



## Critical Information Summary - ALDImobile Pay As You Go (PAYG)

### Information about the service

This is a prepaid mobile plan for customers who have their own compatible mobile handset and an activated ALDImobile 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. ALDImobile services are for **personal use only**.

ALDImobile PAYG Plans can be purchased:

- online using a credit or debit card
- through the ALDImobile app using credit/debit card details stored on your account
- by phone.

<b>Minimum term</b>	None
<b>When your prepaid credit expires</b>	Your prepaid credit expires and any unused balance is forfeited at the end of your 'credit validity period' which is 365 days after: <ul style="list-style-type: none"><li>• you activated your SIM; or</li><li>• you last added a \$15 or \$30 recharge –</li><li>• except that, if you purchase a Value Pack or a Data Pack near the end of the 365 day period, the credit validity period of your prepaid credit will not expire before that Value Pack or Data Pack expires.</li></ul>
<b>Inclusions</b>	<ul style="list-style-type: none"><li>• 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).</li><li>• The ALDImobile SIM starter kit is pre-loaded with \$5 of prepaid credit and can be purchased in store or online.</li><li>• A \$15 recharge includes \$15 of prepaid credit.</li><li>• A \$30 recharge includes \$30 of prepaid credit.</li><li>• The PAYG plan also entitles you to purchase and use ALDImobile Value Packs and Data Packs – see our website for details.</li></ul>
<b>Exclusions and limitations</b>	All non-personal, commercial, machine-to-machine or overseas use is excluded. 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 monthly charge</b>	None. Charges are only deducted from your prepaid credit if you use the service.
<b>Maximum monthly charge</b>	N/A
<b>Early termination charge</b>	None, but if you cancel your service, any remaining credit will not be refunded.
<b>Cost of a 2 minute standard national mobile call</b>	24c These calls are charged in 1 minute increments. There is no call connect fee. If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make: <ul style="list-style-type: none"><li>• \$5 SIM starter pack = 20 calls</li><li>• \$15 recharge = 62 calls</li><li>• \$30 recharge = 125 calls</li></ul>

<b>Cost of a standard national mobile SMS</b>	12c If you restricted your use solely to send such standard SMS, you could send: <ul style="list-style-type: none"> <li>• \$5 SIM starter pack = 41 SMS</li> <li>• \$15 recharge = 125 SMS</li> <li>• \$30 recharge = 250 SMS</li> </ul>
<b>Cost of 1MB of data in Australia</b>	5c
<b>Data sessions</b>	Your data usage is measured per kilobyte and rounded up to the nearest kilobyte.
<b>Rates and charges</b>	Please see <a href="http://www.aldimobile.com.au/legals">www.aldimobile.com.au/legals</a> for our Rates documents where you will find the prices for international calls and PAYG call rates.
<b>International roaming</b>	International roaming is available in selected counties. 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. 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: <a href="http://www.aldimobile.com.au/roaming">www.aldimobile.com.au/roaming</a> .

## Other Information

<b>Data usage</b>	You can check your balance, view your call history and view your invoices in the My ALDImobile section of our website: <a href="http://www.aldimobile.com.au/login">www.aldimobile.com.au/login</a> .
<b>Spend management tools</b>	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.
<b>Customer service contact details</b>	<p>You can find answers to our most frequently asked questions on our website: <a href="http://www.aldimobile.com.au/help">www.aldimobile.com.au/help</a></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 <a href="http://www.aldimobile.com.au/legals">www.aldimobile.com.au/legals</a> 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 <a href="http://www.tio.com.au">www.tio.com.au</a> 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](http://www.aldimobile.com.au/legals).