

Critical Information

Summary

Woolworths Mobile Broadband Plans

Welcome to Woolworths Mobile Broadband Plans. 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 Broadband Plans.

1 Information About the Service

Your Woolworths Mobile Broadband Plan is for a Post-paid Mobile Broadband Service on the mobile network used by Woolworths Limited. To use this network you must first sign-up to a Woolworths Mobile Broadband Plan and activate a SIM card which will provide you with the ability to use mobile broadband data services.

Mobile Device

In order to take up the Woolworths Mobile Broadband Plan, you must also purchase a mobile device from Woolworths. Your Minimum Monthly Charge includes a partial subsidy for your mobile device but you might also have to pay an additional monthly fee for your device during the Minimum Term, depending on the device you choose (**Handset Repayment**). This Handset Repayment will be stated on your Application for the Mobile Post Paid Service.

Minimum term

Woolworths Mobile Broadband Plans have a minimum term of 24 months.

What's included

Your plan gives you access to a monthly data allowance for data usage while in Australia as set out in the table below. All data usage is rounded up to the nearest 1KB. Unused allowance expires monthly.

Once you have exceeded the Data Allowance, 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 Woolworths Mobile Broadband Plan) unless you purchase a Data Add-On Pack which will give you additional data to use during that current month of your plan. For details on the available Data Add-On Packs or to purchase a pack, please visit www.woolworths.com.au/mobile-broadband-plans

What's not included

Your plan doesn't include any call or SMS allowance.

International roaming and premium services are not available.

2 Information About Pricing

Minimum Monthly Charge	Monthly Included Data	Cost per Megabyte (MB)	Total Minimum Cost	Max ETC payable	More Information
\$20	3GB	0.65c/MB	\$480	\$480	The Minimum Monthly charge does not include: <ul style="list-style-type: none"> • your additional monthly Handset Repayment (which is set out in your Application); and • any Add-On Pack Fees that you may incur during any month. Unused Included Data expires monthly. When monthly data allowance is reached downloads cease and no additional data usage charges apply, unless you purchase an Add-On Pack.
\$35	7GB	0.49c/MB	\$840	\$840	
\$50	10GB	0.49c/MB	\$1200	\$1200	

Early termination charges

If you cancel your Woolworths Mobile Broadband Plan before the expiry of the minimum term, you will need to pay:

- (1) any outstanding charges; and
- (2) an Early Termination Charge (ETC) which is calculated in accordance with the following formula:

ETC payable = *Minimum Monthly Charge x the number of unpaid months remaining in the Minimum Term*

- (3) You will also have to pay us the Handset Fee (where one applies on your contract) for the remaining months of the Minimum Term.

The maximum ETC you will pay is **Minimum Monthly Charge x 24** + any outstanding Handset Repayment.

3 Other Information

Billing

Your bill will be sent to your nominated email address. It will contain charges incurred on monthly basis 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. When we accept your Application for your Woolworths Mobile Broadband Plan, Woolworths will charge you the Minimum Monthly Fee. This charge will be offset against the first bill that you receive from Woolworths.

Unless we agree with you otherwise, in order to take up a Woolworths Mobile Broadband Plan, you must agree to pay for your plan via auto payment from a credit card.

Your usage

You can check and manage your usage by downloading the Woolworths Mobile App or by calling Woolworths Customer Care. You'll receive SMS usage alerts to your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included Data Allowance or Add-On Pack(s) allowance. These SMS will not contain an unsubscribe facility.

Woolworths Customer Care

For more information about your service, usage, technical support or if you have a complaint - you can contact Woolworths by emailing customercare_mobile@woolworths.com.au or calling **1300 10 1234** (normal call charges apply) or **1665** from your Woolworths Mobile within Australia. 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. 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 www.woolworths.com.au/mobile/legals

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