

## CRITICAL INFORMATION SUMMARY

# MAKE GREAT SAVINGS ON CALLS, TEXTS AND DATA

### Information about the service

Woolworths Mobile Global Roaming allows you to roam in 180+ countries and make great savings on roaming charges. You can make & receive calls, send text messages and use the internet. Simply replace your ordinary SIM with a Woolworths Mobile Global Roaming SIM while overseas.

### Information about pricing

#### Prepaid Plans

Name	Voice	Texts	Data	Expires	Price	Coverage	Inclusions	Exclusions
UK 250MB			250MB	30 days	\$7	UK		
UK 500MB			500MB	30 days	\$12	UK		
UK 1GB			1GB	30 days	\$21	UK		
UK Lite	200 Mins	300 Texts	100MB	30 days	\$34	UK	†	∞
Euro 500MB			500MB	30 days	\$15	*		
Euro 1GB			1GB	30 days	\$25	*		
Euro 3GB			3GB	30 days	\$50	*		
Euro Combo	200 Mins	200 Texts	200MB	30 days	\$40	*	‡	∞
USA 100 Mins	100 Mins			30 days	\$30	USA	§	∞
USA 100MB			100MB	30 days	\$25	USA		
NZ 250 MB			250MB	7 days	\$20	NZ		
NZ 500MB			500MB	30 days	\$35	NZ		
NZ 1GB			1GB	30 days	\$50	NZ		
NZ Combo	200 Mins	200 Texts	200MB	30 days	\$40	NZ	¶	∞
Global 250MB			250MB	7 days	\$40	**		
Global 500MB			500MB	30 days	\$60	**		
Global 1GB			1GB	30 days	\$99	**		

\* Albania, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Vatican & Ukraine.

\*\* As above and including: Israel, Hong Kong, Taiwan, Brazil, Argentina, Chile, Colombia, Ecuador, El Salvador, Mexico, Peru, Uruguay, Venezuela, Indonesia, Egypt, South Africa, China, Singapore, Fiji, Canada, Malaysia, Cambodia, South Korea, Thailand, Philippines, Australia, New Zealand, India & USA

† Includes minutes for calls made to UK numbers or for calls back to Australia. Also includes calls received whilst travelling in the UK. Texts are included irrespective of the country they terminate in.

‡ Includes minutes for calls made to European numbers or for calls back to Australia. Also includes calls received whilst travelling in Europe. Texts are included irrespective of the country they terminate in.

§ Includes minutes for calls made to USA numbers or for calls back to Australia. Also includes calls received whilst travelling in the USA.

¶ Includes minutes for calls made to New Zealand numbers or for calls back to Australia. Also includes calls received whilst travelling in New Zealand. Texts are included irrespective of the country they terminate in.

∞ Calls and texts to other destinations outside of the UK or Australia. Calls and texts to any premium number are excluded

## Rates - Making Calls

The vertical column on the left hand side represents the country you are calling from. The horizontal column on top represents the country you are calling to. All calls are billed in 60 second increments.

Zone	1	2	3	4	5	6	7	8	9	10	11	12
1	\$0.18	\$0.18	\$0.18	\$0.18	\$0.07	\$0.18	\$0.18	\$0.18	\$0.18	\$1.17	\$0.18	\$0.18
2	\$0.26	\$0.26	\$0.26	\$0.34	\$0.18	\$0.34	\$0.20	\$0.34	\$0.30	\$0.35	\$0.34	\$0.34
3	\$0.26	\$0.26	\$0.26	\$0.34	\$0.18	\$0.34	\$0.20	\$0.34	\$0.30	\$0.35	\$0.34	\$0.34
4	\$0.34	\$0.34	\$0.34	\$0.34	\$0.34	\$0.34	\$0.34	\$0.34	\$0.34	\$0.46	\$0.34	\$0.34
5	\$0.58	\$0.58	\$0.58	\$0.58	\$0.46	\$0.46	\$0.46	\$0.58	\$0.46	\$0.70	\$0.70	\$0.70
6	\$0.58	\$0.58	\$0.58	\$0.58	\$0.46	\$0.46	\$0.46	\$0.58	\$0.46	\$0.70	\$0.70	\$0.70
7	\$0.55	\$0.55	\$0.55	\$0.55	\$0.55	\$0.55	\$0.55	\$0.55	\$0.55	\$0.65	\$0.55	\$0.55
8	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17
9	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17
10	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17
11	\$1.05	\$1.05	\$1.05	\$1.05	\$1.05	\$1.05	\$1.05	\$1.05	\$1.05	\$1.17	\$1.05	\$0.29
12	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35	\$0.45	\$0.45	\$0.35

## Rates - Receiving Calls

All calls are billed in 60 second increments.

Zone	1	2	3	4	5	6	7	8	9	10	11	12
Call	Free	\$0.05	\$0.05	\$0.14	\$0.41	\$0.41	\$0.55	\$0.93	\$0.93	1.17	0.95	0.35

## Rates - Sending Texts

Zone	1	2	3	4	5	6	7	8	9	10	11	12
SMS	0.14	0.15	0.26	0.20	0.34	0.34	0.19	0.53	0.53	0.53	0.53	0.30

## Rates - Data

All data is billed per MB.

Zone	1	2	3	4	5	6	7	8	9	10	11	12
Data	\$0.25	\$0.25	\$0.45	\$0.30	\$0.45	\$0.85	\$0.45	\$11.81	\$11.81	\$11.81	\$1.55	\$0.75

- |  |                                      |
|--|--------------------------------------|
| 1. UK  | 6. Australia                         |
| 2. Europe (including Turkey) & New Zealand   | 7. USA                               |
| 3. Israel  | 8. Sri Lanka, Costa Rica, Seychelles |
| 4. Hong Kong, Taiwan, Japan, Brazil, Indonesia, Ecuador, Chile, Argentina, Peru, Mexico, El Salvador, Uruguay, Venezuela, Malaysia, Singapore, China, Fiji, Canada, Thailand, South Korea, South Africa, Egypt & Philippines | 9. Russia                            |
| 5. India   | 10. Rest of World                    |
|  | 11. Cambodia                         |
|  | 12. United Arab Emirates             |

## Set up fees/minimum terms/expiry

There are no set up fees or minimum contract terms for any of our products. Our plans are purely prepaid. Credit will expire in 365 days if not topped up within that time.

## Billing increments

Voice calls are billed in increments of 60 seconds. Data sessions are billed in increments of 25 kilobytes.

To check your remaining balance, call , SMS and data usage please log in your account at:

<https://www.woolworthsglobalroaming.com.au/administration/login.aspx>

## Customer Service details

For further Assistance, if you are calling from within Australia, please contact our customer care centre at 1800768359 from your landline. If you are calling from your Global Roaming SIM, please contact us at 0061 384004563.

Email: [team@roamsupport.com](mailto:team@roamsupport.com)

## Complaints or disputes

If you have a problem or complaint about your service, go to <http://www.woolworthsglobalroaming.com.au/info/feedback.aspx> where you'll find full contact details and information about how to resolve it

## Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint at Woolworths Global Mobile Roaming, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Post: PO Box 276, Collins Street West, VIC 8007