



Critical Information Summary - ALDImobile Old S Value Pack

Information about the service

Important: This Value Pack is no longer available for sale to new customers. If you have previously recharged with this Value Pack, you will be able to recharge until further notice. If you recharge to our new S Value Pack (any S Value Pack launched after 23rd September 2015) then you will no longer be able to purchase this Old S Value Pack.

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 Old S Value Pack can be purchased by existing Old S Pack customers only and in the following ways:

- Online using a credit or debit card;
- through the mobile app using credit/debit card details stored on your account; or
- online and through the mobile app using your PAYG credit to pay for it (either in full, or part payment with the remainder purchased by credit/debit card).

You cannot purchase this Value Pack over the phone.

Minimum term	There is no minimum term. The ALDImobile Old S Value Pack is a prepaid service and has a 30 day credit expiry.
Included credit	The Old S Value Pack comes with \$10 included value which can be used for calls, SMS, MMS and voicemail within Australia.
Included call value	<p>The following services are provided for 30 days within Australia:</p> <ol style="list-style-type: none">1. Free ALDImobile to ALDImobile calls and SMS2. \$10 included value which can be used for:<ul style="list-style-type: none">• Up to 100 minutes of calls to standard national fixed lines and standard national mobile (on other networks), 13, 1300 and 18 numbers and voicemail; or• Up to 100 SMS to standard national mobiles (on another networks); or• Up to 33 standard MMS to national mobiles; or• Up to 16 Video MMS to national mobiles; or• Any combination of the above to the value of \$10. <p>Your unused allowance expires at the end of the 30 day period.</p>
Included data value	Nil. Data is charged at 5c per MB (see further information below).
Duration	30 days. Your credit expires 30 days after the date you recharge.
Early recharge	All credits will be forfeited (lost) if an early recharge is applied to your plan, regardless of whether you add the same Value Pack again or a different Value Pack or a Data Pack.
Acceptable Use Policy	The ALDImobile Old S Value Pack is provided for the benefit of residential users and is not for commercial use or for use as a permanent connection. Further, data included on ALDImobile pre-paid plans is not designed to replace a home Internet connection or for regular download of large files. For more information refer to the ALDImobile Acceptable Use Policy at www.aldimobile.com.au/legals .

Information about pricing

Minimum monthly charge	\$15
Maximum monthly charge	N/A

Early termination charge	None, but if you cancel your service, or add another pack prior to expiry of your current pack, any remaining credit/inclusions will be forfeited and will not be refunded.
Cost of a 2 minute standard national mobile call	<ul style="list-style-type: none"> • 20c (10c/min) to a standard national mobile number on another network. • 0c for calls to ALDImobile (ALDI to ALDI) <p>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 50 calls.</p>
Cost of a standard national mobile SMS	<ul style="list-style-type: none"> • 10c per SMS to a standard national mobile number on another network. • 0c for SMS to ALDImobile (ALDI to ALDI). <p>If you restricted your use solely to send such standard SMS, you could send 100 SMS.</p>
Cost of 1MB of data in Australia	5c per MB. Data charges are taken from your PAYG credit balance. If you do not have any PAYG credit, you will not be able to use any data and you will need to recharge (unless you have purchased a Data Add-on – see below).
Additional data (Data add-on)	From 19 June 2019, you can no longer add data to this pack.
Data sessions	The data supplied with your ALDImobile service is measured and depleted per Kilobyte. This means if your Internet session transfers 490 Kilobytes (about 0.49MB) of data, then 490 Kilobytes is counted and depleted from your balance.
International calls and other non-standard calls	Calls and messages to international numbers are not able to be made using your Value Pack; you will need to have PAYG credit on your service. If you want to make non-standard calls, these cannot be made using your Value Pack credits; you will need to have PAYG credit on your service. Please see www.aldimobile.com.au/legals for our Rates documents where you will find the prices for international calls and PAYG call rates. Calls to some SENSIS numbers (1234, 12455, and 12456), and 19xx numbers are not available on ALDImobile.
International roaming	<p>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.</p> <p>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.</p>

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	<p>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).</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.