

Everyday Mobile from Woolworths Service Terms



Prepaid Mobile Service

This is a legal document that forms part of the Woolworths Customer Terms that apply to Your Prepaid Mobile Service. You must read and understand all documents that form part of the Customer Terms (including the General Terms, this document and the Offer You choose) before You commence using the Prepaid Mobile Service.

These Service Terms only apply to services commencing on or after 26 July 2023.

From 26 July 2023, Woolworths Mobile will be known as Everyday Mobile from Woolworths.

Phone	1665 from Your Everyday Mobile from Woolworths (it's a free call) or 1300 10 1234 from any phone (normal charges apply)
Live chat	https://mobile.everyday.com.au/support/chat
Non-English speaking enquiries	1665 from Your Everyday Mobile from Woolworths or 1300 10 1234 from any phone Please advise Customer Care if an interpreter is required. This will be arranged as soon as possible.
People with disabilities	Customers with a hearing or speech impairment can call through the National Relay Service. See http://relayservice.gov.au/support/training/nrs-callnumbers for information about placing a call using this service.

Table of Contents

1. The Service Terms	3
2. The Prepaid Mobile Service	3
2.1 What does the Prepaid Mobile Service give You?	3
2.2 Eligibility	3
2.3 SIM Card	3
2.4 Accessing the Prepaid Mobile Service	4
2.5 Your Compatible Device	4
2.6 Restrictions on Use	4
2.7 Coverage	5
3. When can You use the Prepaid Mobile Service	5
3.1 Included Value	5
3.2 Credit Expiry Period	6
3.3 Use of Included Value and Included Data in Your Account	6
3.4 International and Other Add-on	6
3.5 Recharging Your Account	6
3.6 Usage Notifications	7
4. Other Services	7
5. Charges	7
5.1 What are the Charges?	7
5.2 How are the Charges Calculated?	7
5.3 No Bills	8
6. Additional Woolworths Termination Rights	8
7. Mobile Numbers	8
8. Mobile Number Portability (MNP)	9
9. Handset Blocking	10
10. Calling Line Identification	10
11. The meaning of Terms used in these Service Terms	11
Schedule 1: Currently available Starter Packs	14
Schedule 2 : Currently available Long Expiry Starter Packs	14
Schedule 3 : Currently available 30 day Prepaid Mobile Recharge	15
Schedule 4 : Currently available Long Expiry Prepaid Recharge	17
Schedule 5 : Currently available Prepaid Mobile Add-ons	19
International Roaming Add-on Packs	19
International Minutes Add-on	19
PAYG International and Other Add-on	21
Data Allowance Add-on Packs	22

1. The Service Terms

- (a) These Service Terms set out the standard Woolworths Terms and Conditions that are specific to the Prepaid Mobile Service.
- (b) You should read all the Customer Terms that apply to the Prepaid Mobile Service carefully so that You understand Your rights and obligations before You use the Prepaid Mobile Service.
- (c) You may obtain a copy of any of the documents forming part of the Customer Terms from the Everyday Mobile from Woolworths website or without charge on request.
- (d) The meanings of capitalised terms used in these Service Terms are listed in **Clause 18** or in the General Terms.
- (e) Elements of the Prepaid Mobile Service may be subject to the requirements set out in the *Telecommunications Consumer Protection Code C628:2019*.

2. The Prepaid Mobile Service

2.1 What does the Prepaid Mobile Service give You?

- (a) Subject to the Customer Terms, the Prepaid Mobile Service will give You, within the Mobile Network Coverage Area of the Mobile Network:
 - (i) access to the Mobile Network;
 - (ii) the ability to use the Prepaid Mobile Service from Your compatible device;
 - (iii) access the Account Management Service; and
 - (iv) the use of a Mobile Number.
- (b) Your Prepaid Mobile Service can only be used for Your personal use only.
- (c) The Prepaid Mobile Service must only be used using Your compatible device.
- (d) The Prepaid Mobile Service is not suitable for use as a multiple simultaneous calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialling, machine-to-machine communication, baby monitor, in a device that is not a compatible device, with cellular trunking units or any other activity not specified in the Customer Terms or determined not to be covered by the Customer Terms by Woolworths from time to time providing that Woolworths must act reasonably in making such a determination.
- (e) If you download the Everyday Mobile from Woolworths app, the Account Management Service will provide You access to account balance information for Your Account.

2.2 Eligibility

You are eligible to purchase a Prepaid Mobile Service if You are a new or existing Customer and You complete an application which is accepted by Woolworths and pass an identification assessment.

2.3 SIM Card

- (a) You will receive a SIM Card when You purchase a Starter Pack or \$2 SIM.
- (b) You must Activate Your SIM Card within 60 days from the date of Your purchase.
- (c) You must take all reasonable care to keep the SIM Card safe and in good condition and comply with any procedures specified by Woolworths to protect it against unauthorised use.
- (d) If You lose the SIM Card or if it is stolen, You must tell Woolworths immediately by contacting Customer Care. You are responsible for all charges up until the time You tell Customer Care that the SIM Card is lost or has been stolen.

- (e) You must not use Your SIM Card or the Prepaid Mobile Service in connection with a SIM Box, whether to terminate, transit, refile, aggregate, facilitate domestic or International traffic over the Mobile Network or otherwise.

2.4 Accessing the Prepaid Mobile Service

- (a) You must use Your compatible device and the SIM Card to access the Prepaid Mobile Service.
- (b) Your ability to use the Prepaid Mobile Service and any features of the Prepaid Mobile Service will depend on the functionality of Your compatible device. Not all features of the Prepaid Mobile Service will be available for use with all compatible devices.
- (c) There may be other factors which interfere with Your ability to use all features of the Prepaid Mobile Service, including:
 - (i) Your compatible device malfunctioning;
 - (ii) Your compatible device being switched off or in flight mode;
 - (iii) Your compatible device or SIM Card having insufficient memory;
 - (iv) You being in a location that is not in the Mobile Network Coverage Area as required to use that particular feature of the Prepaid Mobile Service;
 - (v) You attempting to use, access, download or transmit a service, feature or content that is not compatible with Your compatible device; and
 - (vi) the mobile handset of the person You attempt to contact being switched off, in flight mode or outside a mobile coverage area, not having the required functionality or being connected to an incompatible local or overseas network.

2.5 Your Compatible Device

- (a) You acknowledge and agree that Woolworths or a Woolworths supplier may:
 - (i) disclose, or permit a Woolworths supplier to disclose, information on blocked and unblocked IMEIs to other Australian mobile telecommunications providers;
 - (ii) check, or permit a Woolworths supplier to check, whether the IMEI of any mobile device used by You to access the Prepaid Mobile Service is blocked;
 - (iii) update device firmware for the device to continue receiving the Prepaid Mobile Service or new network features,
- (b) Neither Woolworths nor any Woolworths supplier will have any liability to You or anyone else for exercising its rights under this **Clause 2.5(a)**.
- (c) You acknowledge and agree that the Prepaid Mobile Service may not work on a mobile handset or device that does not meet the specifications published on the Everyday Mobile from Woolworths website (a compatible device) and that Woolworths and Woolworths suppliers will have no liability to You or anyone else as a result of You not being able to use the Prepaid Mobile Service on a mobile handset or device that is not a compatible device.

2.6 Restrictions on Use

- (a) If Woolworths or a Woolworths supplier becomes aware of, or reasonably suspects, that You have breached any of Your obligations under these Service Terms or the Acceptable Use Policy, Woolworths or a Woolworths supplier may:
 - (i) require You to cease the activities that You are in breach of or are suspected to be in breach of;
 - (ii) suspend, limit or terminate Your Account or the provision of the mobile prepaid service (or any feature of it) where Woolworths will provide You notice of the suspension, limitation or termination as soon as it is practicable in the circumstances; and/or

- (iii) charge You on a pay-as-You-go basis, with reasonable notice to You.
- (b) Where Woolworths has a right to suspend Your Account or the provision of a Prepaid Mobile Service, then:
 - (i) any expiry date applicable to the Credit Expiry Period will not be affected by such suspension;
 - (ii) any suspended Prepaid Mobile Service will retain its Mobile Number;
 - (iii) Woolworths may not process any porting request in relation to the suspended account or Prepaid Mobile Service during the period of suspension; and
 - (iv) if Your Account is not reactivated within six months from the date of suspension, Woolworths may place Your Account in a Deactivated State.
- (c) Woolworths may disconnect Your Account permanently if it enters a Deactivated State, in which case the Mobile Number will be quarantined.

2.7 Coverage

- (a) Woolworths Group Limited ABN 88 000 014 675 uses parts of Telstra's 5G, 4G and 3G Mobile Network. The Prepaid Mobile Service will only work within the Mobile Network Coverage Area. Outside the Mobile Network Coverage Area, provided You are still connected to the Prepaid Mobile Service and within the network coverage areas of other telecommunications service providers in Australia, You will only be able to make emergency Calls to 000 or 112 only. You acknowledge that Woolworths or Woolworths' suppliers may change the Mobile Network Coverage Area from time to time.
- (b) You are responsible for checking whether the Mobile Network Coverage Area is within the areas where You will ordinarily use the Prepaid Mobile Service, prior to purchasing the Prepaid Mobile Service. You can access coverage maps on Everyday Mobile from Woolworths website <https://mobile.everyday.com.au/coverage>.
- (c) Within the Mobile Network Coverage Area, the Prepaid Mobile Service may be affected by natural or physical structures within the area You are in. The coverage maps are general in nature, and there may be areas within the Mobile Network Coverage Area where there is no, or reduced, coverage.
- (d) Some features of the Prepaid Mobile Service, such as data services, may be dependent on You and the person with whom You are communicating, being able to receive a particular level of signal strength within the Mobile Network Coverage Area, which may not be available in all areas. Accordingly, You may not be able to use those features of the Prepaid Mobile Service, if You or the person You are communicating with, are not in the particular area of the Mobile Network Coverage Area, upon which the feature You are trying to use is dependent.
- (e) You will not be able to use the Prepaid Mobile Service outside Australia, unless you purchase an International Roaming Add-on for your Service

3. When can You use the Prepaid Mobile Service

3.1 Included Value

- (a) You can only use the Prepaid Mobile Service within the Mobile Network Coverage Area when You have Included Value and/or Included Data in Your Account to meet the charges You incur.
- (b) Included Value is where the dollar value in Your Account is greater than \$0 for use with Calls and where the Credit in Your Account has not expired (**Included Value**).
- (c) Included Data is where the remaining allocation of data Credited to Your Account is greater than 1MB and where the Credit in Your Account has not expired (**Included Data**).
- (d) If You purchase a Data Add-on to increase Your Included Data, the data in Your Data Add-on will be used before the data included in Your Prepaid Mobile Recharge.

- (e) Woolworths may terminate Your use of a feature of the Prepaid Mobile Service if You run out of the relevant Included Value and/or Included Data in Your Account whilst You are using that feature. For example, if You run out of included value for Calls in Your Account during the course of a call, Woolworths may terminate the call without notice.
- (f) You must also have sufficient Included Value and/or Included Data in Your Account to cover the full charges of the particular feature of the Prepaid Mobile Service You are attempting to use. For example, if You do not have sufficient Included Value in Your Account to cover the full charges of making a call, Woolworths will not connect that call.

3.2 Credit Expiry Period

- (a) Any Credit You purchase to be added to Your Account will be subject to a Credit Expiry Period.
- (b) The Credit Expiry Period may vary for different Prepaid mobile Offers. If You purchase a Data Add-on, the Credit Expiry Period may be different to the Credit Expiry Period for Your Prepaid Mobile Services Offer.
- (c) The Credit Expiry Period is set out in the Prepaid Mobile Offer You have chosen.
- (d) Once Your Credit has expired, You will be able to use Your Prepaid Mobile Service to receive incoming Calls and text for the next 90 days only but You will not be able to make outgoing Calls, text or data sessions.
- (e) If Woolworths exercises a right to suspend Your Account or any service provided to You under these Customer Terms, the Credit Expiry Period and the expiry date of Your Offer are not affected and will expire as usual on the applicable date (including with the normal forfeiture of included value and included volume on expiry).

3.3 Use of Included Value and Included Data in Your Account

- (a) As You use features of the Prepaid Mobile Service, Woolworths will deduct Included Value and/or Included Data from Your Account to pay for the charges which You incur.
- (b) You may gift up to 50% of Your Included Data every Recharge period to another active, eligible Everyday Mobile from Woolworths plan (**Data Gifting**). Data Gifting can only occur in 1GB increments between active plans with the Data Gifting feature. If You receive Gifted Data (**Gifted Data**), You cannot re-gift that data to any other plan. If You receive Gifted Data, that Gifted Data will be utilised before Included Data and if unused, will rollover into Your Data Bank if You Recharge on the same or higher long expiry plan or the same or higher value 30 day prepaid plan before expiry.

3.4 International and Other Add-on

- (a) Some usage types on Your Prepaid Mobile Service will not be available unless You purchase the International and Other Add-on in multiples of \$10 or \$30. The types of usage that require the PAYG International and Other Add-on depends on Your selected Offer and is described in Schedule 2 to these Service Terms. Once purchased, the PAYG International and Other Add-on will not expire and can be used up to the maximum amount as long as You Recharge Your Account within 180 days of Your last Credit expiry.

3.5 Recharging Your Account

- (a) You may Recharge Your Account with selected dollar values of Credit offered by Woolworths from time to time.
- (b) You must Recharge Your Account within 60 days of activating Your service.
- (c) You must Recharge Your Account within 180 days from the date on which Your Credit expired.
- (d) When You Recharge Your Account, Your Account will be credited with the Included Value and/or Included Data for the Prepaid Mobile Offer or Data Add-on You select.

- (e) If You do not Recharge Your Account within 60 days of activating Your service or 180 days from the date on which Your Credit expired, Woolworths reserves the right to disconnect You from its Prepaid Mobile Service and terminate the Customer Terms in accordance with **Clause 6**. Your mobile phone number will not be available for 365 days after the date Your Prepaid Mobile Service is disconnected.
- (f) Woolworths Offers a number of different payment methods to Recharge Your Account. You can Recharge through the Everyday Mobile from Woolworths website or Everyday Mobile from Woolworths app using Your credit or debit card or by purchasing a Recharge Voucher from a participating Woolworths Group store.
- (g) If You Recharge prior to Credit expiry, any remaining Included Value and Included Data will be forfeited.

3.6 Usage Notifications

- (a) Woolworths or a Woolworths supplier will provide SMS and/or email Usage Notifications to You when Your use of the Prepaid Mobile Service reaches certain thresholds.
- (b) You consent to receive these notifications and agree that these communications are not unsolicited.

4. Other Services

The following services are not available with Your Prepaid Mobile Service:

- (a) Premium Services;
- (b) transferring Your number to another person,
- (c) Calls to the following types of numbers: "19xx", "0055", "1234", "12455" and "12456";
- (d) visual voicemail, 5g coverage; and
- (e) any activity prohibited under the Acceptable Use Policy, for example: MVOIP, SMSIP and SIM boxing.

5. Charges

5.1 What are the Charges?

- (a) The types of Charges that apply to Your use of the Prepaid Mobile Service are set out in Your Prepaid Mobile Offers and include:
 - (i) Flagfall for Calls You make;
 - (ii) Timed charges for the duration of Calls You make;
 - (iii) Charges for SMS and MMS You send; and
 - (iv) Charges for Other Services Woolworths provides to You.
- (b) Woolworths will not charge You for any of the following:
 - (i) unsuccessful Calls, SMS and MMS; and
 - (ii) Calls to toll free numbers including 000, 13 25 00 (state emergency services), and Calls to Customer Care (1665 from a Everyday Mobile from Woolworths Service).

5.2 How are the Charges Calculated?

- (a) The Charges You incur for use of the Prepaid Mobile Service and any feature of the Prepaid Mobile Service is calculated in accordance with Your Prepaid Mobile Offer and **Clause 7** of the General Terms.
- (b) Charges for Your Prepaid Mobile Service may depend on a number of factors, including:
 - (i) the Prepaid Mobile Offer You select,
 - (ii) Your usage of the Prepaid Mobile Service;

- (iii) any included Calls, SMS and services and any free, promotional or discounted rates that Woolworths may Offer from time to time; and
- (iv) requests You make to Woolworths.
- (c) If You require a replacement SIM Card, You will be required to buy a new \$2 SIM Card pack from Woolworths. However, if Your SIM Card is faulty, Woolworths will replace it at no charge.

5.3 No Bills

- (a) You agree that Woolworths will not send You any Bills, charge records or call usage records in respect of charges You incur.
- (b) If You require Woolworths to send You a paper copy of any usage records Woolworths may charge You the fee for this service specified in the Customer Terms or the Everyday Mobile from Woolworths website (<https://mobile.everyday.com.au>).

6. Additional Woolworths Termination Rights

In addition to the termination rights set out in **Clause 12** of the General Terms, Woolworths may, without liability, terminate the Customer Terms that apply to You immediately by notice to You if:

- (a) You port Your Mobile Number to another telecommunications service provider;
- (b) You use Your SIM Card, or the Prepaid Mobile Service in connection with a SIM Box, whether to terminate, transit, refile, aggregate, facilitate domestic or International traffic over the Mobile Network or otherwise;
- (c) You have breached or are suspected of breaching any of Your obligations under these Service Terms; or
- (d) You have not Recharged Your SIM Card within 180 days or Activated within 60 days from the date on which Your Credit expired or when the Prepaid Mobile Service was purchased.

7. Mobile Numbers

- (a) If You do not already have a Mobile Number, Woolworths can issue You with a Mobile Number to use with the Prepaid Mobile Service. You may apply for a specific Mobile Number from a pool of Mobile Numbers available to Woolworths for no charge.
- (b) Once Woolworths has issued You with a Mobile Number and the order has been accepted, You cannot elect to port a number from another Carrier as a replacement for the number which has been allocated to You as part of the sign-on process.
- (c) Woolworths does not confer any ownership, legal interest or goodwill in any Mobile Number issued to You. Subject to **Clause 7(c)**, You are entitled to continue to use any Mobile Number Woolworths issues to You.
- (d) Where the Telecommunications Numbering Plan allows or requires Woolworths to recover a Mobile Number from You, including where a Mobile Number has been quarantined by Woolworths or a Woolworths supplier after Your Account has been placed in a Deactivated State or as otherwise permitted or required under the Telecommunications Numbering Plan, You will not be entitled to recover the Mobile Number. You will not be entitled to recover any Mobile Number that has been quarantined for the duration of the quarantine period, as determined by Woolworths or a Woolworths supplier for a period of up to 12 months.
- (e) If You would like to change Your Mobile Number You must pay the applicable charge each time You request a new Mobile Number. If You have received communications of a harassing nature, and You have informed the relevant law enforcement agency of such communications, Woolworths will issue You with a replacement Mobile Number for no charge. However, You may need to provide evidence to Woolworths.

- (f) If Woolworths recovers Your Mobile Number from You in accordance with **Clause 7(c)**, Woolworths will issue You with a replacement Mobile Number for no charge but otherwise has no liability to You.

8. Mobile Number Portability (MNP)

- (a) MNP allows You to keep Your existing Mobile Number when You wish to stop using the Mobile Service provided by Your current telecommunications service provider and take up a new Mobile Service with a new telecommunications service provider. This process is known as porting and is regulated under various legislation including the MNP Code.
- (b) You will be able to port Your Mobile Number from Your current telecommunications service provider to Woolworths if that Mobile Number is able to be ported under the Telecommunications Numbering Plan.
- (c) Woolworths will not charge You to port Your Mobile Number from Your current telecommunications service provider to Woolworths.
- (d) If You wish to port Your existing Mobile Number from Your current telecommunications service provider to Woolworths, then You must complete the MNP Customer Authorisation Process.
- (e) The MNP Customer Authorisation Process can be completed through the Everyday Mobile from Woolworths website or through Customer Care. You will be required to provide Your existing Mobile Number and Your existing account or reference number from Your current telecommunications service provider or Your date of birth. Before we can complete porting of Your existing Mobile Number to Everyday Mobile from Woolworths, You will need to verify that You are authorised to request the porting of Your Mobile Number and that You authorise for the port to take place. We will undertake this confirmation in accordance with relevant industry codes of practice and law. You will also be required to provide an acknowledgement that Woolworths has notified You about those matters referred to in **Clause 8(g)**.
- (f) You should notify Woolworths as soon as possible, if You wish to withdraw Your authority to port Your Mobile Number.
- (g) You should be aware that:
 - (i) You may or may not be in an existing contract with Your current telecommunications service provider;
 - (ii) although You have the right to port Your Mobile Number, there may be costs and obligations, including outstanding call and service usage costs and other contractual obligations associated with Your current telecommunications service provider and porting Your Mobile Number;
 - (iii) any prepaid Credits in Your Account with Your current telecommunications service provider may be forfeited; and
 - (iv) the Service, including related services such as value added services associated with the Mobile Number whilst connected to Your current telecommunications service provider may or may not be disconnected from Your current telecommunications service provider and may result in finalisation of Your Account for that service.
- (h) Whilst Woolworths cannot guarantee when or how long it will take to effect a port, Woolworths will use reasonable endeavours to ensure the port takes effect as soon as possible, within the Standard Hours of Operation.
- (i) To the maximum extent permitted by law, Woolworths is not responsible or liable for:
 - (i) any period of outage of Your Mobile Number or Mobile Service or Prepaid Mobile Service or any related or ancillary services;
 - (ii) for or in relation to the porting processexcept as provided by **Clause 14** of the General Terms.
- (j) If You would like to continue using Your existing device when You port Your Mobile Number to Woolworths, You should confirm with Woolworths that Your existing mobile handset meets any specifications published

on the Everyday Mobile from Woolworths website and if necessary, arrange to have Your existing mobile handset unlocked or re-programmed from Your current telecommunications service provider.

- (k) You may also port Your Mobile Number from Woolworths to another telecommunications service provider, if that Mobile Number is able to be ported under the Telecommunications Numbering Plan.
- (l) In accordance with **Clause 16** of the General Terms, Woolworths may disclose Your Personal Information to other telecommunications service providers in order to effect a port. All information will be disclosed in accordance with the privacy policy available on the Everyday Mobile from Woolworths website.
- (m) If Your service is disconnected or terminated, and You do not port Your Mobile Number in accordance with this **Clause 8**, Woolworths may issue Your Mobile Number to another Customer in accordance with the Telecommunications Numbering Plan.

9. Handset Blocking

- (a) You can ask Woolworths to:
 - (i) block the use of Your device if it is lost or stolen; or
 - (ii) unblock the use of Your device.
- (b) If Your device is blocked, it cannot be used to access Prepaid Mobile Services (except to make Calls to emergency 000 or 112 numbers only). Access to the TTY 106 emergency services number may be restricted or unavailable from some blocked devices.
- (c) Woolworths can block the use of Your compatible device if Woolworths reasonably considers that Your compatible device has been lost or stolen. Woolworths will use reasonable endeavours to contact You before Your compatible device is blocked.
- (d) Woolworths may block or continue to block the use of Your compatible device without Your consent if the compatible device has been lost or stolen, even if You prove to Woolworths that You have acquired the compatible device in good faith without knowing that it has (or may have) been lost or stolen.
- (e) If Woolworths blocks Your device, Woolworths or a Woolworths Supplier may include the International Mobile Equipment Identity (**IMEI**) number of Your device on a list of blocked IMEI numbers that is available to other Carriers and Carriage Service Providers who may also block Your device on their network.

10. Calling Line Identification

- (a) Calling Line Identification (**CLI**) includes the called party's number, the calling party's number, the date and time of the call, the call's duration and routing. CLI makes possible the provision of a range of products and services to Customers, including Calling Number Display (**CND**).
- (b) CND will allow Your Mobile Number to be displayed on the telephone of the person You are calling if their telephone is CND enabled and You have not asked for CLI to be blocked.
- (c) For Calls from overseas or International numbers, You will not be able to see the calling party's CLI.
- (d) You may request for Your CLI to be presented or blocked by:
 - (i) making a request that CLI never be presented except when You choose to present it for single Calls by dialling 1832, or such other number as may be in use to allow the presenting of CLI from time to time, before the number being called; or
 - (ii) making a request that CLI always be presented except when You choose to block CLI for single Calls by dialling 1831, or such other number as may be in use to allow the blocking of CLI from time to time, before the number being called.
- (e) You are entitled to make one such request in any period of 6 months free of charge. A charge may apply if You make more than one such request in any 6 months period.

- (f) If You do not request one of the options above, Your Mobile Number will be presented on the telephone of the person You are calling.
- (g) You cannot block CLI:
 - (i) for Calls to emergency services;
 - (ii) when sending SMS and MMS; and
 - (iii) where CLI is used for billing, call management, credit control or law enforcement purposes.

11. The meaning of Terms used in these Service Terms

The meaning of certain words and abbreviations used in these Service Terms are set out below. Other words and abbreviations used in these Service Terms are defined in **Clause 18** of the General Terms.

Singular words include the plural equivalent and vice versa.

Grammatical variations of a word defined in the Service Terms have a corresponding meaning.

Where the word "including" is used in these Service Terms, it should be read as "including but not limited to".

Account Management Service means the service provided by Woolworths or a Woolworths supplier from time to time to enable You to access Your Account balance information.

Area Code means a set of 2, 3 or 4 digits, beginning with '0', at the start of a Geographic Number, indicating the part of Australia where:

- (a) a Customer, to whom the Geographic Number is issued, is located; or
- (b) a telecommunications service is supplied or operated.

Calling Line Identification means the ability of the receiving handset to determine the Full National Number of the party placing the call.

Calling Number Display or **CND** means the ability of the receiving handset to display the Full National Number of the party placing the call and any data stored on that handset which is associated with the Full National Number that placed the call (also known as 'caller ID').

Calls means Calls to and from Your service to:

- (a) an International number by voice or video;
- (b) the Full National Number of another telephone service where both services are within Australia and the Full National Number dialled is:
 - (i) a ten digit Mobile Number for a Digital Mobile Service with the prefix '04' or '05';
 - (ii) an eight digit Local Numbers or ten digit Geographic Number (i.e. You are calling a standard fixed line telephone number with or without an Area Code);
 - (iii) six digit numbers starting with '11', '12', '13' or '18';
 - (iv) 12 digit numbers starting with '1800' or '1300';
- (c) call diversions within Australia to Local Numbers, Geographic Numbers or Digital Mobile Service numbers;
- (d) voicemail diversion and retrieval charges (voice and video) within Australia; and excluding, without limitation:
- (e) service types listed in section 4 as not being available with Your service; and
- (f) operator assisted Calls;
- (g) reverse charge, information and push-to-talk Calls; and

Everyday Mobile from Woolworths Service Terms



(h) Calls to any special numbers and services (classified by Woolworths from time to time).

Data Gifting has the meaning given to it in **cause 3.3(b)**.

Deactivated State means that an account has been deactivated, the Mobile Number associated with it has been quarantined and the end user may no longer access the resupplied Prepaid Mobile Service using it.

Digital Mobile Service means a mobile telephone service or a public mobile telecommunications service supplied by a network using digital modulation techniques.

Flagfall means the initial fixed fee or flag fall for establishing a phone call.

Full National Number means the number associated with a telecommunications service which enables Calls and/or SMS to be made to that service from anywhere within Australia. Examples include: a 10 digit mobile digital service number commencing 04 or 014, a Local Numbers, a Geographic Number, a 6 or 8 digit premium sms number commencing 19 or 188, the three digit emergency numbers 000, 112 (International for mobile phones) and 106 (teletext).

Geographic Number means the combination of an Area Code and Local Numbers that enables the caller to telephone the Customer or telecommunications services of the Local Numbers from places with a different Area Code to that Local Numbers.

IMEI means the unique International Mobile Equipment Identification number for a mobile device.

Handset Unlocking Code means the unique sequence of numbers and/or letters to be entered into a mobile handset to enable another telecommunications service provider's SIM Card to be used in the mobile handset.

Included Data is defined in **Clause 3.1(c)**.

Included Value is defined in **Clause 3.1(b)**.

Local Numbers (also known as subscriber number) means a set of digits that when dialled, enables the caller to telephone:

- (a) a Customer at a place that has the same Area Code as the caller; or
- (b) a telecommunications service that is supplied or operated at a place that has the same Area Code as the caller.

M2M Use means machine-to-machine use where a device initiates a communication without human interaction and other uses described in the Service Terms or plan as 'M2M Use'. (For example, a vending machine sending wireless packet data to another machine, or a burglar alarm sending an SMS). It does not include data communication from a mobile handset that is ancillary to personal use of the handset (such as checking emails).

MMS means Multimedia Messaging Service that includes multimedia objects such as images, audio, video and rich SMS.

Everyday Mobile from Woolworths Service Terms



MNP Customer Authorisation Process means the process You need to undertake to port Your existing Mobile Number from Your current telecommunications service provider to Woolworths, including signing an authorisation form.

MNP Code means the Communications Alliance Industry Code ACIF C570:2009 – Mobile Number Portability.

Mobile Number Portability or **MNP** means the ability to port a mobile telephone number as described in **Clause 8**.

Prepaid Mobile Offer means the specific Offer that You select to use the Prepaid Mobile Service provided by Woolworths. Details of currently available Offers are listed in schedules 1 to 3.

MVOIP means voice Calls over the IP protocol (VoIP) using a mobile device.

Offer means the specific Offer that You select to use the service provided by Woolworths.

Recharge means the process by which a set denomination of value or volume (or both) is applied against Your Account.

Recharge Voucher means a coupon which when Activated, Credits Your Account with Credit equal to the dollar value of the coupon and includes both Prepaid Mobile Offers and Data Add-on.

SIM Box means a voice over internet protocol or fixed-to-mobile gateway device or box containing multiple SIM Cards that enables voice Calls to be terminated to fixed and Mobile Numbers over the Mobile Network.

SIM Card means a subscriber identity module supplied by Woolworths to You, which is to be used with a compatible device to enable You to access and use the Prepaid Mobile Service and the Mobile Network;

Starter Pack means a package of goods which includes the SIM Card and information to assist in using the Prepaid Mobile Service. You must purchase a Starter Pack to obtain a Prepaid Mobile Service.

SMSIP means SMS sent or received over an IP network.

Standard Hours of Operation has the meaning given to that term under the Mobile Number Portability industry Code ACIF C570:2009 as amended from time to time.

As at 12 April 2023, the Standard Hours of Operation are:

- 8am to 8pm Monday to Friday Australian Eastern Standard Time / Australian Eastern Daylight Saving Time; and
- 10am to 4pm Australian Eastern Standard Time / Australian Eastern Daylight Saving Time on Saturdays; and
- closed on Sundays and national public holidays.

Everyday Mobile from Woolworths Service Terms



Schedule 1: Currently available Starter Packs

	Everyday Mobile from Woolworths \$2 Starter Pack	Everyday Mobile from Woolworths \$25 Starter Pack	Everyday Mobile from Woolworths \$30 Starter Pack	Everyday Mobile from Woolworths \$35 Starter Pack
Purchase price	\$2	\$25	\$30	\$35
Inclusions	Multi-fit SIM that can be used to sign up to a Prepaid or SIM only plan, or used as a replacement SIM.	Multi-fit SIM and \$25 Credit that can be used towards the purchase of a Prepaid or SIM only plan equal to or greater than \$25..	Multi-fit SIM and \$30 Credit that can be used towards the purchase of a Prepaid or SIM only plan equal to or greater than \$30..	Multi-fit SIM and \$35 Credit that can be used towards the purchase of a Prepaid or SIM only plan equal to or greater than \$35.
Availability	In participating Woolworths stores	Online and in participating Woolworths stores	Online and in participating Woolworths stores	Online and in participating Woolworths stores

Schedule 2 : Currently available Long Expiry Starter Packs

	\$100 Long Expiry Starter Pack	\$170 Long Expiry Starter Pack	\$220 Long Expiry Starter Pack
Purchase price	\$100	\$170	\$220
Inclusions	Multi-fit SIM with \$100 Credit that can be used towards a purchase of a Long Expiry Prepaid Recharge	Multi-fit SIM with \$170 Credit that can be used towards a purchase of a \$170 or \$220 Long Expiry Prepaid Recharge	Multi-fit SIM with \$220 Credit that can be used to purchase a \$220 Long Expiry Prepaid Recharge
Availability	Online and in selected stores	Online and in selected stores	Online only

Everyday Mobile from Woolworths Service Terms

Schedule 3 : Currently available 30 day Prepaid Mobile Recharge

	Everyday Mobile from Woolworths \$25 Recharge	Everyday Mobile from Woolworths \$30 Recharge	Everyday Mobile from Woolworths \$35 Recharge
Purchase price	\$25	\$30	\$35
Eligibility	You must purchase and Activate a Starter Pack and have a compatible device.		
Credit validity period	30 days	30 days	30 days
Included Data	22GB	32GB	42GB
Data Bank limit	500GB. Unused Included Data will rollover into Your Data Bank when You Recharge before expiry of the Credit Validity Period. You must Recharge on the same or higher 30 day Recharge before credit expiry to maintain Your Data Bank. If You accrue more than 500GB of unused data, You will forfeit any data over that limit. Data in Your Data Bank will be used after exhaustion of any Included Data You have on Your current Recharge. Unused data from Data Add-ons will rollover into Your Data Bank. If You do not Recharge before credit expiry, You forfeit any data in Your Data Bank.		
Data Gifting	Up to 50% of Your Included Data - for terms see Clause 3.3(b)		
Charging blocks for data	Rounded up to the nearest 1 KB		
Included Value national Calls and SMS	Unlimited standard national Calls and SMS		
Included Value MMS	2000 picture and video MMS Note that if the allocation is exhausted, you will need to recharge to send more MMS. The International and Other Add-on does not cover MMS charges.		
Included Value International standard Calls & SMS	Unlimited standard international Calls & SMS to Bangladesh, Brazil, Canada, China, Denmark, Greece, Germany, Hong Kong, India, Mexico, Ireland, Japan, Malaysia, New Zealand, Singapore, Israel, South Korea, Spain, Norway, Thailand, UK and USA.		
Call charges	Flag fall plus timed charges for applicable call type. Timed charges are rounded up to the nearest 60 seconds.		
Change of number requests	\$20 per request		
Eligibility	You must have purchased and Activated a Starter Pack and have a compatible device		

Everyday Mobile from Woolworths Service Terms

Call type	Charges
<ul style="list-style-type: none"> • Calls to other Woolworths services (within Australia) • Standard SMS and MMS (within Australia) • Calls to 18 and 1800 numbers • Voicemail deposit and retrieval 	\$0 (You must have valid Credit)
<ul style="list-style-type: none"> • Standard National Calls • Calls to 13 and 1300 	\$0 (You must have valid Credit)
Dial before You dig and Calls to 1345 numbers	\$0 (You must have valid Credit)
Call forwarding	\$0 (You must have valid Credit)
Below call types only available only if You purchase the PAYG International and Other Add-on	
Directory assistance within Australia	\$0.66
SMS to International numbers	\$0.28
SMS to satellite numbers	\$0.46
MMS to International numbers	\$0.68
International Calls	Please see https://mobile.everyday.com.au/content/dam/Woolworths/Mobile/Legals/CallRates/International_CallRates.pdf for latest rates (available only if You purchase an International Minutes Add-on pack or International and Other Add-on packs)

Schedule 4 : Currently available Long Expiry Prepaid Recharge

	Everyday Mobile from Woolworths \$100 Long Expiry Prepaid Recharge	Everyday Mobile from Woolworths \$170 Long Expiry Prepaid Recharge	Everyday Mobile from Woolworths \$220 Long Expiry Prepaid Recharge
Purchase price	\$100	\$170	\$220
Eligibility	You must purchase and Activate a Starter Pack and have a compatible device.		
Credit validity period	180 days	365 days	365 days
Included data	60GB	125GB	200GB
Standard National photo & video MMS	3000	6000	6000
Data Bank	Unused Data will rollover into Data Bank when You Recharge on the same or higher value Long Expiry Recharge before credit expiry. Your Data Bank limit is 500GB and any unused data over that limit will be forfeited. Data Bank data will be used after You have used all Your Included Data. Any optional Data Add-ons You purchase will also rollover into Your Data Bank. If You do not Recharge before credit expiry, You forfeit any data in Your Data Bank. Data Bank will also be forfeited if You move to a 30-day prepaid or SIM only plan.		
Data Gifting	Up to 50% of Included Data (for terms see Clause 3.3(b)).		
Charging blocks for data	Rounded up to the nearest 1 KB		
Included Value National Calls & SMS	Unlimited Standard National Calls, SMS and MMS		
Change of number requests	\$20 per request		

Everyday Mobile from Woolworths Service Terms

Call type	Charges
<ul style="list-style-type: none"> • Calls to other Everyday Mobile from Woolworths services (within Australia) • Standard SMS and MMS (within Australia) • Calls to 18 and 1800 numbers • Voicemail deposit and retrieval 	\$0 (You must have valid Credit)
<ul style="list-style-type: none"> • Standard National Calls • Calls to 13 and 1300 	\$0 (You must have valid Credit)
Dial before You dig and Calls to 1345 numbers	\$0 (You must have valid Credit)
Call forwarding	\$0 (You must have valid Credit)
SMS to 13, 1300, 18 and 1800 numbers	\$0 (You must have valid Credit)
Below call types only available only if You purchase the PAYG International and Other Add-on	
Directory assistance within Australia	\$0.66
SMS to International numbers	\$0.28
SMS to satellite numbers	\$0.46
MMS to International numbers	\$0.68
International Calls	Please see https://mobile.everyday.com.au/content/dam/Woolworths/Mobile/Legals/CallRates/International_Call_Rates.pdf for latest rates (available only if You purchase an International Minutes Add-on Pack or International and Other Add-on Packs)

Schedule 5 : Currently available Prepaid Mobile Add-ons

International Roaming Add-on Packs

The following International Roaming Add-on Packs are available for purchase and use during a Usage Period:

Detail	International Roaming add-on
1-day International Roaming add-on	
Add-on Pack fee	\$12
Included Value	1GB Data, 20 minutes voice Calls (including Calls made and received), 20 SMS
7-day International Roaming add-on	
Add-on Pack fee	\$45
Included Value	5GB Data, 30 minutes voice Calls (including Calls made and received), 30 SMS
14-day International Roaming add-on	
Add-on Pack fee	\$70
Included Value	10GB Data, 60 minutes voice Calls (including Calls made and received), 60 SMS

The above inclusions can be used when You are in one of the Included countries.

Please click [here](#) for the list of countries where You can use this International Roaming add-on.

Please note that International Roaming Add-ons are paid upfront and are limited to 3 purchases per 30 day period, and 2 Add-ons per 24 hour period.

International Minutes Add-on

Detail	\$5 International Minutes Add-on	\$7 International Minutes Add-on
Purchase price	\$5	\$7
Validity period	30 days as long as there is a valid recharge. Included Value is forfeited if Your base Prepaid Mobile Recharge expires or if You add another Add-on of the same denomination. If you add a \$5 and \$7 Add-on concurrently, charges will be deducted from the \$7 Add-on first, followed by the \$5 Add-on.	
Included Value	120 minutes - calls only	60 minutes - calls only

Everyday Mobile from Woolworths

Service Terms



Included destinations	Andorra	Israel	Bangladesh	Mongolia
	Bangladesh	Italy	Bhutan	Nepal
	Brazil	Japan	Brunei	New Zealand
	Canada	Luxembourg	Cambodia	Nigeria
	China	Macau	Canada	Pakistan
	Cyprus	Malaysia	China	Philippines
	Czech Republic	Mexico	Greece	Singapore
	Denmark	Monaco	Hong Kong	South Africa
	Estonia	Morocco	India	South Korea
	France	New Zealand	Iran	Sri Lanka
	Germany	Norway	Iraq	Thailand
	Gibraltar	Romania	Ireland	Turkey
	Greece	Singapore	Japan	United Kingdom
	Greenland	Slovakia	Laos	USA
	Guam	South Korea	Malaysia	Vietnam
	Hong Kong	Spain		
	Hungary	Taiwan		
	Iceland	Thailand		
	India	Ukraine		
	Indonesia	United Kingdom		
Ireland	USA			

Everyday Mobile from Woolworths

Service Terms



PAYG International and Other Add-on

Detail	\$10 PAYG International and Other Add-on	\$30 PAYG International and Other Add-on
Purchase price	\$10	\$30
Eligibility	<p>Only available on one of the Prepaid Mobile Offers listed below:</p> <ul style="list-style-type: none"> Woolworths \$10 Recharge Woolworths \$12.50 Recharge Woolworths \$20 Recharge Woolworths \$40 Recharge Woolworths \$50 Recharge Woolworths \$65 Long Expiry Recharge Woolworths \$75 Long Expiry Recharge Woolworths \$150 Long Expiry Recharge Woolworths \$200 Long Expiry Recharge Everyday Mobile from Woolworths \$25 Recharge Everyday Mobile from Woolworths \$30 Recharge Everyday Mobile from Woolworths \$35 Recharge Everyday Mobile from Woolworths \$100 Long Expiry Recharge Everyday Mobile from Woolworths \$170 Long Expiry Recharge Everyday Mobile from Woolworths \$220 Long Expiry Recharge 	<p>Only available on one of the Prepaid Mobile Offers listed below:</p> <ul style="list-style-type: none"> Woolworths \$10 Recharge Woolworths \$12.50 Recharge Woolworths \$20 Recharge Woolworths \$40 Recharge Woolworths \$50 Recharge Woolworths \$65 Long Expiry Recharge Woolworths \$75 Long Expiry Recharge Woolworths \$150 Long Expiry Recharge Woolworths \$200 Long Expiry Recharge Everyday Mobile from Woolworths \$25 Recharge Everyday Mobile from Woolworths \$30 Recharge Everyday Mobile from Woolworths \$35 Recharge Everyday Mobile from Woolworths \$100 Long Expiry Recharge Everyday Mobile from Woolworths \$170 Long Expiry Recharge Everyday Mobile from Woolworths \$220 Long Expiry Recharge
Credit validity period	180 days from last Recharge	180 days from last Recharge
Included value Calls	\$10 for International and Other Calls not included in the plan. See https://mobile.everyday.com.au/content/dam/Woolworths/Mobile/Legals/CallRates/International_Call_Rates.pdf for latest International call rates	\$30 for International and Other Calls not included in the plan. See https://mobile.everyday.com.au/content/dam/Woolworths/Mobile/Legals/CallRates/International_Call_Rates.pdf for latest International call rates
Call charges	Flag fall plus timed charges for applicable call type	Flag fall plus timed charges for applicable call type
Charging blocks for timed charges for Calls	Rounded up to the nearest 60 seconds	Rounded up to the nearest 60 seconds

Call type	Charges
Directory assistance within Australia	\$0.66
SMS to International numbers	\$0.28

Everyday Mobile from Woolworths

Service Terms



SMS to satellite numbers	\$0.46
MMS & Video MMS to International numbers	\$0.68
International Calls	Please see https://mobile.everyday.com.au/content/dam/Woolworths/Mobile/Legals/CallRates/International_Call_Rates.pdf for latest rates.
Calls to Optus Satellite numbers	\$0.43 + \$2.34 per 60 seconds (or part thereof)
Calls to Telstra Satellite numbers	\$0.47 + \$1.41 per 60 seconds (or part thereof)

Data Allowance Add-on Packs

Detail	\$10 Data Add-on	\$25 Data Add-on
Purchase price	\$10	\$25
Eligibility	<p>Only available on one of the Prepaid Mobile Offers listed below:</p> <ul style="list-style-type: none"> • Woolworths \$10 Recharge • Woolworths \$12.50 Recharge • Woolworths \$20 Recharge • Woolworths \$40 Recharge • Woolworths \$50 Recharge • Woolworths \$65 Long Expiry Recharge • Woolworths \$75 Long Expiry Recharge • Woolworths \$150 Long Expiry Recharge • Woolworths \$200 Long Expiry Recharge • Everyday Mobile from Woolworths \$25 Recharge • Everyday Mobile from Woolworths \$30 Recharge • Everyday Mobile from Woolworths \$35 Recharge • Everyday Mobile from Woolworths \$100 Long Expiry Recharge • Everyday Mobile from Woolworths \$170 Long Expiry Recharge • Everyday Mobile from Woolworths \$220 Long Expiry Recharge <p>Unused Data Add-on will roll into Data Bank, up to the limit specified in Your Offer</p>	
Credit validity period	30 days subject to eligibility. Included Data is forfeited if Your base Prepaid Mobile Recharge expires.	30 days subject to eligibility. Included Data is forfeited if Your base Prepaid Mobile Recharge expires.
Included data	1GB	10GB
Charging blocks for data	1KB	1KB