ALDImobile

Critical Information Summary - ALDImobile Family Plan

Must know information

Plan description: This is an optional prepaid add-on plan for customers who have their own compatible mobile handset, an activated ALDImobile SIM card and a current ALDImobile Pay As You Go (PAYG) base plan. It then lets you make and receive voice calls, SMS, MMS and send and receive data. ALDImobile services are for **personal use only.**

	$45 Family Plan	$80 Family Plan	$110 Family Plan
Minimum Term	30 days		
Minimum and maximum 30 day charge	$45 2 services	$80 4 services	$110 6 services
Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded.		
Included Data	44GB shared data	88GB shared data	132GB shared data
National calls and SMS	• 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.		
International calls and SMS to 20 countries	Unlimited standard calls and SMS to 20 countries, see website for full details		
Included International calls and SMS to 30 countries (shared between all services)	200 minutes 100 SMS See website for full details	400 minutes 200 SMS See website for full details	600 minutes 300 SMS See website for full details
International calls and SMS to Pay As You Go countries	Calls made and SMS sent to countries other than unlimited international call/SMS countries will be charged against either included international minutes/SMS or your PAYG credit, depending on the location. See the list of eligible countries on our website. Once the included minutes/SMS are used, any further calls/SMS will be charged against your PAYG credit. Calls/SMS to other international numbers and other non-standard calls can only be made using your available PAYG credit. See aldimobile.com.au/legals for our PAYG rates document.		

Other important information

How to purchase	Family Plan can be purchased online or over the phone using a voucher code, PAYG credit and/or the credit card stored on your account.
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 • 30 days (at 11:59pm AEST/AEDT) or; • When you purchase another ALDImobile 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 consumed by the Owner and each User once the Plan entitlement has been exhausted is charged at 5c per MB and will be deducted from individual PAYG credit balances. The Owner and Users will not be able to use additional data if they do not have available PAYG credit on their individual service – you will need to top up each service with PAYG credit or buy a Data Top Up or another Family Plan. Once a User reaches a data limit imposed by the Owner, additional data is consumed from their individual PAYG credit balance at 5c per MB. Setting a limit does not entitle a User to consumer data above the overall Family Plan data balance.
Data rollover	All unused data allowance in your credit validity period (including any Data Top Ups) and any and all accumulated rollover data, may be rolled over but only if the same Family Plan is acquired within 24 hours of expiry of the previous Family Plan. Otherwise, unused data and accumulated rollover data are forfeited and will not be refunded or reinstated. A Family Plan's standard data allowance is consumed before any available rollover data.
Additional data (Data Top Up)	Purchase an additional 3GB for $15 (0.48c per MB) at any time during your credit validity period, up to a maximum of 40GB above your included plan allowance at any one time. Data Top Ups expire at the same time as your Family Plan. Unused data may be eligible for rollover, if rollover criteria is met, otherwise it is forfeited.
Data sessions	Data usage is measured per kilobyte and rounded up to the nearest kilobyte.
International roaming	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.
International Calls, SMS and other non-standard calls	Calls made and SMS sent to countries other than unlimited international call/SMS countries will be charged against either included international minutes/SMS or your PAYG credit, depending on the location. Included international minutes and SMS are shared between all services connected to the Family Plan. See the list of eligible countries on our website. Once the included minutes/SMS are used, any further calls/SMS will be charged against individual service PAYG credit. Calls/SMS to other international numbers and other non-standard calls can only be made using your available PAYG credit. See aldimobile.com.au/legals for our PAYG rates document.
Exclusions and limitations	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. Standard calls exclude calls to international numbers, satellite numbers, video calls, 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 maximum size is 2MB and excludes video MMS. Calls to some SENSIS numbers (1234, 12455 and 12456), and 19xx numbers are not available on ALDImobile.
Acceptable Use Policy	ALDImobile services are provided for personal use and not for commercial use or for use as a permanent connection. Data included in ALDImobile services is not designed to replace a home Internet connection. For more information refer to the ALDImobile Acceptable Use Policy at aldimobile.com.au/legals.
Call and data usage spend management tools	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.
Customer service contact details	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). 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). 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.

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

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.