

Critical Information Summary

Woolworths Mobile 30-day Prepaid Plan

1. Information about the Service

Your 30 day Prepaid Plan ("Plan") includes **Data Bank**. 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 recharge	Included in your Plan (Included Value):			Plan speeds	Credit expiry period	Data Bank	Cost per MB
	Standard national calls, SMS & MMS	Standard international calls & SMS	Included Data in Australia**				
\$20	Unlimited	n/a	12GB	Download speeds are capped at 100Mbps on 4G	30 days	500GB	0.163 ¢
\$30		Unlimited to 22 selected destinations*	32GB				0.092 ¢
\$40			65GB				0.060 ¢

*Selected destinations for international calls & SMS: India, USA, UK, New Zealand, China, South Africa, South Korea, Canada, Indonesia, Hong Kong, Japan, Thailand, Sweden, Singapore, Germany, Ireland, France, Malaysia, Spain, Bangladesh, Denmark and Vietnam.

**Data is rounded up to 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 updated to continue to use this Service.

Data Bank: Unused Data will rollover into Data Bank when you recharge on the same or a higher value 30-day plan before credit expiry. Data Bank will be forfeited if you move to a Long Expiry plan or lower value SIM Only plan. Your Data Bank limit is 500GB and any Data over that limit will be forfeited. Data Bank data will be used after you have used 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 an optional Data Add-On from us online. Please note that tablets and other devices that are not capable of making call or sending or receiving text may only use the data allowance inclusion.

Data Gifting: Up to 50% of your Included Data per recharge can be gifted in 1 GB increments to another active Woolworths Mobile 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 you recharge on the same or a higher value Plan before expiry.

Add-ons: You must have valid credit on your Woolworths Pre-paid 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 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 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 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 in 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 SMSes will not contain an unsubscribe facility.

Automatic recharge: Unless you remove auto-recharge before expiry, we will automatically charge you your selected recharge amount through your chosen payment method at the end of the credit expiry period. You can remove auto-recharge at any time via the Woolworths Mobile app or the My Account portal. However, the \$12.50, \$15 and \$50 long expiry recharge will no longer be available as a recharge option if you remove auto-recharge on those plans.

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, and video MMS.

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.