

# Critical information summary

## Everyday Mobile from Woolworths SIM Only Plans

### 1. Information about the service

Your SIM only plan ("Plan") includes **Data Bank**. A minimum contract term of 1 month applies. No Early Termination Charges apply on this plan.

Minimum monthly charge <sup>^</sup>	Included in plan (included value):				Plan speeds	Data Bank	Cost per MB
	Standard National calls, SMS, and MMS (photo & video) <sup>^</sup>	Data Allowance in Australia	Standard international calls & SMS	Network access			
\$40	Unlimited calls & SMS, 2000 MMS	55GB	Unlimited to 30 selected countries*	5G & 4G	Up to 100 Mbps	1000GB	0.071¢
\$50		95GB					0.051¢
\$60		150GB					0.039¢

Data is rounded up to the nearest KB. <sup>^</sup> MMS inclusions, once used up, will no longer be available until your next recharge and cannot be replenished with a PAYG International & Other add-on.

**Selected destinations for international calls & SMS** are available at <https://mobile.everyday.com.au/legals>

**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 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).

**Additional fee information:** For more information about the fees, charges and pricing applicable to your plan, see <https://mobile.everyday.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 sign up and activate an Everyday Mobile from Woolworths SIM card and bring your own unlocked device that meets the [device guidelines](#) available on the Everyday Mobile from Woolworths website. Your tablet or IoT other device may not be capable of making calls or sending or receiving SMS and MMS. Note that 3G will be decommissioned in August 2024 and 3G handsets will need to be updated to continue to use this Service.

**Data Bank:** Unused data will rollover into your Data Bank. Data Bank will be forfeited if you move to a Long Expiry or Prepaid plan. Your Data Bank's limit is 1000GB, and any data over that limit will be forfeited. Data Bank data will only be used once you have exceeded your monthly Data Allowance. When you change from a higher value to a lower value SIM Only plan or to a Prepaid plan, your Data Bank balance will reset and any accumulated data will be forfeited.

**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 with a capped limit of \$300 per billing period. Tablet or IoT 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 your Included Data per usage period can be gifted in 1GB increments to another active Everyday Mobile from Woolworths plan with Data Gifting feature. Data, once gifted, cannot be re-gifted to any other plan. Gifted data will be utilised before Included Data and any unused data will rollover into Data Bank when your plan next resets on the same or a higher value SIM Only Plan.

**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 additional International & other Add-On online to make calls and send SMS to international numbers and to use extra services.

**Acceptable use:** This Plan and your use of our network (including the unlimited use of national calls, SMS and MMS) is subject to the Everyday Mobile from Woolworths Acceptable Use Policy, available at <https://mobile.everyday.com.au/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.everyday.com.au/add-ons>.

### 3. Payments and billing

**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, to take up this plan, you must agree to pay for your plan via auto payment

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from a credit card or debit card.

#### 4. Other information

**Your usage:** You can check and manage your usage by downloading the Everyday Mobile from Woolworths 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 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 and overseas numbers.

**Everyday Mobile from Woolworths Customer Care:** For more information about your service or if you have a complaint, you can contact us via <https://mobile.everyday.com.au/support/chat>. 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 <https://mobile.everyday.com.au/legals>

Woolworths Group Limited ABN 88 000 014 675 (known as Everyday Mobile from Woolworths) uses part of Telstra's 5G, 4G and 3G mobile networks. The service provides 5G Coverage reaching at least 75% of the Australian population. The Telstra Wholesale mobile coverage footprint reaches more than 98.8% of the Australian population and covers more than 1.6 million square kilometres of the Australian landmass. Telstra's 3G Network (850Mhz band) will close in August 2024.