

# Critical Information Summary

## Woolworths Flexi Mobile Plan

Welcome to the Woolworths Flexi Mobile Plan (“Plan”). We look forward to helping you stay in touch with your friends and family. Below are a couple of important things we wanted to let you know about your Plan.

### 1 Information about the service

Woolworths provides you with a service on the mobile network used by Woolworths Limited. To use this network you must first sign-up to a Plan and activate a Woolworths Mobile SIM card which will provide you with the ability to make and receive calls, SMS, MMS, use data and other mobile services.

#### Your Handset

You must purchase an eligible mobile handset from Woolworths and pay for it in monthly instalments under a 24 or 36 month Handset Payment Plan (refer to section 3 below).

#### Minimum term

The Plan has a minimum term of **1 month**.

#### What do you get and what is included & excluded?

|                             | Included in Plan |                    |                  | What are the rules?  |
|-----------------------------|------------------|--------------------|------------------|--|
|                             | Low (\$30 Plan)  | Medium (\$40 Plan) | High (\$50 Plan) |  |
| Standard national calls     | Unlimited        | Unlimited          | Unlimited        | While in Australia, you can make calls to standard national and mobile numbers without incurring any additional charges.                     |
| Standard national SMS & MMS | Unlimited        | Unlimited          | Unlimited        | While in Australia, you can send standard SMS and MMS to other Australian mobile numbers without incurring any additional charges.           |
| Data Allowance              | 5GB              | 10GB               | 15GB             | Your data allowance is for data usage while in Australia. All data usage is rounded up to the nearest 1KB. Unused allowance expires monthly. |
| International SMS           | 200 SMS          | Unlimited          | Unlimited        | You can send standard SMS to eligible international numbers while in Australia.  |

- (a) Woolworths Flexi Mobile Plans are only available to new and recontracting customers.
- (b) Once you have exceeded the Data Allowance, you will not be able to use data until the start of the next month on your Plan (based on the date when you connected your Plan) unless you purchase a Data Add-On Pack which will give you additional data to use during that month. For details on the available Data Add-On Packs, please visit <https://mobile.woolworths.com.au/woolworths-phone-plans/flexi-mobile-plans.html>
- (c) Your Plan does not include any allowance for International calls. You may purchase an International Add-on Pack or activate the International and Extras Extension to enable you to make calls (and send any SMS not included in your Plan) to international numbers from Australia.
- (d) The International and Extras Extension (if you activate it) will enable you to make calls to international and satellite numbers, send messages to International and satellite numbers and use extra services such as video calls and video MMS to Australian numbers, Dial IT Time & Weather, Directory Assistance, and SMS to 13/1300/18/1800 numbers. If you activate this extension, you must choose a limit (in multiples of \$10 and with a maximum of \$100) up to which you can use these services.
- (e) The following services are **not available** with your Plan:
  - (i) Premium Services;
  - (ii) International Roaming;
  - (iii) calls or SMS to the following types of numbers: “19xx”, “0055”, “1234”, “12455” and “12456”; and
  - (iv) any activity prohibited under the Acceptable Use Policy, for example: MVOIP, SMSIP and sim boxing.
- (f) You may change between different Flexi Mobile Plans once every 12 months without incurring any change fee. Upon changing to another Flexi Mobile Plan, any special offers or discounts that you may have received under your original Flexi Mobile Plan will be forfeited.

## 2 Information about Pricing

|                        | Low (\$30 Plan) | Medium (\$40 Plan) | High (\$50 Plan) |
|------------------------|-----------------|--------------------|------------------|
| Minimum Monthly Charge | \$30            | \$40               | \$50             |

For more information about the fees, charges and pricing applicable to your Plan, see <https://mobile.woolworths.com.au/woolworths-phone-plans/flexi-mobile-plans.html>

### Minimum Monthly Charge

The Minimum Monthly Charge for your Plan does not include any:

- Add-On Pack Fees that you may incur during the month;
- charges that you incur in connection with the International and Extras Extension (if activated); nor
- amounts owing under your Handset Payment Plan.

### Total Minimum Cost

Your Total Minimum Cost is your Minimum Monthly Charge plus all amounts owing under your Handset Payment 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 Handset Payment Plan will immediately become due and payable.

## 3 Other Information

### Handset Payment Plan and upgrade

This Plan is only available if you purchase a mobile handset device under a Handset Payment Plan of 24 or 36 months duration (**HPP**). If you cancel this Plan, your HPP will automatically be cancelled and all remaining HPP instalments will be applied to your next bill.

You may upgrade your mobile handset device after the first 12 months on your HPP provided you:

- return your original device to Woolworths in good working condition;
- purchase a new mobile handset device on a new HPP;
- pay a one-off upgrade fee of either **\$199** if you upgrade prior to the second anniversary of your HPP's commencement date, or **\$99** if you upgrade anytime between the second and third anniversaries of your HPP's commencement date (no upgrade fee is payable after the expiry of your HPP).

### Billing

Your bill will be sent to your nominated email address. It will contain charges incurred on monthly basis starting from the date on which your service was activated. However, your bill may not be issued on dates that correspond to the exact period of usage, and may relate to your usage over more than one period.

Unless we agree with you otherwise, in order to take up a Plan, you must agree to pay for your Plan via auto payment from a credit card.

### Your usage

You can check and manage your usage by downloading the Woolworths Mobile App or by calling Woolworths Customer Care. You'll receive SMS usage alerts to your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included Value and Data Allowance or Add-On Pack(s) allowance. These SMS will not contain an unsubscribe facility.

### Woolworths Customer Care

For more information about your service, compatible devices, usage, technical support and if you have a complaint - you can contact Woolworths by calling 1300 10 1234 (normal call charges apply) or 1665 from your Woolworths Mobile within Australia. If, after speaking to us, you're not satisfied with the outcome, you can contact the Telecommunications Industry Ombudsman on 1800 062 058.

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 can be found at [www.woolworths.com.au/mobile/legals](http://www.woolworths.com.au/mobile/legals)

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

