



## Critical Information Summary - ALDImobile Family 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 Family Pack can be purchased:

- online or by phone using a credit or debit card

It was sold in store from 31 January 2019 until 28 February 2019.

<b>Minimum term</b>	None
<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>• 30 days (at 11:59pm AEDT/AEST); or</li><li>• when you purchase another Family Pack, Value Pack, Data Pack or Super Pack</li></ul>
<b>Inclusions</b>	The following services are provided for a Family Pack Owner and up to 3 Users during your credit validity period within Australia: <ul style="list-style-type: none"><li>• unlimited standard calls to national fixed lines and standard national mobile, 13/1300, 18/1800, and voicemail;</li><li>• unlimited standard national SMS to other Australian mobiles;</li><li>• unlimited standard national MMS (video MMS excluded) to other Australian mobiles;</li><li>• 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 <a href="http://www.aldimobile.com.au/legals">www.aldimobile.com.au/legals</a> for details;</li><li>• 56GB shared data ("standard shared data allowance" for this Family Pack)</li></ul>
<b>Data rollover</b>	Unused data allowance in your credit validity period (including any Data Add-ons) and any accumulated rollover data, may be rolled over indefinitely without expiry but only if another Family Pack is acquired within 24 hours of expiry of the previous Family Pack. Otherwise, unused data and accumulated rollover data are forfeited and will not be refunded or reinstated. A Family Pack's standard data allowance is consumed before any available rollover data.
<b>Exclusions and limitations</b>	All non-personal, commercial, machine-to-machine or overseas use is excluded. Standard calls exclude calls to international numbers, satellite numbers, 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.
<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://www.aldimobile.com.au/legals">www.aldimobile.com.au/legals</a> .

### Information about pricing

<b>Minimum charge</b>	\$80
<b>Maximum charge</b>	N/A
<b>Early termination charge</b>	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 56GB included standard shared data, rolled over data (if any) and bonus data if applicable. Unless you have a Data Add-on as described below, additional data consumed by the Owner and each User once the Pack entitlement has been exhausted is charged at 5c 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 and in this scenario, you will need to top up each service with PAYG credit, or buy a Data Add-on or another Family Pack. Once a User reaches a data limit imposed by the Owner, additional data is consumed from their individual PAYG credit balance at 5c per MB. Setting a limit does not entitle a User to consume data from the shared allowance if this has been depleted.

**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 you can have a maximum of 40GB of data above your included pack allowance at any one time. Any additional data allowance you purchase expires at the same time as your Family Pack. For example, if you buy an additional data allowance when you have only 3 days left until your Family Pack expires, you will only have 3 days to use that additional data allowance. A Data Add-on is for shared use only and cannot be applied to an individual Owner or User service. Unused additional data may be eligible for rollover, if rollover criteria is met, but is otherwise forfeited.

**Data sessions**

Owner and User 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 above and on our website.

Calls made and SMS sent by Family Pack members to countries other than unlimited international calls/SMS countries and other non-standard calls will be charged against the PAYG of the individual service making the call/sending the SMS. Video MMS cannot be sent using your Family Pack, they can only be sent using the available PAYG credit for the individual service. Please see [www.aldimobile.com.au/legals](http://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 any Family Pack member can use their phone overseas, the Owner must log into My ALDI mobile at [www.aldimobile.com.au](http://www.aldimobile.com.au) and enable each service for international roaming.

PAYG credit is required on each individual service for each Family Pack member 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](http://www.aldimobile.com.au/roaming).

## Other information

**Call and data usage**

A Family Pack Owner can check balances, view call history and view invoices for all Family Pack members in the Family Pack dashboard in My ALDI mobile section of our website: [www.aldimobile.com.au/login](http://www.aldimobile.com.au/login).

**Spend management tools**

A Family Pack Owner will need to use their mobile number or account number and password to login. Owners and Users can check their balance by SMS.

**Customer service contact details**

You can find answers to our most frequently asked questions on our website: [www.aldimobile.com.au/help](http://www.aldimobile.com.au/help). You can call us on 2534 (ALDI) from your ALDI mobile, 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](http://www.aldimobile.com.au/legals) or by calling us on 2534 (ALDI) from your ALDI mobile - 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](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.

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).