ALDImobile

Critical Information Summary - ALDImobile Jumbo Value Pack

Information about the service

This is an optional prepaid add-on pack for customers who have their own compatible mobile handset, an activated ALDImobile SIM card and a current ALDImobile Pay As You Go (PAYG) base plan. It then lets you make and receive voice calls, SMS, MMS and send and receive data. ALDImobile services are for **personal use only.**

The ALDImobile Jumbo Value Pack can be purchased:
- online using a credit or debit card;
- through the ALDImobile app using credit/debit card details stored on your account;
- online and through the mobile app using some of your PAYG credit to pay for it (either in full, or part payment with the remainder purchased by credit/debit card); or
- by phone.

Minimum term	None
When your prepaid credit expires	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: • 30 days (at 11:59pm AEDT/AEST); or • when you purchase another Value Pack, Data Pack, Super Pack or Family Pack (except a Data Add-on).
Inclusions	The following services are provided during your credit validity period within Australia: • 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; • unlimited international calls to selected call types and unlimited SMS to unlimited international calls and SMS countries; Canada, China, France, Germany, Hong Kong, India, Indonesia, Ireland, Japan, New Zealand, Pakistan, South Korea, Thailand, UK, USA. see www.aldimobile.com.au/legals for details; • 400 minutes of international calls to selected call types and 50 SMS to included international minutes and SMS countries – see www.aldimobile.com.au/legals for details; and • 40GB of data ("standard data allowance" for this Value Pack).
Data rollover	All unused data allowance in your credit validity period (including any Data Add-ons) and any and all accumulated rollover data, may be rolled over indefinitely without expiry but only if an equal or higher priced eligible Value Pack is acquired within 24 hours of expiry of the previous Value Pack. Otherwise, unused data and accumulated rollover data are forfeited. A Value Pack's standard data allowance is consumed before any available rollover data.
Exclusions and limitations	All non-personal, commercial, machine-to-machine or overseas use is excluded. Standard calls exclude calls to international numbers, satellite numbers and premium numbers (e.g. 19xx numbers) and call forwarding. Standard national SMS and MMS excludes 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.
Acceptable Use Policy	ALDImobile services are provided for personal use and not for commercial use or for use as a permanent connection. Data included in ALDImobile services are not designed to replace a home Internet connection. For more information refer to the ALDImobile Acceptable Use Policy at www.aldimobile.com.au/legals.

Information about pricing

Minimum charge	$55
Maximum charge	N/A
Early termination charge	None, but if you cancel your service, any remaining credit will not be refunded.
Cost of 1MB of data in Australia	$0 per MB for use of the 40GB included data and any rolled over data. Unless you have a Data Add-on as described below, additional data is charged at 5c per MB. This is deducted 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 or buy a Data Add-on or another Value Pack.
Additional data (Data add-on)	You can buy 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 and you can have a maximum of 40GB in Data Add on at any one time. Any additional data allowance you purchase expires at the same time as your Value Pack. For example, if you buy an additional data allowance when you have only 3 days left until your Value Pack expires, you will only have those 3 days to use that additional data allowance. Unused data allowance may be eligible for rollover, if rollover criteria is met, but is otherwise forfeited.
Data sessions	Your data usage is measured per kilobyte and rounded up to the nearest kilobyte.
International calls and other non-standard Calls	$0 for selected call types and SMS to unlimited international calls and SMS countries. See the list of eligible countries on our website. Calls made and SMS sent to countries other than unlimited international calls/SMS countries will be charged against either included international minutes or your PAYG credit, depending upon the location. $0 for 400 minutes of calls to selected call types and 50 SMS to included international minutes and SMS countries See the list of eligible countries on our website. Once the 400 minutes and or 50 SMS are used, any further calls/SMS will be charged against your PAYG credit. Calls and messages to other international numbers and other non-standard calls cannot be made using your Value Pack. They can only be made using your available PAYG credit. Video MMS cannot be sent using your Jumbo Value Pack. They can only be sent using your available PAYG credit. Please see www.aldimobile.com.au/legals for our Rates documents where you will find the prices for international calls and PAYG call rates.
International roaming	International roaming is available in selected counties. 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: www.aldimobile.com.au/roaming.

Other information

Data usage	You can check your balance and view your invoices in the My ALDImobile section of our website: www.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	You can find answers to our most frequently asked questions on our website: www.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 www.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 addressed, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or 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.

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.