

Woolworths Mobile Global Roaming Voice & Data SIM

1. Information about the offer and pricing

Woolworths Global Roaming provides you with a Global Roaming Starter Pack and Voice, SMS and Data Bundles for use on any compatible mobile phone. To use the Woolworths Global Roaming Voice, SMS and Data Packs you must purchase and activate a Woolworths Global Roaming Starter Pack. The Starter Pack includes a Global Roaming SIM, plus \$10 included Airtime Credit, which will provide you with the ability to make or receive a voice call, send or receive an SMS, or use mobile data in listed countries overseas or in Australia. You can then purchase additional Airtime Credit, or Voice/SMS/Data Bundles, which gives you credit as included value that can be used for making or receiving calls, sending an SMS or using mobile data before the Airtime Credit or relevant Bundle expires.

Starter Pack

Name	Voice	Texts	Data	Expires	Price	Coverage
Global Roaming Starter Pack	\$10 included Airtime Credit (as per rates out-lines in Section 2 below)			180 days from the last billable event	250MB	12 Zones*

Voice, SMS and Data Bundles

Name	Voice	Texts	Data	Expires	Price	Coverage
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**
Euro 1GB			1GB	30 days	\$25	Euro**
Euro 3GB			3GB	30 days	\$50	Euro**
Euro Combo ‡ \	200 Mins	200 Texts	200MB	30 days	\$40	Euro**
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***
Global 500MB			500MB	30 days	\$60	Global***
Global 1GB			1GB	30 days	\$99	Global***
Global 500MB			500MB	30 days	\$60	Global***
Global 1GB			1GB	30 days	\$99	Global***

Euro** 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.

Global*** 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 from UK 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 from Euro** to Australia. Also includes calls received whilst travelling in Europe. SMS are included irrespective of the country they terminate in.

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

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

\ Excludes calls and texts to other destinations outside of the UK or Australia. Calls and SMS to any premium number are excluded.

2. Information about Airtime Credit

You can purchase Airtime Credit in \$30, \$50, \$100 or \$200 increments. Airtime Credit can be used to make or receive calls, SMS or use data anywhere in the defined Zones. You are not charged for receiving SMS. We allocate each country to one of 12 Zones*:

- | | |
|--|--------------------------------------|
| 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 |

If you have not purchased a Bundle, or are using the Starter Pack Airtime Credit, all calls, SMS and data are charged to your Airtime Credit balance at the rates below.

Rates - Making Calls (cost per minute) To find the cost per minute for making a call, look up the zone of the country you are calling **from** in the vertical column in the table below, and zone of the country you are calling **to** in the horizontal column. 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 (cost per minute) Each Zone in the table below is for the Country you are located **in** when **receiving** calls.

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 SMS Each Zone in the table below is for the Country you are located **in** when **sending** SMS.

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 (cost per MB) Each Zone in the table below is for the Country you are located **in** when **using** data

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

3. Other Information

Before you travel overseas

For information about using your service overseas visit www.woolworthsglobalroaming.com.au/About or call +61 3 8400 4563 from your Global Roaming SIM or 1800 768 359 toll free from your Australian land line. If you would like to activate or deactivate international roaming, you should check with your provider.

Your usage

You can check your usage at www.woolworthsglobalroaming.com.au/Login when you login as a customer when you activate the service. or simply dial *120# on your phone and press the call button to receive the remaining balance of your top-up. You can recharge your account by purchasing additional credit online via www.woolworthsglobalroaming.com.au.

Billing

Voice calls are billed in increments of 60 seconds. If you end a call partway then you will be charged for the full 60 second increment. Data sessions are billed in increments of 25 kilobytes. There are no set up fees or minimum contract terms for any of these products, they are purely prepaid.

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 from your Global Roaming SIM or 1800 768 359 toll free from your Australian land line, or by emailing team@roomsupport.com. If you have a problem or complaint about your service, go to www.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 or by emailing tio@tio.com.au.

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