

ALDI mobile

Critical Information Summary

ALDI mobile Pay As You Go (PAYG)

Must know information

Last Updated: 15 December 2023

Plan description: This is a prepaid mobile plan for customers who have their own compatible mobile handset and an activated ALDI mobile SIM card. You prepay an amount ("prepaid credit") and the service then lets you make and receive voice calls and send and receive SMS, MMS and data. You can top up ("recharge") your prepaid credit from time to time. A charge for using the service is deducted from your prepaid credit each time you make a call, send an SMS or MMS or send or receive data. ALDI mobile services are for **personal use only**.

	\$15, \$25 and \$30 Pay As You Go
Minimum Term	None
Minimum 30 day charge	None. Charges are only deducted from your prepaid credit if you use the service.
Maximum 30 day charge	N/A
Maximum early termination fee	None, but if you cancel your service, any remaining credit will not be refunded.
Inclusions	<ul style="list-style-type: none"> • A \$15 recharge includes \$15 of prepaid credit; • A \$25 recharge includes \$25 of prepaid credit; • A \$35 recharge includes \$35 of prepaid credit; • The ALDI mobile \$5 Prepaid Starter kit is pre-loaded with \$5 of PAYG credit and can be purchased in store or online; • Your prepaid credit entitles you to make and receive voice calls, and send and receive SMS, MMS and data, at our applicable rates for these services, until your prepaid credit balance is zero or your credit validity period expires (whichever is first); • You can use your prepaid plan and credit in full or part payment towards purchasing an ALDI mobile Mobile, Data or Family Plan, Super Pack or Data Top Up (where available). These are separate to your PAYG plan. Your PAYG plan can be used to pay for services not included in these Plans or Pack. See our website for details.

Other important information

How to purchase	<p>ALDImobile \$15, \$25 and \$35 PAYG plans can be purchased:</p> <ul style="list-style-type: none"> • Online using a credit or debit card; • Through the ALDImobile App using credit or debit card details stored on your account; • By phone; • In an ALDI store. <p>The \$30 PAYG plan was withdrawn from sale on 4 December 2019.</p>
When your prepaid credit expires	Your prepaid credit expires and any unused balance is forfeited at the end of your 'credit validity period' which is 60 days after you activated your SIM with included credit, or 365 days after you last added a PAYG recharge, a Mobile, Data or Family Plan or Super Pack.
Maximum credit	You can have a maximum of \$200 in PAYG credit at any one time.
Cost of a 2 minute standard mobile call to Australian numbers	30c Calls are charged in 1 minute increments. There is no call connect fee.
Cost of a standard mobile SMS to Australian numbers	15c (160 characters)
Cost of an MMS to Australian numbers	Standard MMS to Australian mobiles (including video) is charged at 35c/MMS (charged from your PAYG credit)
Cost of 1MB of data in Australia	6c
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 .
Rates and charges	Please see aldimobile.com.au/legals for our PAYG rates documents where all charges are detailed.
Data usage	You can check your balance, view your call history and invoices online in the MY ALDImobile section of our website, aldimobile.com.au/login .
Spend management tools	You will need your mobile number or account number and your password to login. You can also check your balance using the ALDImobile app for smartphones and by SMS.
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>
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 includes important information about internet content filtering products that may limit or prevent access to illegal or restricted material on the internet.

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.