

Critical Information Summary

Woolworths Mobile Long Expiry Pre-paid Plan

1. Information about the Service

Your Long Expiry Pre-Paid Mobile Plan ("Plan") includes Data Rollover and Data Gifting. **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 long expiry recharge | Included in Plan (Included Value) | | Credit Expiry period | Cost per MB |
|------------------------------|------------------------------------|------------------------------|----------------------|-------------|
| | Standard national calls, SMS & MMS | Data allowance in Australia* | | |
| \$60 ⁻ | Unlimited | 12GB | 180 days | 0.488¢ |
| \$65 | Unlimited | 15GB | 180 days | 0.423¢ |
| \$150 | Unlimited | 100GB | 365 days | 0.146¢ |
| \$200 | Unlimited | 145GB | 365 days | 0.135¢ |

⁻Recharge no longer available from 2 June 2021.

*Data is rounded up to the 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/TermsandConditions/Service%20Terms%20%26%20Conditions%20-%20Pre-paid.pdf>.

2. Using your Plan and Inclusion

To use this Plan, you must buy 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 Rollover: On this Plan, any unused Plan Data will be rolled over to be used within the next recharge period when you set up auto-recharge on activation and recharge on the same Plan before credit expiry. If you do not recharge before credit expiry, you forfeit any rolled over Data.

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 your next recharge, unless you purchase an optional Data Add-On from us online. Please note that your tablet device 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.

Data Gifting: Up to 50% of Included Data per recharge can be gifted to another active plan with Data Gifting feature in 1GB increment. Data, once gifted, cannot be re-gifted to any other plan. Gifted data will be utilised before Included Data and will rollover if you recharge on the same Long Expiry plan before expiry.

Add-ons: You must have valid credit on your Woolworths Pre-paid Mobile to purchase any Woolworths Mobile Add-on. You can purchase an optional Add-on at <https://mobile.woolworths.com.au/add-ons>.

Exclusions: Your Plan does not include any allowance for international calls, International Roaming, 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>.

No refund of pre-paid credit and no early termination charge: There is no minimum contract term. If you cancel your service or port out, you will not be charged an early termination charge. However,

any remaining credit will not be refunded and any unused data will be forfeited.

Expiry: If you do not recharge before expiry, then upon Plan expiry, your access to the network to make calls, send SMS or MMS, or use Data immediately ceases.

3. 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.

Automatic recharge: Your Woolworths Mobile Pre-paid service automatically recharges at the end of the credit expiry period. Unless you tell us otherwise before expiry, we will automatically charge you your selected recharge amount through your chosen payment method. You can remove auto-recharge at any time via the Woolworths Mobile app or the My Account portal. However, the \$60 long expiry recharge will no longer be available as a recharge option if you remove auto-recharge on that plan.

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](https://www.woolworths.com.au/mobile/legals).

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