

Critical Information

Summary

Woolworths Pre-Paid Mobile Broadband

Welcome to Woolworths Pre-paid Mobile. We look forward to helping you stay in touch with your friends and family. Below are a couple of important things we wanted to let you know about your Woolworths Pre-paid Mobile service. Please take your time to read through everything.

1 Information About the Service

Woolworths Pre-paid Mobile provides you with a service on the mobile network used by Woolworths Limited. To use this network you must first purchase and activate a Woolworths Prepaid Mobile sim pack which will provide you with the ability to make and receive voice calls, SMS, MMS data and other mobile services.

The credit recharge you purchase gives you credit as included value that can be used for calls and data before it expires.

Name	Cost	Included data (charged in 1KB blocks)	Credit expiry period
Woolworths Mobile \$14.90 Recharge	\$14.90	1.25GB	30-day expiry
Woolworths Mobile \$19.90 Recharge	\$19.90	2GB	30-day expiry
Woolworths Mobile \$29.90 Recharge	\$29.90	3GB	30-day expiry
Woolworths Mobile \$34.90 Recharge	\$34.90	4GB	30-day expiry
Woolworths Mobile \$69.90 Recharge	\$69.90	10GB	180-day expiry

Any unused inclusions will be forfeited:

- If you recharge early
- At the end of your credit expiry period.

International roaming and premium services are not available.

2 Information About Pricing

To keep it simple, there's no minimum contract term, but if you cancel your service, any remaining credit won't be refunded.

3 Other Information

Your usage

You can check and manage your usage by downloading the Woolworths Mobile App, calling Woolworths Customer Care or accessing your account at woolworths.com.au/mobile

You can recharge your account by purchasing additional credit online or from participating stores.

Woolworths Customer Care

For more information about your service, compatible devices, usage, technical support or if you have a complaint, you can contact Woolworths by:

- Emailing customercare_mobile@woolworths.com.au
- Call **1665** from your Woolworths Mobile (it's a free call) or **1300 10 1234** from any other phone (normal charges apply)
- Visiting us at participating stores, see woolworths.com.au/mobile for more details.

Please contact Woolworths first if you have any complaints and our team will immediately start working to resolve it. If, after speaking with us, you're not satisfied with the outcome, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only. The full terms and conditions and pricing for this plan can be found on our website at woolworths.com.au/mobile/legals