

Critical Information Summary



Woolworths Mobile 5G - Trial

1. Information about the Service

Your 5G Trial Mobile Plan ("Trial") will be gradually rolled out from 4 October 2022 and available until 8 August 2023, to be eligible for the Trial you'll need to have a 5G compatible device, be in a 5G coverage area and on one of the following Plans. You will not be charged for the Trial and all other benefits of your service will remain the same.

Your 30 day Pre-Paid Plan ("Plan") includes Data Bank. No minimum contract term applies. No early termination charges apply on this Plan. Your Plan automatically recharges on expiry unless you remove auto-recharge via the Woolworths Mobile app or My Account online.

Cost of recharge	Included in your Plan (Included Value):			Credit expiry period	Data Bank	Cost per MB
	Standard national calls, SMS & MMS	Standard international calls & SMS	Included Data in Australia**			
\$30	Unlimited	Unlimited to 22 selected destinations*	32GB	30 days	500GB	0.092 ¢
\$40		Unlimited to 22 selected destinations*	52GB			0.075 ¢

*Selected destinations for international calls & SMS: India, USA, UK, New Zealand, China, South Africa, South Korea, Canada, Indonesia, Hong Kong, Japan, Thailand, Sweden, Singapore, Germany, Ireland, France, Malaysia, Spain, Bangladesh, Denmark and Vietnam.

**Data is rounded up to nearest KB.

Additional Fee Information: For more information about the fees, charges and pricing applicable to your Plan, see

<https://mobile.woolworths.com.au/content/dam/Woolworths/Mobile/Legals/CriticalInformationSummaries/Critical%20Information%20Summary%20-%20Pre-paid%20Mobile.pdf>

<https://mobile.woolworths.com.au/content/dam/Woolworths/Mobile/Legals/TermsandConditions/Service%20Terms%20-%20Conditions%20-%20Pre-paid.pdf>

Your Month to Month Mobile SIM Only Plan ("Plan") includes Data Bank. A minimum contract term of 1 month applies. No early termination charges apply on this Plan.

Minimum Monthly Charge^	Included in Plan (Included Value):			Data Bank	Cost per MB
	Standard national calls, SMS & MMS	Data allowance in Australia*	Standard international calls & SMS		
\$35	Unlimited	42GB	Unlimited to 22 selected destinations*	500GB	0.081 ¢
\$45	Unlimited	90GB			0.049 ¢
\$49	Unlimited	100GB			0.048 ¢

^Data is rounded up to the nearest KB.

*Selected destinations for international calls & SMS: India, USA, UK, New Zealand, China, South Africa, South Korea, Canada, Indonesia, Hong Kong, Japan, Thailand, Sweden, Singapore, Germany, Ireland, France, Malaysia, Spain, Bangladesh, Denmark and Vietnam.

**\$49 plan is only available for purchase during select promotional periods. Following purchase, the \$49 plan will remain available to you for the period you remain with the plan.

Early termination charge: If you cancel your Plan, there are no early termination charges. However, you will need to pay the Minimum Monthly Charge and any outstanding charges owing on your Plan and all outstanding charges will immediately become due and payable.

Minimum Monthly Charge: The Minimum Monthly Charge is the monthly fee for your Plan. This does not include any Add-On fees that you may incur during the month, charges that you incur in connection with the International and Other Extension (if activated).

Minimum Total Cost: Your Minimum Total Cost is your Minimum Monthly Charge.

Additional Fee Information: For more information about the fees, charges and pricing applicable to your Plan, see

https://mobile.woolworths.com.au/content/dam/Woolworths/Mobile/Legals/CriticalInformationSummaries/Critical_Information_Summary_Woolworths_Mobile_Sim_Only_Plans.pdf

<https://mobile.woolworths.com.au/content/dam/Woolworths/Mobile/Legals/TermsandConditions/Service%20Terms%20-%20Conditions%20-%20Post-paid.pdf>

Your Woolworths Mobile Phone Plan with Handset Repayment ("Plan") includes Data Bank. A minimum contract term of 1 month applies. No early termination charges apply on this Plan. On this Plan, you have an option to purchase an eligible handset from Woolworths and pay for it in monthly installments under a 24 or 36 month Handset Payment Plan ("HPP").

Minimum Monthly Charge^	Included in Plan (Included Value):			Data Bank	Cost per MB
	Standard national calls, SMS & MMS	Data allowance in Australia*	Standard international calls & SMS		
\$35 + Handset Payment Costs	Unlimited	42GB	Unlimited to 22 selected destinations*	500GB	0.085 ¢
\$45 + Handset Payment Costs	Unlimited	90GB			0.068 ¢
\$49 + Handset Payment Cost **	Unlimited	100GB			0.060 ¢

^Data is rounded up to the nearest KB.

***Selected destinations for international calls & SMS:** India, USA, UK, New Zealand, China, South Africa, South Korea, Canada, Indonesia, Hong Kong, Japan, Thailand, Sweden, Singapore, Germany, Ireland, France, Malaysia, Spain, Bangladesh, Denmark and Vietnam.

**** \$49 plan is only available for purchase during select promotional periods.** Following your purchase, the \$49 plan will remain available to You for the period You remain with the plan.



Early termination charge: If you cancel your Plan, there are no early termination charges. However, you will need to pay the Minimum Monthly Charge and any outstanding charges owing on your Plan and all outstanding charges and unpaid instalments under your HPP (if applicable) will immediately become due and payable.

Minimum Monthly Charge: The Minimum Monthly Charge is the monthly fee for your Plan and any Handset Payment Costs where applicable. This does not include any Add-On fees that you may incur during the month, charges that you incur in connection with the International and Other Extension (if activated), or amounts owing under your HPP.

Minimum Total Cost: Your Minimum Total Cost is your Minimum Monthly Charge plus all amounts owing under your HPP (if applicable).

Additional Fee Information: For more information about the fees, charges and pricing applicable to your Plan, see

https://mobile.woolworths.com.au/content/dam/Woolworths/Mobile/Legals/CriticalInformationSummaries/Critical_Information_Summary_Woolworths_Mobile_Phone_Plans.pdf

<https://mobile.woolworths.com.au/content/dam/Woolworths/Mobile/Legals/TermsandConditions/Service%20Terms%20%26%20Conditions%20-%20Post-paid.pdf>

2. Coverage

Woolworths Mobile utilises parts of Telstra's 5G, 4G and 3G mobile network. The service provides 5G coverage reaching at least 75% of the Australian population. The Telstra Wholesale mobile coverage area footprint reaches more than 98.8% of the Australian population and covers more than 1.6m square kilometres of the Australian land mass. Telstra Wholesale 5G coverage now reaches at least 75% of the Australian population.

<https://mobile.woolworths.com.au/coverage/5G-network>

3. Download Speeds

The network capability of Woolworths Mobile Plans has access to download speeds of 10Mbps up to a speed cap of 100Mbps on 4G and 5G. Upload speeds will typically be 1 to 40Mbps. On 3G (Telstra's 3G Network, 850Mhz band, will close mid-2024), typical download speeds are 1.1 to 20Mbps and typical upload speeds are 300kbps to 3Mbps. The download speeds are capped at 100Mbps on 4G and 5G.

4. Other Information

Your usage: Check your usage by downloading the Woolworths Mobile App or by calling Woolworths Customer Care. You will receive SMS usage alerts on your handset within 24 hours of reaching 50%, 85% or 100% of your Included Value for either calls or data. You can recharge your account via the Woolworths Mobile App, online or from participating stores. These SMSs will not contain an unsubscribe facility.

Standard national calls, SMS and MMS: Standard national calls are to any 10-digit number within Australia starting with 02, 03, 04, 07 and 08. Standard national SMS and MMS are to any 10-digit mobile number within Australia. This also includes 13/1300 and 1800 numbers. It excludes special, premium, satellite, overseas numbers, and video MMS.

Woolworths Customer Care: For more information about your service or if you have a complaint, you can contact us by calling 1300 10 1234 (normal call charges apply) or 1665 from your Woolworths Mobile within Australia. Please contact us first if you have a complaint and our team will immediately work to resolve it. If, after speaking to us, you are not satisfied with the outcome, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or at <https://www.tio.com.au/making-a-complaint>.

Please note that this is a summary only. This summary does not reflect any discounts or promotions that apply from time to time. The full terms and conditions and pricing for this Plan are available at woolworths.com.au/mobile/legals.

Woolworths Group Limited ABN 88 000 014 675 uses part of Telstra's 5G Trial, 4G and 3G mobile network.