



www.lycamobile.com.au

For customer services

Call 122 from your Lycamobile

NOTICE

Dear Customers

Lycamobile would like to inform you that we have recently discovered a technical issue with our billing system.

In short, when a Lycamobile user dialled a landline number beginning with “4”, but omitted the area code, in a very limited number of circumstances they may have been charged for a call to a mobile number rather than to a landline. This affected a very small number of customers, who were charged incorrectly as a result. This technical issue has now been rectified.

The vast majority of customers who were affected have been notified of this issue. All affected customers who still have a Lycamobile account have already had their accounts re-credited.

We have also written to former customers that no longer have a Lycamobile account, offering them a refund.

Despite these efforts we have a small number of former customers for whom we do not have current contact details. For these customers we have been unable to send refunds. If you feel you were affected by this issue and have not been contacted then please contact our customer service team on 1300 854 607 or 122 from your Lycamobile. Please have to hand the details of any calls you feel may have been affected by this issue.

Kind regards

Lycamobile Customer Services Team

For more information visit www.lycamobile.com.au or call 1300 854 607

