

Woolworths Global Roaming Data Pack

Welcome to Woolworths Global Roaming operated by Cubic Telecom Limited. We look forward to helping you stay in touch with your friends and family while you are travelling overseas. Below are the important things we wanted to let you know about the Woolworths Global Roaming Data Pack and Bundles.

1. Information about the offer and pricing

Woolworths Global Roaming provides you with a Global Roaming Data Pack and Global Roaming Data Bundles for use on any compatible mobile device. To use a Woolworths Global Roaming Data Bundle you must first purchase and activate a Woolworths Global Roaming Data Pack, which includes a Global Roaming Data SIM, a 200MB Starter Bundle, and gives you the ability to use mobile data in listed countries overseas and in Australia. Any bundle you purchase gives you credit as included value that can be used for mobile data before it expires.

Starter Bundle

| Name | Data | Expires | Price | Coverage |
|----------------|-------|----------|---------|---------------|
| Starter Bundle | 200MB | 180 days | \$12.00 | Zone 1* & 2** |

Data Bundles

| Name | Data | Expires | Price | Coverage |
|---------------------|-------|---------|----------|----------|
| Zone 1 Bundle 500MB | 500MB | 30 days | \$15.00 | Zone 1* |
| Zone 1 Bundle 1GB | 1GB | 30 days | \$25.00 | Zone 1* |
| Zone 1 Bundle 3GB | 3GB | 60 days | \$60.00 | Zone 1* |
| Zone 2 Bundle 500MB | 500MB | 30 days | \$30.00 | Zone 2** |
| Zone 2 Bundle 1GB | 1GB | 30 days | \$50.00 | Zone 2** |
| Zone 2 Bundle 3GB | 3GB | 60 days | \$120.00 | Zone 2** |

Zone 1: European countries (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 City State, Ukraine, United Kingdom), Australia, Cambodia, China, Hong Kong, India, Indonesia, Japan, Kuwait, Laos, Macao, Malaysia, Myanmar, New Zealand, Oman, Philippines, Qatar, Russia, Singapore, South Korea, Sri Lanka, Taiwan, United States, Virgin Islands (US), Thailand.

Zone 2: Bangladesh, Canada, Israel, Pakistan, Chile, San Marino, United Arab Emirates, Argentina, Belarus, Brazil, Colombia, Costa Rica, Ecuador, El Salvador, Fiji, Ghana, Honduras, Kazakhstan, Mexico, Nauru, Nicaragua, Panama, Papua New Guinea, Peru, Puerto Rico, Samoa, South Africa, Tajikistan, Tonga, Vietnam, Serbia, Pakistan, Macedonia, Svalbard and Jan Mayen.

Data and SIM card validity periods and expiry

The validity period for the 200MB Starter Bundle included with the Woolworths Global Roaming Data Pack starts when the Data Pack SIM is activated and expires after 180 days. Each other Data Bundle is valid for the specified time period from the date of purchase, and at the end of the relevant period that Data Bundle will expire even if all data is not used. The SIM card itself expires 180 days after the last time data is purchased or used in association with the SIM card. Packs and Bundles purchased concurrently will run concurrently. When the Data Pack SIM card expires it cannot be re-activated. There are no set up fees or minimum contract terms for any of these products, they are purely prepaid.

2. Other Information

Before you travel overseas

For information about using your service overseas visit www.woolworthsglobalroaming.com.au/About or call 0061 384004563 or 1800768359 toll free from your Australian land line.

Your usage

You can check your usage at www.woolworthsglobalroaming.com.au/Login when you login as a customer after activating the service. You can recharge your account by purchasing additional bundles online via www.woolworthsglobalroaming.com.au.

Billing

Data sessions are billed in increments of 1 kilobyte.

Customer Care

For more information about your service, compatible devices, usage, technical support and if you have a complaint - you can contact Woolworths Global Roaming by calling [+61 3 8400 4563](tel:+61384004563) when overseas or [1800 768 359](tel:1800768359) toll free from your Australian land line, or by emailing team@roamsupport.com. If you have a problem or complaint about your service, go to woolworthsglobalroaming.com.au/Support where you'll find a list of Frequently Asked Questions that may assist, and a Contact Form where you can contact us about your problem or complaint. If, after working with us, you're not satisfied with the outcome, you can contact the Telecommunications Industry Ombudsman on [1800 062 058](tel:1800062058) or by emailing tio@tio.com.au.

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 woolworthsglobalroaming.com.au/Legal/TermsAndConditions