

ALDI mobile

Critical Information Summary - ALDI mobile \$10 Mobile Plan

Must know information

Last Updated: 15 December 2023

Plan description: **This Mobile Plan is no longer available for sale to new customers.** If your last recharge was with this Mobile Plan, you will be able to recharge on this plan. If you recharge with any other plan or pack you will no longer be able to purchase this \$10 Mobile Plan. ALDI mobile services are for **personal use only**.

	\$10 Mobile Plan (formerly Old S Value Pack)
Minimum Term	30 Days
Minimum and maximum 30 day charge	\$10
Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded
Included Data	This Plan comes with \$10 included value which can be used for calls, SMS, MMS and voicemail within Australia
Included call value	<p>The following services are provided for 30 days within Australia:</p> <ul style="list-style-type: none"> • Free ALDI mobile to ALDI mobile calls and SMS; • \$10 included value which can be used for: <ul style="list-style-type: none"> ○ Up to 100 minutes of calls to standard Australian fixed lines and standard Australian mobiles (on other networks), 13, 1300 and 18 numbers and voicemail; ○ Up to 100 SMS to standard Australian mobiles (on other networks) or; ○ Up to 33 standard MMS to Australian mobiles or; ○ Up to 33 video MMS to Australian mobiles or; ○ Any combination of the above to the value of \$10.

Other important information

How to purchase	<p>The \$10 Mobile Plan can be purchased online, App or over the phone only by existing customers who have previously purchased it 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>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 ALDI mobile Plan or Pack
Cost of 1MB of data in Australia	5c per MB. Data charges are taken from your PAYG credit balance. If you do not have any PAYG credit, you will not be able to use any data and you will need to recharge.
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 ALDI mobile at my.aldimobile.com.au/login and enable your service for international roaming.</p> <p>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/pages/roaming.</p>

International Calls, SMS and other non-standard calls	<p>Calls and messages to international numbers are not able to be made using your Mobile Plan; you will need to have PAYG credit on your service. If you want to make non-standard calls, these cannot be made using your Mobile Plan credits; you will need to have PAYG credit on your service. Please see aldimobile.com.au/pages/legals for our PAYG rates document.</p>
Exclusions and limitations	<p>This plan is only available for sale to existing customers who purchased them as their last recharge. Once another Plan or Pack is chosen, it 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/pages/legals for more information.</p> <p>Standard calls exclude calls to international numbers, satellite numbers, video calls, premium numbers (eg. 19xx numbers) and call forwarding. Standard SMS and MMS to Australian numbers 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>
Acceptable Use Policy	<p>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/pages/legals.</p>
Call and data usage spend management tools	<p>Check your balance and data use, view your call history and invoices online in the MY ALDImobile section of our website, my.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 answers to our most frequently asked question on our website, aldimobile.com.au/pages/faq. 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/pages/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	<p>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</p>
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>

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.