



Critical Information Summary - ALDImobile \$99 1 Year Super Pack

Information about the service

This is an optional prepaid plan for customers who have their own compatible mobile handset. The plan includes an ALDImobile SIM card (in case you do not already have one). You do not require a current ALDImobile 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 (e.g. video MMS) unless you also have some PAYG credit. The plan lets you make and receive voice calls, and send and receive SMS, MMS and data. ALDImobile services are for **personal use only**. You can view details for the [1 Year Super Pack on our website](#).

The ALDImobile \$99 1 Year Super Pack can be purchased:

- In ALDI stores from 21 November 2018 for a limited time or until sold out
- Online via credit card before 1 March 2019 for existing customers who have previously had a 1 Year Super Pack on their service

Minimum term	None
When your prepaid credit expires	When you purchase this plan, you will receive a service voucher. Activating the voucher online activates your plan. The pack you purchased in store will have an expiry date on it, this is the date that the voucher must be activated by. If you do not activate your voucher by this date, it lapses and credits are forfeited. After activation 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">• 365 days; or• When you purchase another Value Pack, Data Pack or Super Pack, but not a Data Add-on for a Value Pack or Super Pack.
Inclusions	The following services are provided during your credit validity period within Australia: <ul style="list-style-type: none">• 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; and• 12GB of data ("standard data allowance" for this 1 Year Super Pack).
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 is 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 monthly charge	N/A
Maximum monthly 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 12GB included 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 as described below.

Additional data (Data add-on)	You can buy an additional 3GB of data for \$15 (1c per MB) at any time during your credit validity period and any additional data allowance you purchase expires (a) after 30 days or (b) when your 1 Year Super Pack expires or (c) when you buy a further 3GB Data Add-on – whichever comes first. For example, if you buy an additional data allowance when you have only have 3 days left until your Super Pack expires, you will only have those 3 days to use that additional data allowance. There is no limit to the number of 3GB Data Add-ons you can buy during the credit validity period of your 1 Year Super Pack but if you buy an Add-on before an existing one has expired, you will forfeit the remaining data (if any) on the original Add-on and we will not refund the credit.
Data sessions	Your data usage is measured per kilobyte and rounded up to the nearest kilobyte.
International calls and other non-standard Calls	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 the 1 Year Super 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, view your call history 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	<p>You can find answers to our most frequently asked questions on our website: www.aldimobile.com.au/help</p> <p>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 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).</p> <p>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.</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.