

# Critical Information

## Summary

### Woolworths Phone Plan 50

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?
Unlimited Standard national calls	<b>Unlimited</b> - while in Australia, you can make calls to standard national and mobile numbers without incurring any additional charges.
Standard national SMS & MMS	<b>Unlimited</b> - while in Australia, you can send standard SMS and MMS to other Australian mobile numbers without incurring any additional charges.
Data Allowance	<b>3GB each month</b> - for data usage while in Australia. All data usage is rounded up to the nearest 1KB. Unused allowance expires monthly.
Included International Calls	<b>\$5 each month</b> - for calls to international numbers while in Australia. Unused allowance expires monthly.
Optional International and Extras Extension	The International and Extras Extension (if you activate it) will enable you make additional 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, Directory Assistance, and SMS to 13/1300/18/1800 numbers. 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 use these services. You may also elect to purchase an Add-On Pack with an included allowance to use these services (other than for calls to international and satellite numbers)

- Once you have exceeded the Data Allowance, you will not be able to use data until the start of your next month (based on the date when you connected your Woolworths Phone Plan) unless you a Data Add-On Pack which will give you additional amounts (MB) to use during that month. For details on the available Data Add-On Packs, please visit [www.woolworths.com.au/mobile](http://www.woolworths.com.au/mobile)
- Once you have exceeded the Included International Calls, you will not be able to make further International Calls until the start of your next month (based on the date when you connected your Woolworths Phone Plan) unless you activate the International and Extras Extension.
- 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>\$50</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>\$1200</b>	Plus the cost of the selected mobile handset.

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:

$$ETC \text{ payable} = \$25 \times \text{the number of months remaining in the Minimum Term}$$

The maximum ETC payable is **\$600**. 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.