

# Critical Information Summary

## Woolworths Pre-Paid Mobile

Welcome to Woolworths Mobile Pre-paid. 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 Mobile Pre-paid service.

### 1. Information about the Service

Woolworths Mobile Pre-Paid 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 Mobile Pre-paid sim 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 Mobile Pre-paid 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.

Name	Cost	Included Call Value	Standard national SMS and MMS	Included Data (charged in 1KB blocks)	Data Rollover	Credit expiry period
<b>Woolworths Mobile \$15 Recharge</b>	\$15	<b>\$250</b> If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make 113 calls.	Unlimited	<b>500MB</b>	None. Any unused Included Data will be forfeited at the end of your credit expiry period or if you recharge early.	30-day expiry
<b>Woolworths Mobile \$20 Recharge</b>	\$20	<b>Unlimited Standard National Calls</b> \$20 for International and other non-standard national calls.	Unlimited	<b>1.5GB</b>	None. Any unused Included Data will be forfeited at the end of your credit expiry period or if you recharge early.	
<b>Woolworths Mobile \$30 Recharge</b>	\$30	<b>Unlimited Standard National Calls</b> 150 minutes of 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>4GB</b>	Rollover your unused data up to 15GB when you apply the same recharge or high recharge before expiry.	
<b>Woolworths Mobile \$45 Recharge</b>	\$45	<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 calls to other International destinations and other non-standard national calls.	Unlimited	<b>10GB</b>		

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 Rollover:** Data rollover will be activated on your account when a \$30 or \$45 recharge is applied between 1 July 2016 and 28 February 2018. Unused Included Data will rollover if you apply the same recharge or a higher recharge before your credit expires. Data Rollover is limited to 15GB and is available only on the \$30 and \$45 Recharges. If you accrue over 15GB of Data Rollover you will forfeit any data over that limit. Data Rollover will be used after any Included Data you have on your current recharge. Data Add-ons do not rollover. Data Rollover expires 30 June 2018.

## 2. Information about Pricing

There's no minimum contract term but, if you cancel your service, any remaining credit won't be refunded.

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 on the \$20, \$30 and \$45 Recharge (You must have Valid Credit) \$0.40 + \$0.90 per min on the \$15 Recharge
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, calling Woolworths Customer Care or by accessing your account at [woolworths.com.au/mobile](http://woolworths.com.au/mobile). You'll receive SMS usage alerts to 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 online or from participating stores.

### Woolworths Customer Care

For more information about your service, compatible devices, usage, technical support and if you have a complaint - you can contact Woolworths by emailing [customercare\\_mobile@woolworths.com.au](mailto:customercare_mobile@woolworths.com.au) or 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, after speaking to 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](http://woolworths.com.au/mobile/legals)

Woolworths Limited ABN 88 000 014 675 uses part of Telstra's 4G and 3G mobile network.