



Critical Information Summary

Woolworths 1 Month Mobile Phone Plan (with handset purchase)

1. Information about the Service

Your 1 Month Mobile Phone Plan ("Plan") includes **Data Bank**, a Family Zone subscription and 10GB Bonus Holiday Data. **A minimum contract term of 1 month applies. No early termination charges apply on this Plan.** To use this Plan, you must purchase an eligible device from Woolworths and pay for it in monthly instalments 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	Standard national SMS & MMS	Data allowance in Australia*		
\$25 + Handset Payment Costs (X-Small)	Unlimited	Unlimited	3GB	100GB	0.81¢
\$30 + Handset Payment Costs (Small)	Unlimited	Unlimited	18GB		0.16¢
\$40 + Handset Payment Costs (Medium)	Unlimited	Unlimited	22GB		0.18¢
\$50 + Handset Payment Costs (Large)	Unlimited	Unlimited	35GB		0.14¢

*Data is rounded up to the nearest KB.

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 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), 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.

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/TermsandConditions/Service%20Terms%20%26%20Conditions%20-%20Post-paid.pdf>.

2. Using your Plan and Inclusions

To use this Plan, you must:

(a) sign up and activate a Woolworths Mobile SIM card; and
(b) purchase an eligible device from Woolworths Mobile and pay for it in monthly instalments under a 24 or 36 month Handset Payment Plan. Please note, certain tablet devices are not capable of making calls or sending or receiving SMS and MMS.

Data Bank: Unused Data will rollover into your Data Bank. Your Data Bank's limit is 100GB, and any Data over that limit will be forfeited. Data Bank Data will only be used once you have exceeded your monthly Data allowance.

Data: If you have exceeded the Data allowance and exhausted your Data Bank balance, 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 an optional Data Add-On from us online. Tablet devices that are not capable of making calls or sending or receiving SMS and MMS may only use the Data component of the Plan.

Bonus Holiday Data: 10GB Bonus Holiday Data will be available to redeem via the Woolworths Mobile App after every third monthly usage period, provided your payments are kept up to date. Unused Data from a redeemed Bonus Holiday Data will roll over into your Data Bank at the end of the monthly usage period, subject to the limit of your Data Bank. Your Plan can accumulate up to a maximum of four Bonus Holiday Data.

Family Zone subscription: For new services activated on and from 22 January 2019, a Family Zone Protect subscription (1 user, 2 devices) will be available for the first 12 months of your

Plan at no additional cost. To maintain Family Zone Protect for the whole period, your payments must be kept up to date. Unless you cancel your subscription, you will be automatically moved to a lower Family Zone Insight subscription at the end of that 12 month period, but you have the option to purchase alternative Family Zone subscriptions directly from Family Zone. Woolworths may end this Family Zone offer at any time.

Exclusions: Your Plan does not include any allowance for international calls, International Roaming, or Premium Services, or calls or SMS to the following types of numbers: "19xx", "0055", "1234", "12455" and "12456". You may purchase an International & Other Add-on from us online to enable you to make calls and send SMS to international numbers, and to use extra services such as video calls and video MMS to Australian numbers.

Acceptable Use: This Plan and your use of our network (including the unlimited use of national calls, SMS and MMS) is subject to the Woolworths Mobile Acceptable Use Policy, available at <https://www.woolworths.com.au/mobile/legals>.

International Roaming: International Roaming is only available online as an optional Add-on, for an additional cost. You can purchase Add-ons at <https://mobile.woolworths.com.au/add-ons>.

3. Payments and Billing

Handset Payment Plan: This Plan is only available if you purchase a mobile handset or tablet 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.

Billing: Your bill will be sent to your nominated email address. It will contain charges incurred on a monthly basis (month means 30 consecutive days) 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.

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

4. Other Information

Your usage: You can check and manage your usage by downloading the Woolworths Mobile App or by calling Woolworths Customer Care. You will receive SMS usage alerts to your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included Value calls and Data allowance. These SMSs will not contain an unsubscribe facility.

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

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 are available at woolworths.com.au/mobile/legals.

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