

# Critical Information

## Summary

### Woolworths Phone Plan 35

Welcome to Woolworths Phone 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 Phone Plan.

## 1 Information About the Service

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

### Mobile Handset

In order to take up the Woolworths Phone Plan, you must also purchase an eligible mobile handset from Woolworths. Your Minimum Monthly Charge includes a partial subsidy for your eligible mobile handset but you must also pay any additional monthly fee for your selected handset during the Minimum Term. This fee will depend on your selected handset and will be stated on your Application for the Mobile Post Paid Service (**Handset Fee**).

### Minimum term

The Woolworths Phone Plan has a minimum term of 24 months.

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

Element	How much and what are the rules?
Included Value	<b>\$1,000 each month</b> for most national calls, MMS and other mobile services Woolworths provides to you. You cannot use it for calls and messages to international and satellite numbers. Unused allowance expires monthly.
Standard national SMS	<b>Unlimited</b> - while in Australia, you can send standard SMS to other Australian mobile numbers without incurring any additional charges.
National calls to other Woolworths Mobile Services	<b>Unlimited</b> - while in Australia, you can call any other number that is connected to a Woolworths Mobile Service without incurring any additional charges.
Data Allowance	<b>1GB each month</b> - for data usage while in Australia. All data usage is rounded up to the nearest 1KB. Unused allowance expires monthly.
Optional International and Extras Extension	International and Extras Extension (if you activate it) will enable you to make calls and send messages to international and satellite numbers and use extra services such as video calls/MMS to Australian numbers, Dial IT Time & Weather, Directory Assistance, and SMS to 13/1300/18/1800 numbers if your Included Value and any Add-On Pack value is exhausted. If you activate this extension, you must choose a limit (in multiples of \$10 and with a maximum of \$100) up to which you can make these calls and use these services.

- Once you have exceeded either the Included Value limit or the Data Allowance, you will not be able to use that part of your service until the start of your next month (based on the date when you connected your Woolworths Phone Plan). However you will always be able to make calls to emergency services (000 and 112 numbers), receive calls and SMS/MMS, and call Customer Care.
- During any month, you can purchase Data and/or Included Value Add-On Packs which will give you additional amounts (\$/MB) to use during that month. For details about the Voice and Data Add-On Packs, please visit [www.woolworths.com.au/mobile](http://www.woolworths.com.au/mobile)
- The following services are **not available** with your Woolworths Phone Plan:
  - Premium Services;
  - International Roaming;
  - calls or SMS to the following types of numbers: "19xx", "0055", "1234", "12455" and "12456"; and
  - any activity prohibited under the Acceptable Use Policy, for example: MVOIP, SMSIP and sim boxing.

## 2 Information About Pricing

Pricing	How much?	More Information
Minimum Monthly Charge	<b>\$35</b>	This is the minimum monthly charge for the Woolworths Phone Plan. This charge does not include: <ul style="list-style-type: none"> <li>• your additional monthly Handset Fee (which are set out in your Application);</li> <li>• any Add-On Pack Fees that you may incur during any month; and</li> <li>• any charges that you incur as part of the International Extension (if activated).</li> </ul>
Total Minimum Cost	<b>\$840</b>	Plus the cost of the selected mobile handset.
Call charge for most voice calls to Australian numbers	<b>Flagfall:</b> \$0.40 <b>Rate:</b> \$0.90/min	This is the rate at which your Included Value will be used when you make a voice call. All calls are rounded up to the nearest 60 seconds A 2 minute voice call costs \$2.20. If you restricted your use solely to voice calls each of 2 minute in duration, you could make 454 calls per month. All calls are rounded up to the nearest 60 seconds.

For information about charges applicable for other calls, SMS/MMS, see [www.woolworths.com.au/mobile](http://www.woolworths.com.au/mobile)

### Early termination charges

You can cancel your Woolworths Phone Plan before the expiry of the minimum term, you will need to pay any charges incurred up to the point of cancellation and an Early Termination Charge (ETC) which is calculated in accordance with the following formula:

$$ETC \text{ payable} = \$17.50 \times \text{the number of months remaining in the Minimum Term}$$

The maximum ETC payable is **\$420**. You may also need to pay us the Handset Fee for the remaining months of the Minimum Term in addition to the ETC Payable.

## 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 Phone 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 Phone 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. The full terms and conditions and pricing for this plan can be found on our website at [www.woolworths.com.au/mobile](http://www.woolworths.com.au/mobile)

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