

Woolworths Mobile

Recent Changes to Terms & Conditions

This document lists recent changes to the Terms and Conditions for Woolworths Mobile.

Date of Change	Service/Feature	What has changed?	See Document
5 Apr 2017	Phone Plans	Update to the Early Termination Charge calculation	Post-Paid Service Terms –Sections 2.3(c) & 2.5 (c)
26 July 2017	Phone Plans	Addition of SIM Only Plan Offers and terms and conditions	Post-Paid Service Terms – Sections 2.3, 2.5, 7, 9, Schedule 1
7 Sept 2017	Pre-paid Mobile	Updated Pre-paid Service Terms and CIS for new Pre-paid Mobile Offers	Pre-paid Service Terms Appendix 1, 2 and 3
25 Jan 2018	All	Updated Woolworths Limited to Woolworths Group Limited Updated Flexi Plan terms to include tablet devices Changed Flexi Plan names	Post-paid Service Terms
19 Mar 2018	Pre-paid Mobile	Updates to Pre-paid Mobile to reflect new Offers Updated Data Bank information	Pre-paid Service Terms
30 Apr 2018	Pre-paid Mobile	Updates to Pre-paid Mobile to reflect new Offers	Pre-paid Service Terms
13 Aug 2018	All	Updates to Pre-paid Mobile and Phone Plans to reflect new Offers	Pre-paid Service Terms Post-paid Service Terms
14 Nov 2018	All	Updates to Pre-paid Mobile and Phone Plans to reflect new Offers	Pre-paid Service Terms Post-paid Service Terms
18 Feb 2019	All	Updates to Pre-paid Mobile and Phone Plans to reflect new Offers Addition of new Data and PAYG International and Other Call Add-ons Updated General Terms to include third party offer clause	Pre-paid Service Terms Post-paid Service Terms General Terms & Conditions
26 Aug 2019	Pre-paid Mobile	Updates to Pre-paid Mobile to reflect new Offers	Pre-paid Service Terms
18 Nov 2019	Pre-paid Mobile	Updates to Pre-paid Mobile to reflect new Offers	Pre-paid Service Terms
1 Apr 2020	Service Terms General Terms	Change of Operating hours	Pre-paid Service Terms Post-paid Service Terms
7 Apr 2020	Pre-paid Mobile	Updates to Pre-paid Mobile International Inclusions and International Add-Ons	Pre-paid Service Terms
16 Nov 2020	Pre-paid Mobile Phone Plans SIM Only Plans	Updates to Long Expiry Pre-paid Mobile, SIM Only Plans and Phone Plans to reflect new Offers Increased data on \$25 Data Add-On Clarification of Service inclusions Added clarification that Starter Packs must be activated within 180 days of purchase	Pre-paid Service Terms Post-paid Service Terms
4 Mar 2021	Phone Plans SIM Only Plans	Added \$49 Plan Offer	Post-paid Service Terms, Schedule 1
5 July 2021	Phone Plans SIM Only Plans	Updates to Phone and SIM Only Plan to reflect new Offers	Post-paid Service Terms, Schedule 1
8 August 2021	Phone Plans SIM Only Plans Pre-paid	Reflect Data Gifting feature and rules on selected plans Reflect Starter Packs must be activated within 180 days of purchase	Post-paid Service Terms Pre-paid Service Terms
30 June 2022	Phone Plans SIM Only Plans	Added \$59 Plan Offer and Updated Network Coverage Statement	Post-paid Service Terms
17 August 2022	All	Updated section 14.1 to reflect ACL guarantees	General Terms & Conditions
8 Nov 2022	Phone Plans SIM Only Plans	Updated Section 4.1 to accept Proof of Age cards with Medicare cards as a form of Identification	General Terms & Conditions
7 Dec 2022	Phone Plans SIM Only Plans Pre-paid	Removed references that stated we do not offer VoLTE and Wi-Fi Calling	Post-paid Service Terms Pre-paid Service Term
5 April 2022	Phone Plans SIM Only Plans Prepaid	Updated data inclusions on \$40 Prepaid Plan Offer and \$59 Plan Offer Updated Network Statement to include 5G	Post-paid Service Terms Prepaid Service Terms