

Information about the Service

Applies to services purchased by new customers and subscriptions purchased by existing customers from 20/09/2022.

Service Description: This service is a month to month subscription based mobile service, offered by Coles Mobile using the Optus network. Coles month to month plans is an ongoing subscription which will renew on a monthly cycle unless cancelled by the customer. Plans can be cancelled at any time. These plans are available for purchase through Coles Supermarkets in Victoria and online (colesmobile.com.au). Coles Mobile plans include the following standard inclusions for use within Australia:

Coles Mobile month-to-month plans	\$35	\$45
Included minutes (Talk) Standard Australian mobiles and landlines, 13/1300 numbers and voicemail retrieval.	Unlimited	
Included standard national SMS/MMS (Text)	Unlimited	
International inclusions from Australia to 22 selected international destinations.	Unlimited standard International calls & text	
Included data. Charged per KB.	45GB	70GB
Data Rollover	Up to 1000GB when you maintain an active subscription or when you set up a new subscription before your monthly cycle ends.	
Subscription terms	Month-to-month	

Data Rollover: Roll over unused included data up to a max of 1000GB when you maintain an active subscription or when you set up a new subscription before your monthly cycle ends. **International Calls:** Excludes premium/special/satellite/overseas toll-free numbers and video calls. International destinations are: Bangladesh, Canada, mainland China, Denmark, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Spain, Sweden, Thailand, United Kingdom, United States and Vietnam. Use Extras Credit to make calls to other destinations and non-standard calls, see colesmobile.com.au/pricing for rates.

Extras Packs: The following Extras Packs will be available on Coles Mobile Month-to-month plans.

Data Extras	Inclusion	Expiry
\$10 Data Extras	3GB	5 days
\$15 Extras Credit	\$15	14 days
\$25 International Roaming	\$25	30 days

Notes: Extras packs can be purchased online at colesmobile.com.au/recharge or via the Coles Mobile app.

\$10 Data Extras: Data Extras expires 5 days from when you purchase it, or when you purchase your next Data Extras pack, whichever happens first. Data Extras will be used before any data that comes with your plan. Data is charged per KB and all for use within Australia.

\$15 Extras Credit: Extras Credit can be used for international calls and selected premium services. Extras Credit expires 14 days from when you purchase it, or when you purchase your next Extras Credit, whichever happens first. Premium SMS (PSMS) has a spend limit of \$20 every 30 days. To increase or restrict this limit please contact the Coles Mobile Customer Care Team. Calls to premium numbers are not available on Coles Mobile. Extras Credit will be used after you have used up your plan inclusions. All for use within Australia. Check pricing table for full details.

\$25 International Roaming: International Roaming credit can be used for standard international calls, text and data usage when you are outside of Australia. Usage is charged at pay-as-you-go roaming rates, which may differ from destination to destination. Please check your roaming rates before travelling. International Roaming credit expires 30 days after purchase. Unused credit will rollover to your next International Roaming credit purchase up to \$500, if you purchase additional credit before its expiry.

Premium SMS: Premium SMS: From 08/12/2020 new customers will have a \$20 spend limit apply every 30 days. You can bar the use of mobile premium services at any time, free of charge. For more information and guidance on how to limit or bar your service from mobile premium services, contact the Coles Mobile Customer Care Teams.

Coverage

Coverage availability will vary depending on your device compatibility and location. Please refer to the colesmobile.com.au/coverage-map to check if your device can take full advantage of the Optus network.

Usage deducted from Extra Credit	
Directory Assistance 1223	45c per call
Standard national video calling	10c per min.
124YES	10c per min. + \$1.75 flag fall
Premium messages to 19 numbers	Charged as advertised by provider
International calls	See colesmobile.com.au/pricing
Standard international SMS	20c per 160 characters
Standard international MMS	75c per MMS
Standard international video calling	\$3.60 per min

Mandatory Goods

You need to supply your own mobile phone in order to access this service with the SIM card we will provide you. In order to access data using this service, your phone will need to be internet capable. Make sure that your device isn't locked to other networks.

Activation

To use this service you need to purchase and activate a Coles Mobile Month to month SIM and save payment details (credit card or debit card) during activation. You need to activate your SIM within 30 days of purchase or by the date advertised in a promotion (whichever is earlier) in order to take advantage of the inclusions in any advertised plans.

Fair Go Policy

Our Fair Go Policy applies to this service. The Fair Go Policy ensures that all customers can access our services, and do not use our services in a manner that we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of these services. The policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies. You can find the policy at optus.com.au/fairgo.

Data Usage

Data is counted in 1KB increments and includes uploads and downloads. After you've used your included data, you will no longer be able to use your data service until you recharge again, unless you have an active Data Extras pack. Unused included plan data will rollover up to 1000GB. If you accrue over 1000GB of Data Rollover you will forfeit any data over that limit.

Plan Changes

You can swap to a different month to month plan or move across to prepaid plans. When you move from month to month plan to prepaid or vice versa, you will lose existing inclusions and any data roll over. If you move between month to month plans, you will have access to new selected plan inclusions and can still keep your data roll over balance from previous plan.

Service Expiry

To make standard national calls and send standard national SMS and MMS, you need to have credit available on your service. If your plan is not set to AutoRecharge and you do not recharge your plan, your SIM will remain active for 90 days after your last recharge expires. If you do not recharge again during that time, your SIM will be cancelled. You will require a new SIM card to use the service, and you may not be able to continue using your mobile number.

Subscription terms

- You will automatically be charged via saved credit or debit card upfront each month of the monthly cycle date.
- Subscription will be auto renewed on the same day of each month, at the end of the day at 11:00pm.

Cancellation

There are no cancellation fees.

If you cancel your subscription, you will have until the end of subscription period to use your plan inclusions. Should you wish to renew your subscription after cancellation, you will need to enter new payment details the following month.

Calls to 1800 Numbers

If you have zero credit you will be able to make calls to 1800 numbers up until the time your plan recharge expires. Services that connect you to premium numbers may be charged to you or a third party.

Tracking Your Spend

You can track your account balance, and usage of your included data and any Extras, 24/7 through the online dashboard for your Coles Mobile account, accessible at colesmobile.com.au/login or via the Coles Mobile App. When you're in Australia, we will send you alerts when you have used 50%, 85% and 100% of your included data. We will not send you alerts for usage of Extras (including Data Extras packs) or any bonus data you may have received.

Using your Service Overseas

When outside of Australia, we will send you alerts when you have used 50%, 85% and 100% of your International Roaming credit. Roaming notifications can be managed through your communication preferences in the Coles Mobile app or log in to the Coles Mobile online dashboard. You can choose to receive these notifications via SMS, email or both (recommended).

Customer Service

For assistance, you can refer to the help section on the website at colesmobile.com.au/help or contact us via the webchat tool on colesmobile.com.au.

Customer Complaints

You can contact our complaint resolution area by calling us on 1300 265 370 by emailing us at complaints@colesmobile.com.au. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.