

Critical Information Summary

Woolworths Mobile 12 Month SIM Only Plan

1. Information about the Service

Your 12 Month SIM Only Plan (“Plan”) includes Data Bank, a Family Zone subscription and 10GB Holiday Bonus Data. **A minimum contract term of 12 months applies.** You will be charged monthly via auto-payment starting from your Plan’s activation date.

Minimum Monthly Charge	Included in Plan (Included Value)			Data Bank	Cost per MB	Minimum Total Cost (12 months)
	Standard national calls	Standard national SMS & MMS	Data allowance in Australia*			
\$20 (X- Small)	Unlimited	Unlimited	3GB	100GB	0.65¢	\$240
\$30 (Small)	Unlimited	Unlimited	18GB		0.16¢	\$360
\$40 (Medium)	Unlimited	Unlimited	22GB		0.18¢	\$480
\$50 (Large)	Unlimited	Unlimited	35GB		0.14¢	\$600

*Data is rounded up to nearest KB.

****Early termination charge:** If you cancel your Plan before the expiry of the minimum contract term, you will need to pay any outstanding charges owing on your Plan and an early termination charge (“ETC”), which is calculated in accordance with the formula: **ETC = 50% of Minimum Monthly Charge x number of unpaid months remaining in the Minimum Term**

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, nor any charges that you incur in connection with the International and Other Extension (if activated).

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. Other Information

To use this Plan, you must sign-up to the Plan and activate a Woolworths Mobile SIM card.

Eligible Devices: You must bring your own 3G or 4G unlocked device (which supports 3G-850MHz, 4G-1800MHz, or 4G-700MHz bands). 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. Please note that tablet devices may only be capable of using the data allowance inclusion. 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.

Holiday Bonus Data: 10GB Holiday Bonus Data will be available to redeem via the Woolworths Mobile App after every third monthly usage period (provided your Plan 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 month, 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 moved to a lower Family Zone Insight subscription at the end of the 12 month Plan, with 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 optional 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. Payment and Billing

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. 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 a 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 handset within 24 hours of reaching 50%, 85% or 100% of your Included Value calls or 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 www.woolworths.com.au/mobile/legals.

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