

Critical Information Summary - ALDI mobile 1 Year Super Packs

Must know information

Plan description: These are optional prepaid plans for customers who have their own compatible mobile handset. The plan includes an ALDI mobile SIM card (in case you do not already have one). You do not require a current ALDI mobile Pay As You Go (PAYG) base plan, except that you will not be able to use features that are not included in the plan charge (e.g. video MMS) unless you also have some PAYG credit. The plan lets you make and receive voice calls, and send and receive SMS, MMS and data. ALDI mobile services are for **personal use only**.

	\$99 1 Year Super Pack	\$249 1 Year Super Pack	\$299 1 Year Super Pack
Minimum Term	365 Days		
Minimum 365 day charge	\$99	\$249	\$299
Maximum 365 day charge	N/A		
Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded.		
Included Data	15GB	160GB	260GB
Local calls and SMS	<ul style="list-style-type: none"> • Unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800 and voicemail; • Unlimited standard national SMS to other Australian mobiles; • Unlimited standard national MMS (video MMS excluded) to other Australian mobiles. 		

Also very important information

How to purchase	Super Packs can be purchased in ALDI stores from time to time. They can also be purchased online, App or over the phone by customers who have previously purchased a Super Pack.
When your prepaid credit expires	Except for data that can be rolled over (see below), your prepaid credit expires and any unused allowances are forfeited at the end of your 'credit validity period' which is the earlier of <ul style="list-style-type: none"> • 365 days (at 11:59pm AEST/AEDT) or; • When you purchase another ALDI mobile Plan or Pack
Cost of 1MB of data in Australia	0c per MB for use of the included or rollover data. Unless you have a Data Top Up as described below, additional data is charged at 5c per MB from your PAYG credit balance. If you do not have any PAYG credit, you will not be able to use any additional data and you will need to top up your PAYG credit, buy a Data Top Up or another Mobile Plan.
Data rollover	All unused data in your credit validity period (including any Data Top Ups) and any accumulated rollover data, may be rolled over without expiry but only if an equal or higher priced eligible Super Pack is acquired within 24 hours of expiry of the previous Super Pack. Otherwise, unused data and accumulated rollover data are forfeited. A Super Pack's standard data allowance is consumed before any available rollover data.

Additional data (Data Top Up)	<p>You can buy an additional 3GB of data for \$15 (0.48c per MB), 20GB for \$50 (0.24c per MB) or 50GB for \$100 (0.19c per MB), at any time during your credit validity period. Any additional data allowance you purchase expires when your 1 Year Super Pack expires but may be eligible for rollover.</p> <p>There is no limit to the number of Data Top Ups you can buy during the credit validity period of your 1 Year Super Pack but you can only have a maximum of 200GB of data above the included pack allowance at any one time. Data Top Ups will be added to your data balance at time of purchase.</p>
Data sessions	<p>Data usage is measured per kilobyte and rounded up to the nearest kilobyte.</p>
International calls and other non-standard calls	<p>Calls and messages to other international numbers and other non-standard calls cannot be made using your Super Pack. They can only be made using your available PAYG credit. Video MMS cannot be sent using the 1 Year Super Pack. They can only be sent using your available PAYG credit. Please see aldimobile.com.au/legals for our Rates documents where you will find the prices for international calls and PAYG call rates.</p>
International roaming	<p>International roaming is available in selected countries. Before you can use your phone overseas, you must log into My ALDImobile at www.aldimobile.com.au and enable your service for international roaming. PAYG credit is required to use international roaming. The charges to send SMS, make and receive standard calls, as well as using data when roaming are higher and will vary for each applicable country. Refer to our roaming charges at aldimobile.com.au/roaming.</p>
Exclusions and limitations	<p>All non-personal, commercial, machine-to-machine or overseas use is excluded. Refer to our Acceptable Use Policy at aldimobile.com.au/legals for more information. Where circumstances may suggest such use, we may take reasonable steps to confirm acceptable use.</p> <p>Standard calls exclude calls to international numbers, satellite numbers and premium numbers (eg. 19xx numbers) and call forwarding. Standard national SMS and MMS exclude messages to international numbers, satellite numbers and premium numbers. Standard MMS excludes video MMS. Calls to some SENSIS numbers (1234, 12455 and 12456), and 19xx numbers are not available on ALDImobile.</p>
Call and data usage spend management tools	<p>Check your balance, view your call history and invoices online in the MY ALDImobile section of our website, aldimobile.com.au/login. Balance and invoice details are also available on our App. You can also receive your balance via SMS.</p>
Customer service contact details	<p>Find answer to our most frequently asked question on our website, aldimobile.com.au/help. You can call us on 2534 (ALDI) from your ALDImobile, it's a free call or 1300 989 000 from any other phone (standard call charges apply).</p> <p>Our complaint handling process can be found on our website, aldimobile.com.au/legals or by calling us on 2534 (ALDI) from your ALDImobile, it's a free call or 1300 989 000 from any other phone (standard call charges apply).</p> <p>If you are not satisfied with how your complaint has been handled, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, visiting their website at www.tio.com.au, by sending a fax to 1800 630 614 or you can write to the TIO at PO Box 276, Collins St West, VIC 8007.</p>

This is a summary only. The full terms and conditions and pricing for this plan can be found on our website at www.aldimobile.com.au/legals.