

# ALDI mobile

## Critical Information Summary ALDI mobile Family Plan

### Must know information

**Last Updated: 15 December 2023**

Plan description: This is an optional prepaid add-on plan 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. It then lets you make and receive voice calls, SMS, MMS and send and receive data. ALDI mobile services are for **personal use only**.

	<b>\$55 5G Family Plan</b> (Previously the \$45 Family Plan)	<b>\$95 5G Family Plan</b> (Previously the \$80 Family Plan)	<b>\$125 5G Family Plan</b> (Previously the \$110 Family Plan)
<b>Minimum Term</b>	30 days		
<b>Minimum and maximum 30 day charge</b>	\$55 2 services	\$95 4 services	\$125 6 services
<b>Network access*</b>	3G, 4G and 5G		
<b>Maximum early termination fee</b>	None, but if you cancel your service, any remaining credit will not be refunded.		
<b>Included Data</b>	50GB shared data	100GB shared data	150GB shared data
<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>	4,000 MMS to Australian numbers to share (Video MMS is included)	6,000 MMS to Australian numbers to share (Video MMS is included)	8,000 MMS to Australian numbers to share (Video MMS is included)
	Once you've used your MMS allowance, any extra MMS is charged at \$0.35 per MMS and deducted from your PAYG credit.		
<b>International calls and SMS to 20 countries</b>	Unlimited standard calls and SMS to 20 countries, see website for full details		
<b>Included International calls and SMS to 30 countries (shared between all services)</b>	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
<b>International calls and SMS to Pay As You Go countries</b>	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 <a href="https://aldimobile.com.au/legals">aldimobile.com.au/legals</a> for our PAYG rates document.		

\* 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>	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.
<b>When your prepaid credit expires</b>	<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"> <li>• 30 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>	<p>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 6c 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.</p> <p>Once a User reaches a data limit imposed by the Owner, additional data is consumed from their individual PAYG credit balance at 6c per MB. Setting a limit does not entitle a User to consumer data above the overall Family Plan data balance.</p>
<b>Data rollover</b>	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.
<b>Additional data (Data Top Up)</b>	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.
<b>Data sessions</b>	Data usage is measured per kilobyte and rounded up to the nearest kilobyte.
<b>International roaming</b>	<p>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.</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.</p> <p>Refer to our roaming charges at <a href="http://aldimobile.com.au/roaming">aldimobile.com.au/roaming</a>.</p>
<b>International Calls, SMS and other non-standard calls</b>	<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>Included international minutes and SMS are shared between all services connected to the Family Plan.</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 individual service PAYG credit.</p> <p>Calls/SMS to other international numbers and other non-standard calls can only be made using your available PAYG credit. See <a href="http://aldimobile.com.au/legals">aldimobile.com.au/legals</a> for our PAYG rates document.</p>
<b>Exclusions and limitations</b>	<p>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.</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. Maximum size for a Standard or Video MMS is 2MB. Calls to some SENSIS numbers (1234, 12455 and 12456), and 19xx numbers are not available on ALDImobile.</p>
<b>Acceptable Use Policy</b>	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 <a href="http://aldimobile.com.au/legals">aldimobile.com.au/legals</a> .
<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.

Customer service contact details

Auto Recharge

Online Safety Code Manual

Speed caps

Find answer to our most frequently asked question on our website, [aldimobile.com.au/help](http://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](http://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](http://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.

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>

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.

\$55 5G Family Plan	\$95 5G Family Plan	\$125 5G Family Plan
Speed capped at 100Mbps		

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).