the Commission. In addition, as a proactive measure, the Company undertook a number of changes to its marketing and internal systems to seek to meet the concerns of the Commission, without any admission of liability.

Tel.Pacific has a long history of providing excellent services to its customers, a fact borne out by the large proportion of its customer base that it serves on a repeat basis. With over 630,000 active cards at any one time, the quality of the Tel.Pacific brand is equally demonstrated in the very small number of queries raised with any regulator or by any customers, regarding the Company's terms and conditions of service.

The Company is keen to work with the ACCC, and industry, to continuously improve the delivery of information to consumers, and will work with its legal team to seek to resolve the present action.

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For more information please contact:

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### **About Tel.Pacific**

*Established in 1996, Tel.Pacific is a significant participant in the Australian communications market. The Company's core business centres around the provision of pre-paid telephony products and services through extensive distribution networks.*

*Since its establishment Tel.Pacific has experienced strong and sustained revenue growth. Tel.Pacific sees continued growth opportunity in its pre-paid calling card business and intends to further expand its business activities in this area as part of its long-term growth strategy.*

*Tel.Pacific's core product line comprises more than 30 brands of low cost pre-paid calling cards mainly used for international telephone calls to over 230 countries and regions. The Company's portfolio includes the well known Hello, Joy and GPS brands.*