

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

This plan is only available with a Coles Prepaid SIM, which you can purchase through Coles Supermarkets and Coles Express. Recharge vouchers are also available for purchase through Coles Supermarkets, Coles Express and online (colesmobile.com.au/recharge). Coles Prepaid plan includes the following allowances:

Coles Prepaid	\$10	\$20	\$40	\$180
Included minutes (Talk) Standard national calls to Australian mobiles and landlines, 13/1300 numbers and voicemail.	Unlimited			
Included SMS/MMS (Text) Standard national SMS and MMS to mobiles within Australia.	Unlimited			
International Calls Standard international calls to mainland China, Hong Kong, India, Japan, Malaysia, New Zealand, Singapore, South Korea, UK & USA. Charged in per minute increments. Unused minutes do not roll over even if you recharge before expiry.	-	-	Up to 250 minutes	
Included data Charged per KB. Unused included data does not roll over even if you recharge before expiry.	-	28GB	35GB	-
		New customers only. On first three recharges and must occur within 90 days of activation. Data reverts to standard inclusion after third recharge.		
Standard data Charged per KB.	1GB	3GB	10GB	48GB
Expiry	10 days	35 days	35 days	365 days

All for use within Australia. Optus Fair Go Policy applies.

Extras

You can purchase Extras as you need them.

Data Extras	\$5	\$15 (online only)
Included Value	500MB Charged in per KB increments	3GB Charged in per KB increments
Expiry	Earlier of 7 days or next Extra Data purchase	Earlier of 30 days or next Extra Data purchase

Extras Credit	\$5	\$15
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	Earlier of 14 days or next Extra Credit purchase	Earlier of 14 days or next Extra Credit purchase

All for use within Australia. Optus Fair Go Policy applies.

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. **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 Catch Connect 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 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 a mobile phone and Coles Prepaid SIM card to use this service. You may bring your own phone or buy one from us. Phones purchased from us may be locked to the Optus Network. Unlocking fees apply. Visit optus.com.au/unlock for details.

Coverage

Coverage availability will vary depending on your device compatibility and location. Check coverage at optus.com.au/coverage based on your address and device. To check your device is compatible and set up to make the most of our network, go to optus.com.au/compatibility

Activating a Coles Prepaid service

To use this service, you need to purchase a Coles Prepaid SIM. When you activate your Coles Prepaid SIM, you will be able to select this plan. Some SIM cards will come with included credit that can be used towards your plan. Check your SIM card packaging for details. If you don't have included credit you will need to recharge to start using the service.

Fair Go Policy

The Fair Go Policy ensures that all our 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 this plan. 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

Information about pricing

Mobile, SMS/MMS and Data Usage:

Minutes are counted in per minute increments. SMS is counted per 160 characters and MMS per message. Data is counted in per KB increments and includes uploads and downloads.

Service Expiry

To keep your service active, you need to recharge within 186 days from your credit expiry, otherwise you may require a new Coles Prepaid SIM card to use the service and you may not be able to continue using your mobile number.

Calls to 1800 numbers

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

Recharging

You can recharge your account:

- **Online:** Make a secure one-off recharge online by credit card, debit card or PayPal by visiting colesmobile.com.au/recharge or you can
- set up AutoRecharge. If you are setting up an AutoRecharge, you will lose any unused data and expiry once your AutoRecharge takes effect. We recommend you don't start your AutoRecharge until after your current recharge expires. AutoRecharge only available on selected recharge price points.
- **Vouchers:** Purchase a voucher from any Coles Supermarket or Coles Express across Australia.
- **Call:** Dial 555 from your mobile to recharge with a credit or debit card.

Plan Changes

This is currently the only Coles Prepaid plan available, so you cannot change from this plan to another without carrying out a SIM swap.

MyCredit balance

If you have moved from Coles Prepaid \$10 Pay as You Go plan you will keep any MyCredit balance (if any) you have but lose any other credit such as from Extras. Any MyCredit balance will be used after you have used up all your Coles Prepaid included data allowance. You will be charged at the following rates:

Standard national calls to Australian mobiles and landlines, 13/1300 numbers and Voicemail.	10c per minute
Standard international SMS	10c per 160 characters
Standard international MMS	10c per MMS
Data	\$0.10 per MB in per KB increments

All for use within Australia.

Other information

Tracking Your Spend

There are a number of ways to check your balance and usage. These options are available 24/7 and are free to use within Australia. The SMS option is also free if you are roaming overseas.

- **SMS:** Text 'BAL' or 'BALANCE' to 9999 to check your balance
- **Call:** 555 and follow the prompts We will send you alerts when:
 - You have less than 100MB, then less than 40MB of your included data allowance and Extra Data
 - You have less than \$3 and \$1 Extras Credit
 - You have less than 30 mins and then less than 5 mins of your included standard international call minutes left

Making international calls. and using your service overseas

If you have selected a \$40 plan or \$40 recharge, you will get up to 250 minutes' worth of standard international calls to use within Australia to call mainland China, Hong Kong, India, Japan, Malaysia, New Zealand, Singapore, South Korea, UK and USA. Otherwise, you can purchase a \$5 or \$15 Extras Credit to use for international calls and selected premium services. For international call rates check out colesmobile.com.au/prepaidinternational. International roaming is not supported on this plan.

Customer Service

You can call 1300 265 370 for free from your mobile for self-service on your account balance and other information. For other assistance and account information, see colesmobile.com.au.

Customer Complaints

You can contact our complaint resolution area by calling us on 1300 555 002. 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.