

ALDI mobile

Critical Information Summary ALDI mobile 365 Day Data Plans

Must know information

Last Updated: 15 December 2023

Plan description: These plans are optional 365 day prepaid add-ons for customers who have their own compatible mobile handset, an activated ALDI mobile SIM card and a current ALDI mobile Pay As You Go (PAYG) base plan. They enable you to send and receive data. They do not provide any credit for making calls or sending SMS messages. ALDI mobile services are for **personal use only**.

	\$95 Data Plan	\$240 Data Plan	\$365 Data Plan
Minimum Term	365 Days		
Minimum and maximum 365 day charge	\$95	\$240	\$365
Network access*	3G and 4G		
Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded.		
Included Data	30GB	185GB	365GB

* Medion Australia Pty Ltd ACN 106 611 330 under the brand name ALDI mobile uses the Telstra Wholesale Mobile Network, [Click here](#) to learn more. Our 3G network is closing end of June 2024.

Other important information

How to purchase	These Data Plans can be purchased online, App or over the phone using PAYG credit and/or the credit card stored on your account.
When your prepaid credit expires	<p>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</p> <ul style="list-style-type: none"> • 365 days (at 11:59pm AEST/AEDT) or; • When you purchase another ALDImobile Plan or Pack
Cost of 1MB of data in Australia	<ul style="list-style-type: none"> • \$95 Data Plan \$0.004 • \$240 Data Plan \$0.0012 • \$365 Data Plan \$0.00097 <p>When you've used all your data, additional data is charged at 6c per MB from your PAYG credit balance. If you don't have any PAYG credit, you will not be able to use any additional data and you will need to top up your PAYG credit or buy another Data Plan.</p>
Data rollover	<p>Unused data in your credit validity period and accumulated rollover data, may be rolled over without expiry – subject to limit - but only if you recharge with the same plan or an eligible Data Plan with a higher data allowance within 24 hours of expiry.</p> <p>The maximum data you can rollover is:</p> <ul style="list-style-type: none"> • \$95 Data Plan – 30GB • \$240 Data Plan – 50GB • \$365 Data Plan – 100GB <p>If you don't meet the rollover criteria, your unused data and accumulated rollover data are forfeited. A Data Plan's standard data allowance is consumed before any available rollover data.</p>
Data sessions	Data usage is measured per kilobyte and rounded up to the nearest kilobyte.
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>These Plans do not include calls or SMS;</p> <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.</p>
Call and data usage spend management tools	Check your balance and data use, 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.
Customer service contact details	<p>Find answers 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>
Auto Recharge	If you have Auto Recharge selected when your plan expires at midnight Sydney time we will process payment and renewal of your plan. This process can take up to 6 hours to complete, until the renewal for your plan is complete if you need to use your service you will need PAYG credit, otherwise you can recharge manually. if you need more information on how auto-recharge works and if its right for you please visit the following link https://www.aldimobile.com.au/autorecharge
Online Safety Code Manual	<p>Important: Online safety information Our Online Safety Code Manual can be found at https://m3.aldimobile.com.au/docs/Online_Safety_Code_Manual.pdf includes important information about internet content filtering products that may limit or prevent access to illegal or restricted material on the internet.</p>

Speed caps	\$95 Data Plan	\$240 Data Plan	\$365 Data Plan
	Speed capped at 100Mbps		
	<p>It is important to note that the speed cap on your plan is the maximum potential download speed for data included in your recharge/plan.</p> <p>Typical speeds will often be lower, as mobile speeds vary due to the many factors listed below. Beyond the maximum potential speed for your selected plan, a speed cap does not indicate any difference relative performance for a specific plan compared to another plan with a different speed cap.</p> <p>Factors influencing your actual speeds:</p> <ul style="list-style-type: none"> ▪ The topography of your location (for example any obstructions of the line of sight to the base station); ▪ Your distance from the base station; ▪ The local weather conditions (like extreme heat or heavy rain); ▪ How many other users are accessing the mobile network from the base station at the same time (i.e., number of concurrent users); ▪ Whether your device supports the relevant mobile network spectrum bands ▪ The hardware and software configuration on your device; <p>The destination of your internet browsing session (eg a busy web server).</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.