

# Critical Information Summary

This summary does not reflect any additional discounts, bonus data or promotions which may apply from time to time.

## Information about the Service

Applies to services purchased by new customers and recharges purchased by existing customers from: 11.00am AEDT 30/03/2021.

**Service Description:** This service is a Prepaid mobile service, offered by Coles Mobile using the Optus network. Coles Mobile plans have different inclusions depending on the amount you choose to recharge. Recharge vouchers are also available for purchase through Coles Supermarkets, Coles Express and online ([colesmobile.com.au/recharge](https://colesmobile.com.au/recharge)). Coles Mobile plans include the following standard plan inclusions for use within Australia:

Coles Mobile	\$20	\$120	\$150
<b>Included minutes (Talk)</b> to Standard Australian mobiles and landlines, 13/1300 numbers and voicemail retrieval.	Unlimited		
<b>Included standard national SMS/MMS (Text)</b>	Unlimited		
<b>International inclusions</b> from Australia to 15 selected international destinations	Unlimited standard International calls	Unlimited standard International calls & text	
<b>Included data.</b> Counted per KB.	15GB	60GB	120GB
<b>Data Rollover</b>	Up to 50GB When you recharge before expiry or when you maintain an active AutoRecharge.		
<b>Expiry</b>	30 days	365 days	365 days

**Data Rollover:** Roll over unused included Data up to a max of 50GB if you recharge before expiry or maintain an active AutoRecharge.

**International Calls:** Excludes premium/special/satellite/overseas toll-free numbers and video calls. International destinations are: Canada, mainland China, France, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom and United States. Use Extras Credit to make calls to other destinations and non-standard calls, see [colesmobile.com.au/pricing](https://colesmobile.com.au/pricing) for rates.

## Extras

Coles Mobile plans offer Data Extras and Extras Credit as and when you need them

Data Extras	\$5	\$15	Extras Credit	\$5	\$15
Data Extras can be used for data in Australia. Charged per KB.	500MB	3GB	Included Value	For International Calls and Selected Premium Services. Charged in per minute increments.	For International Calls and Selected Premium Services. Charged in per minute increments.
Expiry	7 days or earlier, if Extra Data is purchased before expiry.	30 days or earlier, if Extra Data is purchased before expiry.	Expiry	Earlier of 14 days or next Extra Credit purchase	Earlier of 14 days or next Extra Credit purchase

**Note:** Unused Extras do not roll over with your next recharge, even if you recharge before expiry. Extras will be used before your plan inclusions. For example, if you recharged 5 days ago with \$10, have used 100MB in your plan, and decide to buy \$5 Extra Data, the 500MB of Extra Data will be used before the remaining included data on your plan. \$15 Extra Data may only be purchased online at [colesmobile.com.au/recharge](https://colesmobile.com.au/recharge)

**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 Team.

Usage deducted from Extra Credit	
Directory Assistance 1223	50c 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 <a href="https://colesmobile.com.au/pricing">colesmobile.com.au/pricing</a>
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.

### Coverage

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

### Activation

To use this service you need to purchase and activate a Coles Mobile Prepaid SIM. 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/faigo](https://optus.com.au/faigo).

### 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 50GB when you recharge before credit expiry or maintain an active AutoRecharge. If you accrue over 50GB of Data Rollover you will forfeit any data over that limit.

### Cancellation Fees

There are no cancellation fees.

### 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.

### Recharging

You can recharge your account:

- **Online:** Make a secure one-off recharge online by credit card, debit card lby visiting [colesmobile.com.au/recharge](https://colesmobile.com.au/recharge)
- **Vouchers:** Purchase a voucher from any Coles Supermarket or Coles Express across Australia.
- **AutoRecharge:** Coles Mobile plans are set by default to AutoRecharge upon activation. AutoRecharge will automatically apply at 11.00pm AEST/AEDT on the day of plan expiry. You can turn off AutoRecharge and manage your recharges by logging in to your Coles Mobile account online at [colesmobile.com.au/login](https://colesmobile.com.au/login) or via the Coles Mobile App.
- **App:** Download the Coles Mobile app from Google Play or App store (data charges apply to download the app).

### Plan Changes

You can swap to a different Coles Mobile plan at any time. When you change rate plan, you will lose your existing plan inclusions and any other credit, minutes, SMS/MMS, data, bonuses or discounts.

### 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](https://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 Extras data packs) or any bonus data you may have received.

### Customer Service

For assistance, you can refer to the help section on the website at [colesmobile.com.au/help](https://colesmobile.com.au/help), email us at [support@colesmobile.com.au](mailto:support@colesmobile.com.au) or contact us via the webchat tool on [colesmobile.com.au](https://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](mailto: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.