

# Critical Information Summary

## Woolworths Mobile 12 Month SIM Only Plan

Welcome to the Woolworths Mobile 12 Month SIM Only 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 provide 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 can use your own handset on this Plan provided the handset is unlocked and at least 3G compatible supporting the 3G-850MHz or both 4G 1800MHz and 4G 700MHz banding to get the best experience on our network. Alternatively, you may also purchase an unlocked handset from Woolworths Mobile at [mobile.woolworths.com.au](http://mobile.woolworths.com.au).

#### Minimum term

The Plan has a minimum term of **12 months**.

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

	Included in Plan				What are the rules?
	X- Small (\$20 Plan)	Small (\$30 Plan)	Medium (\$40 Plan)	Large (\$50 Plan)	
Standard national calls	Unlimited	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	Unlimited	While in Australia, you can send standard SMS and MMS to other Australian mobile numbers without incurring any additional charges.
Data Allowance	3GB	10GB	22GB	35GB	Your data allowance is for data usage while in Australia. All data usage is rounded up to the nearest 1KB. Unused allowance rolls over into your 100GB Data Bank.

- Unused included data will rollover into your Data Bank. Your Data Bank's limit is 100GB. If you accrue more than 100GB of unused data, you will forfeit any data over that limit. Data Bank data will be used once you have exceeded your monthly Data Allowance.
- Once 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 a Data Add-On Pack which will give you additional data (MB) to use during that month. For details on the available Data Add-On Packs, please visit <https://mobile.woolworths.com.au/add-ons>
- 10GB Holiday Bonus Data will be available to redeem after every third monthly Usage Period provided your Postpaid payments are kept up to date. Bonus Holiday Data can be redeemed via the Woolworths Mobile app at any time. 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. If you redeem another Bonus Holiday Data in the same Usage Period, the unused data from the previous Bonus Holiday Data will roll over into your Data Bank subject to the limit of your Data Bank. Each post-paid account can accumulate up to a maximum of four Bonus Holiday Data.
- The International and Other Extension (if you activate it) will enable you make additional 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 and Directory Assistance. If you activate this extension, you must choose a limit (in multiples of \$10 & \$30 and with a maximum of \$200) up to which you can use these services.
- The following International Roaming packages are available: 5 day package for \$25; 10 day package for \$50; and 15 day package for \$75. International Roaming is only available for eligible roaming countries. Please check your destination/s are located on the list at <https://mobile.woolworths.com.au/content/dam/Woolworths/Mobile/Legals/CallRates/International%20Roaming%20Eligible%20Countries.pdf>. Your International Roaming will be activated immediately upon purchase, and will be automatically deactivated upon expiry of the add-on term. You will receive the following included value in your chosen International Roaming package:

	Data	Voice calls (mins)	SMS
5 day	800MB	60	60
10 day	2GB	150	150

15 day	4GB	240	240
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\* Included value is per-add-on package, not per day.

For more information on the International Roaming add-ons, visit <https://mobile.woolworths.com.au/add-ons>.

- (f) The following services are **not available** with your Plan:
- (i) Premium Services;
  - (ii) calls or SMS to the following types of numbers: "19xx", "0055", "1234", "12455" and "12456"; and
  - (iii) any activity prohibited under the Acceptable Use Policy, for example: MVOIP, SMSIP and sim boxing.
- (g) For new services activated on and from 22 Jan 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 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 Protect subscription offer at any time.

## 2. Information about Pricing

	Extra Small (\$20 Plan)	Small (\$30 Plan)	Medium (\$40 Plan)	Large (\$50 Plan)
Minimum Monthly Charge	\$20	\$30	\$40	\$50
Total Minimum Cost	\$240	\$360	\$480	\$600

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>

### Minimum Monthly Charge

The Minimum Monthly Charge for your Plan does not include:

- a) any Add-On Pack Fees that you may incur during the month; nor
- b) any charges that you incur in connection with the International and Extras Extension (if activated).

### Early Termination Charge

If you cancel your Plan before the expiry of the minimum term, you will need to pay:

- a) any outstanding charges owing on your Plan; and
- b) an Early Termination Charge (ETC) which is calculated in accordance with the below formula.

$$ETC = 50\% \text{ of Minimum Monthly Charge } \times \text{ number of unpaid months remaining in the Minimum Term}$$

The maximum ETC payable by you is set out in the table above.

## 3. Other Information

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