

Critical Information Summary

Woolworths Mobile Phone Plan with Handset Repayment

1. Information about the Service

Your Woolworths Mobile Phone Plan with Handset Repayment (“Plan”) includes **Data Bank**. A **minimum contract term of 1 month applies**. **No early termination charges apply on this Plan**. On this Plan, you have an option to purchase an eligible handset from Woolworths and pay for it in monthly instalments under a 24 or 36 month Handset Payment Plan (“HPP”).

Minimum Monthly Charge [^]	Included in Plan (Included Value):				Plan Speeds	Data Bank	Cost per MB
	Standard national calls, SMS & standard MMS	Data allowance in Australia*	Standard international calls & SMS	Network Access			
\$25 + Handset Payment Costs	Unlimited	22GB	N/A	4G & 3G	Download speeds are capped at 100Mbps on 4G	500GB	0.111¢
\$35 + Handset Payment Costs	Unlimited	42GB	Unlimited to 22 selected destinations*	4G & 3G			0.081¢
\$45 + Handset Payment Costs	Unlimited	90GB		4G & 3G			0.049¢
\$49 + Handset Payment Cost **	Unlimited	100GB		4G & 3G			0.048¢
\$59 + Handset Payment Cost	Unlimited SMS 1000 standard and video MMS	120GB		5G, 4G & 3G	Download speeds are capped at 250Mbps on 4G & 5G		0.048¢

[^]Data is rounded up to the nearest KB.

***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.

** \$49 plan is **only** available for purchase during select promotional periods. Following your purchase, the \$49 plan will remain available to You for the period You remain with the plan.

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 and unpaid instalments under your HPP (if applicable) will immediately become due and payable.

Minimum Monthly Charge: The Minimum Monthly Charge is the monthly fee for your Plan and any Handset Payment Costs where applicable. 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) or amounts owing under your HPP.

Minimum Total Cost: Your Minimum Total Cost is your Minimum Monthly Charge plus all amounts owing under your HPP (if applicable).

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-%20Post-paid.pdf>.

2. Using your Plan and Inclusion

To use this Plan, you must sign up and activate a Woolworths Mobile SIM card. You have the option to also purchase an eligible device from Woolworths Mobile with the Plan and pay for it in monthly instalments under a 24 or 36 month Handset Payment Plan.

Data Bank: Unused Data will rollover into your Data Bank. Your Data Bank’s limit is 500GB, 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 Plan to a lower value 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 online. 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 your Included Data per Usage Period 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 your plan next resets on the same or a higher value 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 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>.

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.woolworths.com.au/add-ons>.

3. Payments and Billing

Handset Payment Plan: This Plan is only available if you purchase a mobile handset or tablet device under a Handset Payment Plan of 24 or 36 months duration (HPP). If you cancel this Plan, your HPP will automatically be cancelled and all remaining HPP instalments will be applied to your next bill.

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 from a credit card or debit card.

4. Other Information

Your usage: You can check and manage your usage by downloading the Woolworths Mobile 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.

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 and 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 networks. The service provides 5G Coverage reaching at least 75% of the Australian population. The Telstra Wholesale mobile coverage are 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.

