

# Critical Information Summary

## Woolworths Pre-Paid Mobile

Welcome to Woolworths Mobile. We look forward to helping you stay in touch with your friends and family. Below are the important things we wanted to let you know about your Woolworths Mobile Pre-paid service.

### 1. Information about the Service

Woolworths Pre-Paid Mobile provides you with a service on the mobile network used by Woolworths. To use this network you must purchase and activate a Woolworths Mobile Pre-paid Starter Pack which will provide you with the ability to make and receive voice calls, SMS, MMS, use data and other mobile services. You must have valid credit on your Woolworths Pre-paid Mobile to purchase any Woolworths Mobile "Add-on". The recharge you purchase gives you credit as included value that can be used for calls and data before it expires.

### Woolworths Mobile Recharges from 14 November 2018

Name	Cost	Included Value				Credit expiry period
		Included Call Value	Standard national SMS and MMS	Included Data (charged in 1KB blocks)	Data Bank	
<b>Woolworths Mobile \$10 Recharge*</b>	<b>\$10</b>	<b>Unlimited Standard National Calls</b>	Unlimited	<b>1GB</b>	Save up to 100GB of unused included data when you recharge before expiry.	10 day expiry
<b>Woolworths Mobile \$20 Recharge</b>	<b>\$20</b>	<b>Unlimited Standard National Calls</b> \$100 for International and other non-standard national calls.	Unlimited	<b>3GB</b>		30 day expiry
<b>Woolworths Mobile \$30 Recharge</b>	<b>\$30</b>	<b>Unlimited Standard National Calls</b> Unlimited standard international calls to China, USA, South Korea, India, Hong Kong, New Zealand, Canada, South Africa, United Kingdom and Indonesia. \$100 for International and other non-standard national calls.	Unlimited	<b>10GB</b>		
<b>Woolworths Mobile \$40 Recharge</b>	<b>\$40</b>	<b>Unlimited Standard National Calls</b> Unlimited standard international calls to China, USA, South Korea, India, Hong Kong, New Zealand, Canada, South Africa, United Kingdom and Indonesia. \$200 for calls to other International destinations and other non-standard national calls.	Unlimited	<b>20GB</b>		
<b>Woolworths Mobile \$50 Recharge</b>	<b>\$50</b>	<b>Unlimited Standard National Calls</b> Unlimited standard international calls to China, USA, South Korea, India, Hong Kong, New Zealand, Canada, South Africa, United Kingdom and Indonesia. \$300 for calls to other International destinations and other non-standard national calls.	Unlimited	<b>30GB</b>		

\* You must have a compatible device, purchase and activate a \$10 Starter Pack and set up a new Service to be eligible for the Woolworths Mobile \$10 Recharge.

Any unused Included Value will be forfeited:

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

International roaming and premium services are not available.

**Data Bank:** Unused included data will rollover into your Data Bank when you recharge before expiry. You must recharge before credit expiry to maintain your Data Bank. Data Bank limit is 100GB. If you accrue more than 100GB of unused data, you will forfeit any data over that limit. Data Add-ons do not rollover. If you don't recharge before credit expiry, you forfeit any data in your Data Bank.

**Bonus Holiday Data:** 10GB bonus data will be available to redeem after every three recharges when you recharge before expiry. You must recharge three times before expiry to be entitled to redeem the Bonus Holiday Data. Bonus Holiday Data can be redeemed via the Woolworths Mobile app at any time as long as you have an active recharge. Unused data from a redeemed Bonus Holiday Data will roll over into your Data Bank at the end of the recharge period, subject to the limit of your Data Bank. If you redeem another Bonus Holiday Data in the same recharge period, the unused data from the previous Bonus Holiday Data will roll over into your Data Bank subject to the limit of your Data Bank. Each pre-paid account can accumulate up to a maximum of four Bonus Holiday Data.

## 2. Information about Pricing

There's no minimum contract term but, if you cancel your service or port out, any remaining credit won't be refunded and any unused data will be forfeited.

Call type	Charge
<ul style="list-style-type: none"> <li>• Calls to other Woolworths Mobile services (within Australia)</li> <li>• Standard SMS and MMS (within Australia)</li> <li>• Calls to 18 and 1800 numbers</li> <li>• Voicemail deposit and retrieval</li> </ul>	\$0 (you must have valid credit)
<ul style="list-style-type: none"> <li>• All Standard National Calls</li> <li>• Calls to 13 and 1300 numbers excluding 1345 numbers</li> </ul>	\$0 (You must have valid credit)
Dial Before You Dig and calls to 1345 numbers	\$0.40 + \$0.90 per min
Call forwarding	\$0.40 + \$1.69 per min
National directory assistance	\$1.89
Dial it time and weather services	\$6.66 + \$0.90 per min
Video calls within Australia	\$2.40 + \$6 per min
SMS to 13, 1300, 18 and 1800 numbers	\$0.29
SMS to international numbers	\$0.50
Video MMS to Australian numbers	\$0.75
MMS to international numbers	\$0.75
International Calls	See <a href="http://woolworths.com.au/mobile/legals">woolworths.com.au/mobile/legals</a> for latest rates and country zones
International video calls	\$3.20 + \$10.80 per 60 seconds (or part thereof)
International directory assistance	\$6.66

## 3. Other Information

### Your usage

You can check your usage by downloading the Woolworths Mobile App. You'll receive SMS usage alerts on your compatible devices within 24 hours of you reaching 50, 85 or 100% of your included value for either calls or data. You can recharge your account by purchasing additional credit via the Woolworths Mobile app, online or from participating stores.

### Woolworths Customer Care

For more information about your service or if you have a complaint, you can contact Woolworths by calling **1300 10 1234** (standard call charges apply) or **1665** from your Woolworths Mobile within Australia. Please contact Woolworths first if you have any complaints and our team will immediately start working to resolve it. If you're not satisfied with the outcome, you can contact the Telecommunications Industry Ombudsman on **1800 062 058** or by filing a complaint online at <https://www.tio.com.au/making-a-complaint>.

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 and pricing for this plan can be found on our website at [woolworths.com.au/mobile/legals](http://woolworths.com.au/mobile/legals)