Critical Information summary

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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 from 28/07/25.

Service Description: This is a month-to-month subscription based plan, paid for in advance, which includes multiple mobile services, with individual data inclusions. It is available to customers who purchase the Coles Mobile Bundle Plan SIM pack and have their own compatible mobile handset. It is offered by Coles Mobile using the Optus 4G and 5G network. The Coles Mobile Bundle plans are an ongoing subscription which will renew on a monthly cycle unless cancelled by the customer. Plans can be cancelled at any time. Coles Mobile SIM Bundle plans include the following standard inclusions for use within Australia:

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Coles Mobile Bundle Plans	**2 SIM Bundle Plan**	
Monthly Price	**$55** (Incl. 2 services)	
Included minutes (Talk) **Standard Australian mobiles and landlines, 13/1300/1800 numbers and voicemail retrieval.**	Unlimited	
Calls to 13, 1300 and 1800 numbers, and to voicemail	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.**	**Service 1:** 30GB/100Mbps download speed cap (Note: this data is not shareable between services)	**Service 2:** 30GB/100Mbps download speed cap (Note: this data is not shareable between services)
Data Rollover	**Service 1:** Up to 1000GB per service when you maintain an active Bundle Plan subscription.	**Service 2:** Up to 1000GB per service when you maintain an active Bundle Plan subscription.
Subscription terms (minimum term)	Month-to-month	

Coverage: 5G is available in selected areas (excl. NT) with a compatible device. Check coverage at colesmobile.com.au/network. When not in an Optus 5G Network coverage area, compatible devices will switch to the Optus 4G Network where it is available. 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.

Speed Caps: Access to network speeds are capped at the maximum potential speeds specified in the above table. Actual network speeds will vary depending on a range of factors including your device, location and the source of download.

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.

Other Information

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Mandatory Goods

You need to supply your own mobile phones(s) in order to access these services and you will need the Coles Mobile Bundle Plan SIMs. In order to access data using these services, your phone(s) will need to be internet capable. Make sure no device that you want to use with these services is locked to other networks.

Activation

Bundle Plans are only available as new services. You need to purchase and activate a Coles Mobile 2 SIM Bundle Plan SIM pack and save payment details (credit card or debit card) during activation for each service. You need to activate your SIMs 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. The monthly subscription period for all services in your Bundle Plan will begin when you activate the first SIM. We recommend you activate both SIMs on the same day to get the full value of your plan.

Fair Go Policy

Our Fair Go Policy applies to each 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 per service. If you accrue over 1000GB of Data Rollover per service you will forfeit any data over that limit.

Plan Changes

Once you have activated your services, you can swap to across to another Coles Mobile plans, but you will lose existing inclusions, any data roll over and any bonuses or discounts. See the "Cancellation" section to understand the impact of canceling or moving one but not all of your services under a Bundle plan.

Service Expiry

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 plan and service(s) will be cancelled. Once your plan is cancelled you may not be able to continue using your mobile number, even if you sign up again.

Subscription terms

- Your monthly subscription period for all services under your Bundle Plan begins when you activate your first service.
- You will automatically be charged the entire plan cost 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 a service under your Bundle Plan, you will have until the end of subscription period to use your plan inclusions for that service. You will continue to be charged the full monthly price for your Bundle Plan while any service(s) remain on your Bundle Plan. To cancel your entire Bundle Plan, you must cancel all services on your Bundle Plan.

Tracking Your Spend

You can track your account balance for each SIM, 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 each service is in Australia, we will send each service alerts when they have used 50%, 85% and 100% of their included data. We will not send alerts for usage of Extras (including Data Extras packs) or any bonus data each service may have received.

Using your Service Overseas

These plans cannot be used when outside of Australia. To use your SIM outside of Australia you will need to purchase an International Roaming Pack.

Special Promotions, extras, add-ons and subscriptions

This summary doesn't include information on special promotions, optional extras or add-ons that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, extras and add-ons. You can purchase a range of different special promotions, extras and add-ons to complement your plan from Colesmobile.com.au. For example, you may purchase international roaming and/or calling add-ons. Check out the Coles Mobile app or our website for further details and full terms of each add-on.

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.