

Critical Information Summary - ALDI mobile Mobile Plans (Discontinued)

Must know information

Plan description: **The \$20 mobile plan was withdrawn from sale on 13 September 2017. The \$55 Mobile Plan was withdrawn from sale on 4 December 2019.**

These plans are an optional 30 day prepaid add-on for existing eligible customers. If a customer's previous recharge was one of these plans, they will be eligible to recharge on that plan. They are not available for new purchases. They allow an existing customer with their own compatible mobile handset, an activated ALDI mobile SIM card and a current ALDI mobile Pay As You Go (PAYG) base plan. It then lets you make and receive voice calls, SMS, MMS and send and receive data. ALDI mobile services are for **personal use only**.

	\$20 Mobile Plan	\$55 Mobile Plan
Minimum Term	30 Days	
Minimum 30 day charge	\$20	\$55
Maximum 30 day charge	N/A	
Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded.	
Included Data	5GB	85GB
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; and 	
International calls and SMS to 15 countries	N/A	Unlimited standard calls and SMS to 15 countries, see website for full details
Included International calls and SMS to 35 countries	N/A	400 minutes 50 SMS See website for full details
International calls and SMS to Pay As You Go countries	N/A	<p>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.</p> <p>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.</p>

Also very important information

How to purchase	<p>These Mobile Plans can be purchased online, App or over the phone only by existing customers who have previously purchased them as their last recharge using PAYG credit and/or the credit card stored on their account.</p> <p>If you recharge with any other plan or pack you will no longer be able to purchase this plan.</p>
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">• 30 days (at 11:59pm AEST/AEDT) or;• When you purchase another ALDImobile Plan or Pack
Cost of 1MB of data in Australia	<p>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.</p> <p>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.</p>
Data rollover	<p>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 without expiry but only if an equal or higher priced eligible Mobile Plan is acquired within 24 hours of expiry of the previous Mobile Plan. Otherwise, unused data and accumulated rollover data are forfeited. A Mobile Plan's standard data allowance is consumed before any available rollover data.</p>
Additional data (Data Top Up)	<p>Purchase an additional 1GB of data for \$10 (1c per MB) or 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 Mobile Plan. Unused data may be eligible for rollover, if rollover criteria is met, otherwise it is forfeited.</p>
Data sessions	<p>Data usage is measured per kilobyte and rounded up to the nearest kilobyte.</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>These Plans are only available for sale to existing customers who purchased them as their last recharge. Once another Plan or Pack is chosen, they will no longer be available to purchase.</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. 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 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.</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.

