

Critical Information Summary

Woolworths Mobile Long Expiry Prepaid Plans

1. Information about the Service

Your Long Expiry Prepaid Mobile Plan ("Plan") automatically recharges on expiry unless you remove auto-recharge via the Woolworths Mobile app or My Account online. **No minimum contract term applies. No early termination charges apply on this Plan.**

Cost of recharge	Included in your Plan (Included Value)			Data Bank	Credit expiry period	Cost per MB
	Standard National calls and SMS	Standard National photo and video MMS [^]	Included Data in Australia [*]			
\$100	Unlimited	3000	60GB	500GB	180 days	0.163¢
\$170		6000	125GB		365 days	0.133¢
\$220		6000	200GB		365 days	0.098¢

[^] 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.

^{*} Data is rounded up to the nearest KB. The network capability of Woolworths Mobile Plans has access to download speeds from 10Mbps up to a speed cap of 100Mbps on 4G.

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 Inclusions

To use this Plan, you must buy and activate a Woolworths Mobile SIM Card.

Eligible Devices: You must bring your own unlocked device that meets the [Device Guidelines](#) available on the Woolworths Mobile website. Your tablet or other device may not be capable of making calls or sending or receiving SMS and MMS. Note that 3G will be decommissioned in June 2024 and 3G handsets will need to be upgraded to continue to use this Service.

Data Bank: Unused data will rollover into Data Bank when you recharge on the same or higher value Long Expiry Plan before credit expiry. Data Bank will be forfeited if you move to a 30-day prepaid or SIM Only plan. Your Data Bank limit is 500GB and any unused data over that limit will be forfeited. Data Bank data will be used after you have used all your Included Data. Any optional Data Add-Ons you purchase will also rollover into your Data Bank. If you do not recharge before credit expiry, you forfeit any data in your Data Bank.

Data: If you have exceeded your Included Data and exhausted your Data Bank balance, you will not be able to use data until the start of your next recharge unless you purchase a Data Add-On. Please note that tablets and other 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 the Data Gifting feature in 1GB increments. 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 or a higher value Long Expiry Plan before expiry.

Add-ons: You must have valid credit on your Woolworths Prepaid Plan to purchase any Add-on. You can purchase optional Add-ons 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 make calls and send SMS to international numbers, and use other non-standard services to Australian numbers. Note that MMS inclusions, once used up, will no longer be available until your next recharge and cannot be replenished if you purchase a PAYG International & Other add-on.

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

No refund of Prepaid 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 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 via My Account online. You will receive SMS usage alerts on your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included Value for either calls or data. These SMSs will not contain an unsubscribe facility.

Automatic recharge: Your Woolworths Mobile Prepaid 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.

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 includes 13/1300 and 1800 numbers, and 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 via <https://mobile.woolworths.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 [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 5G, 4G and 3G mobile network. 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 mid-2024.