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 07/07/2025.

Service Description: This service is a Prepaid mobile service, offered by Coles Mobile using the Optus 4G network. Coles Mobile plans have different inclusions depending on the amount you choose to recharge. You can recharge online (colesmobile.com.au/recharge) or via the Coles Mobile app using a credit/debit card.

Coles Mobile plans include the following standard plan inclusions for use within Australia:

Coles Mobile 28 Day Plans	**$25 28 Day Plan**	**$30 28 Day Plan**
Monthly Price	**$25**	**$30**
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 15 selected international destinations.	Unlimited standard International calls.	
Included data. Charged per KB.	22GB	32GB
Data Rollover	Up to 500GB When you recharge before expiry or when you maintain an active AutoRecharge.	
Expiry (minimum term)	28 days	

Data Rollover: Roll over unused included data up to a max of 500GB 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 for rates.

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.

Other Information

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 and it is compatible with the Optus 4G 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

The Optus 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 500GB when you recharge before credit expiry or maintain an active AutoRecharge. If you accrue over 500GB of Data Rollover you will forfeit any data over that limit.

Plan Changes

You can swap to another Coles Mobile plan that is available at any time. When you change rate plan, you will lose your existing plan inclusions and any data roll over), bonuses or discounts.

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 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 by visiting colesmobile.com.au/recharge
- Vouchers: Purchase a voucher from any Coles Supermarket.
- AutoRecharge: You can turn on AutoRecharge and manage your recharges by logging in to your Coles Mobile account online at colesmobile.com.au/login or via the Coles Mobile App. AutoRecharge will automatically apply at 11.00pm AEST/ AEDT on the day of plan expiry.
- App: Download the Coles Mobile app from Google Play or App store (using WiFi or your data).

Cancellation Fees

There are no cancellation fees.

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

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.