

# ALDI mobile

## Critical Information Summary ALDI mobile 1 Year Super Packs

### Must know information

**Last Updated: 15 December 2023**

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 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**.

	<b>\$119</b> <b>1 Year Super Pack</b> (Previously the \$99 1 Year Super Pack)	<b>\$169</b> <b>1 Year Super Pack</b> (Previously the \$159 1 Year Super Pack)	<b>\$199</b> <b>1 Year Super Pack</b> (Previously the \$189 1 Year Super Pack)	<b>\$249</b> <b>1 Year Super Pack</b>	<b>\$299</b> <b>1 Year Super Pack</b>	<b>\$499</b> <b>1 Year Super Pack</b>
<b>Minimum Term</b>	365 Days					
<b>Minimum and maximum 365 day charge</b>	\$119	\$169	\$199	\$249	\$299	\$499
<b>Network access*</b>	3G and 4G					
<b>Maximum early termination fee</b>	None, but if you cancel your service, any remaining credit will not be refunded.					
<b>Included Data</b>	60GB	138GB	199GB	250GB	350GB	1,000GB
<b>Calls and SMS to Australian numbers</b>	<ul style="list-style-type: none"> <li>Unlimited standard calls to Australian fixed lines and standard Australian mobiles, 13/1300, 18/1800 and voicemail;</li> <li>Unlimited standard SMS to other Australian mobiles;</li> </ul>					
<b>MMS to Australian numbers (Standard and Video)</b>	<ul style="list-style-type: none"> <li>12,000 MMS to Australian numbers (video MMS is included)</li> <li>Once you've used your MMS allowance, any extra MMS is charged at \$0.35 per MMS and deducted from your PAYG credit</li> </ul>					

\* 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

<b>How to purchase</b>	Super Packs can be purchased in ALDI stores and online from time to time for a very limited time. Availability will depend on each individual promotion. Customers who have previously purchased a Super Pack are able to renew their Super Pack online, via the App or over the phone.
<b>When your prepaid credit expires</b>	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"> <li>• 365 days (at 11:59pm AEST/AEDT) or;</li> <li>• When you purchase another ALDImobile Plan or Pack</li> </ul>
<b>Cost of 1MB of data in Australia</b>	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 6c 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.
<b>Data rollover</b>	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.
<b>Additional data (Data Top Up)</b>	You can buy an additional 3GB of data for \$15 (0.005c per MB), 20GB for \$30 (0.0015c per MB) or 70GB for \$60 (0.00083c 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. 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 <b>you can only have a maximum of 200GB of data above the included pack allowance at any one time</b> . Data Top Ups will be added to your data balance at time of purchase.
<b>Data sessions</b>	Data usage is measured per kilobyte and rounded up to the nearest kilobyte.
<b>International calls and other non-standard calls</b>	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. They can only be sent using your available PAYG credit. Please see <a href="http://aldimobile.com.au/legals">aldimobile.com.au/legals</a> for our Rates documents where you will find the prices for international calls and PAYG call rates.
<b>International roaming</b>	International roaming is available in selected countries. Before you can use your phone overseas, you must log into My ALDImobile at <a href="http://www.aldimobile.com.au">www.aldimobile.com.au</a> 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 <a href="http://aldimobile.com.au/roaming">aldimobile.com.au/roaming</a> .
<b>Exclusions and limitations</b>	All non-personal, commercial, machine-to-machine or overseas use is excluded. Refer to our Acceptable Use Policy at <a href="http://aldimobile.com.au/legals">aldimobile.com.au/legals</a> 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 SMS and MMS to Australian numbers exclude messages to international numbers, satellite numbers and premium numbers. Standard MMS maximum size is 2MB. Calls to some SENSIS numbers (1234, 12455 and 12456), and 19xx numbers are not available on ALDImobile.
<b>Call and data usage spend management tools</b>	Check your balance, view your call history and invoices online in the MY ALDImobile section of our website, <a href="http://aldimobile.com.au/login">aldimobile.com.au/login</a> . Balance and invoice details are also available on our App. You can also receive your balance via SMS.
<b>Customer service contact details</b>	Find answer to our most frequently asked question on our website, <a href="http://aldimobile.com.au/help">aldimobile.com.au/help</a> . 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, <a href="http://aldimobile.com.au/legals">aldimobile.com.au/legals</a> 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 <a href="http://www.tio.com.au">www.tio.com.au</a> , 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>

**Online Safety Code Manual**

Important: Online safety information Our Online Safety Code Manual can be found at [https://m3.aldimobile.com.au/docs/Online\\_Safety\\_Code\\_Manual.pdf](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.

**Speed caps**

<b>\$119 1 Year Super Pack</b>	<b>\$169 1 Year Super Pack</b>	<b>\$199 1 Year Super Pack</b>	<b>\$249 1 Year Super Pack</b>	<b>\$299 1 Year Super Pack</b>	<b>\$499 1 Year Super Pack</b>
<b>Speed capped at 100Mbps</b>					

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.

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.

Factors influencing your actual speeds:

- 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;

The destination of your internet browsing session (eg a busy web server).

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](http://www.aldimobile.com.au/legals).