

# Critical Information Summary

(This document is only applicable to agreements entered into during follow up communication instigated by Woolworths Mobile)

## Woolworths Mobile Phone Plan

Welcome to the Woolworths Mobile Phone Plan (“Plan”). 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 Plan.

### 10 business days’ cooling Off period

You have a 10 business days’ cooling off period in respect to this contract from the date of entering into the contract by phone. You may cancel your contract during this cooling off period. If you cancel your contract during the cooling off period, you will not be charged the Minimum Monthly Commitment, and any amounts owing under your Handset Payment Plan will be waived when we receive the handset back in a reasonable condition within 14 working days.

## 1. Information about the service

Woolworths provides you with a service on the mobile network used by Woolworths Group Limited. To use this network you must first sign-up to a Plan and activate a Woolworths Mobile SIM card which will provide you with the ability to make and receive calls, SMS, MMS, use data and other mobile services.

### Your Handset

You must purchase an eligible mobile handset or tablet device from Woolworths and pay for it in monthly instalments under a 24 or 36 month Handset Payment Plan (refer to section 3 below).

### Minimum term

The Plan has a minimum term of 1 month.

### What do you get and what is included & excluded?

	Included in Plan				What are the rules?
	X-Small (\$20 Plan)	Small (\$30 Plan)	Medium (\$40 Plan)	Large (\$50 Plan)	
Standard national calls	Unlimited	Unlimited	Unlimited	Unlimited	While in Australia, you can make calls to standard national and mobile numbers without incurring any additional charges.
Standard national SMS & MMS	Unlimited	Unlimited	Unlimited	Unlimited	While in Australia, you can send standard SMS and MMS to other Australian mobile numbers without incurring any additional charges.
Data Allowance	3GB	10GB	22GB	35GB	Your data allowance is for data usage while in Australia. All data usage is rounded up to the nearest 1KB. Unused allowance will roll into your 100GB Data Bank.

- Woolworths Mobile Phone Plans are only available to new and recontracting customers.
- Unused included data will rollover into your Data Bank. Your Data Bank’s limit is 100GB. If you accrue more than 100GB of unused data, you will forfeit any data over that limit. Data Bank data will only be used once you have exceeded your monthly Data Allowance.
- If you have exceeded the Data Allowance and exhausted your Data Bank balance, 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 Plan) unless you purchase a Data Add-On Pack which will give you additional data to use during that month. For details on the available Data Add-On Packs, please visit <https://mobile.woolworths.com.au/add-ons>
- 10GB Bonus Holiday Data will be available to redeem after every third monthly Usage Periods provided your payments are kept up to date. Bonus Holiday Data can be redeemed via the Woolworths Mobile app at any time. Unused data from a redeemed Bonus Holiday Data will roll over into your Data Bank at the end of the monthly Usage Period, subject to the limit of your Data Bank. If you redeem another Bonus Holiday Data in the same Usage 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 post-paid account can accumulate up to a maximum of four Bonus Holiday Data.
- Your Plan does not include any allowance for International calls. You may purchase an International Add-on Pack or activate the International and Other Extension to enable you to make calls (and send any SMS not included in your Plan) to international numbers from Australia.
- The International and Other Extension (if you activate it) will enable you to make calls to international and satellite numbers, send messages to International and satellite numbers and use extra services such as video calls and video MMS

to Australian numbers, Dial IT Time & Weather and Directory Assistance., If you activate this extension, you must choose a limit (in multiples of \$10 & \$30 and with a maximum of \$200) up to which you can use these services.

- (g) The following services are **not available** with your Plan:
- (i) Premium Services;
  - (ii) International Roaming;
  - (iii) calls or SMS to the following types of numbers: “19xx”, “0055”, “1234”, “12455” and “12456”; and
  - (iv) any activity prohibited under the Acceptable Use Policy, for example: MVOIP, SMSIP and sim boxing.
- (h) You may change between different Woolworths Mobile Phone Plans once every 12 months without incurring any change fee. Upon changing to another Plan, any special offers or discounts that you may have received under your original Plan will be forfeited.
- (i) Only Data Allowance inclusions are available on tablet devices.
  - (j) For new services activated on and from 22 Jan 2019, a Family Zone Protect subscription (1 user, 2 devices) will be available for the first 12 months of your Plan at no additional cost. To maintain Family Zone Protect for the period, your payments must be kept up to date. Unless you cancel your subscription, you will be automatically moved to a lower Family Zone Insight subscription at the end of that 12 month period, but you have the option to purchase alternative Family Zone subscriptions directly from Family Zone. Woolworths may end this Family Zone Protect subscription offer at any time.

## 2. Information about Pricing

	X-Small (\$20 Plan)	Small (\$30 Plan)	Medium (\$40 Plan)	Large (\$50 Plan)
Minimum Monthly Charge	\$20	\$30	\$40	\$50

For more information about the fees, charges and pricing applicable to your Plan, see

<https://mobile.woolworths.com.au/woolworths-phone-plans/flexi-mobile-plans.html>

### Minimum Monthly Charge

The Minimum Monthly Charge for your Plan does not include any:

- a) Add-On Pack Fees that you may incur during the month;
- b) charges that you incur in connection with the International and Extras Extension (if activated); nor
- c) amounts owing under your Handset Payment Plan.

### Total Minimum Cost

Your Total Minimum Cost is your Minimum Monthly Charge plus all amounts owing under your Handset Payment Plan.

### Early Termination Charge

If you cancel your Plan, there are no early termination charges. However:

- a) you will need to pay the Minimum Monthly Charge and any outstanding charges owing on your Plan; and
- b) all outstanding charges and unpaid instalments under your Handset Payment Plan will immediately become due and payable.

## 3. Other Information

### Handset Payment Plan

This Plan is only available if you purchase a mobile handset or tablet device under a Handset Payment Plan of 24 or 36 months duration (**HPP**). If you cancel this Plan, your HPP will automatically be cancelled and all remaining HPP instalments will be applied to your next bill.

### 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. Unless we agree with you otherwise, in order to take up a 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 Value and 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, 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 (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 at [www.woolworths.com.au/mobile/legals](http://www.woolworths.com.au/mobile/legals). Woolworths Group Limited ABN 88 000 014 675 uses part of Telstra's 4G and 3G mobile network.