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ALDI mobile

# ALDI Mobile

Verified

1.9 ★★☆☆☆

2,283 reviews

POSITIVE vs NEGATIVE

25% 5% 70%

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Plan Type

**Pre-Paid Sim Only** (774)

Post-Paid Sim Only

Post-Paid with Phone

Value for Money

●●●●● 2.5 (682)

Customer Service

●●●●● 1.8 (631)

Local Reception

●●●●● 2.8 (583)

Transparency ?

●●●●● 2.1 (522)

## My review

★☆☆☆☆ **Approved** 3w

Waste of time! Received the sims for my wife and myself, got to the stage of activating them via getting an SMS, but the SMS never arrives. Now have to wait 5 days for a refund....

[View](#) · [Edit](#)

312 views

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[Pennytel](#) 4.3 (1,316)

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**Newest** ▾

Plan Type: **Pre-Paid Sim Only** ▾ [Reset](#)

follow ups Plan Cost per Month ▾ Included Data per

### My review

★★★★★ **Approved** 1w

Waste of time! Received the sims for my wife and myself, got to the stage of activating them via getting an SMS, but the SMS never arrives. Now have to wait 5 days for a refund....

[View](#) · [Edit](#)

255 views

Plan Type: **Pre-Paid Sim Only** [Reset](#)

**Newest**

[follow ups](#) Plan Cost per Month Included Data per Month

**Vic Chere** VIC 2 posts  
★★★★★ 5d

I have 2 accounts with Aldi Mobile. One I have had for many years and still have today which I am very happy with. Both my phone accounts are under a different plan with automatic payments taken out every month. My second account which is a backup, I have had for a few years and rarely used, hence was under the lowest plan of \$15... As both... [Read more](#)

**Sarah H** 6 posts  
★★★★★ 7d

Aldi mobile is cheap and it uses the Telstra network in Australia so service is not quite as good as being a Telstra customer, but not bad either. Weirdly it requires two seperate recharges, not sure why. One is a monthly recharge (Mobile Plan), the other is an annual recharge (PAYG). Sometimes I get a text to say I've used almost certain... [Read more](#)

**Greg Geeves** QLD  
★★★★★ 2w

Their app is a pain . It wouldn't let me recharge ,keeps telling me my password is wrong. The Asian call centre people are hard to understand and speak at a hundred miles an hour. Their service 4G for the cheapest plans is garbage. Think long and hard.If you are in business don't bother with them . [Show details](#)

**OneP15**  
★★★★★ 4w

Cut off my service with 0 warning and the only way to contact the support is through phone (which someone can't call without service??). I tried via another phone and didn't get an answer as the call would just end. Via email form on the website which conveniently doesn't have a submit button that appears on all devices. Lastly they have no live... [Read more](#)

**YesMan** 3 posts  
★★★★★ 1mo

An MVNO (Mobile Virtual Network Operator) on the Telstra network that is relatively affordable and has good mobile data allowances with rollover. Overall I think the plans and general metropolitan coverage are good. The Telstra regional coverage map for the Telstra network is a bit misleading for the remote locations. Most of the Eyre highway... [Read more](#)

**Robert** SA 9 posts  
★★★★★ 1mo

Customer service is abysmal. Long delays and stock standard "answers". Topping up the account has always been a problem. All they advised time after time was to check my browsers or make sure my bank account had enough money in it. Never again. Aldi... please come back to Australia fora call centre..... [Show details](#)

**FOLLOW-UP** 2d · The delays took several days, a few times up to weeks. On some occasions no answers were given. Top up problems happened when their web site never responded when clicking the appropriate links. What answers I did receive during the very rare telephone calls were stock standard answers reading from a script I language problems existed. I believe... [Read more](#)

**Disappointed** QLD 4 posts

★☆☆☆☆ 1mo

Very unhappy with Aldi mobile customer service I have been with them for 15 yrs and suddenly my plan was changed without my knowledge and I lost all my roll over data, No one would return my calls when promised and no refund for money owed has been... [Read more](#) ▾



FOLLOW-UP 2d · Aldi did refund the extra payments that they took out of my account but would not listen or believe my story that I had not changed my plan and could not re instate my data. So much for loyalty to customers. I am no longer a customer and could not recommend them.

**Mark P.** NSW 3 posts

★★★★★ 1mo

I have been with Aldi mobile for 6 months and have been VERY IMPRESSED overall It was easy to change over from my previous carrier, the reception and coverage is excellent and customer service is impeccable I have contacted Aldi customer service twice and most recent time was yesterday as I changed banks and overlooked changing my prepaid direct... [Read more](#) ▾

**triffy1965** 20 posts

★☆☆☆☆ 1mo

Terrible customer service and poor coverage, 1 bar at the most Show details ▾

**Strada916** 2 posts

★☆☆☆☆ 1mo

I go to work which is the next suburb away Ellenbrook. And the data is slower than 24k dial up. nothing loads and keeps timing out. Go away from Ellenbrook and it works fine. Lift your game. Its already 2 weeks like this. Show details ▾

**Ann C** QLD

★☆☆☆☆ 1mo Verified

Trash customer service, not Australia base, all in India ,don't waste your money . Show details ▾

**Michael Tait** VIC 18 posts

★★★★★ 2mo

Great price and good reception. I believe that they reselle the Telstra network Show details ▾

**Spikeu** NSW 4 posts

★★★★★ 2mo

I been with them for 10 years and service have been great. There on line been the same and big plus they use telstra whole sales for coverage Show details ▾

**Luke F.** 5 posts

★☆☆☆☆ 2mo

A warning: ALDI Mobile are very difficult to contact when trying to call using a phone from another country in another country. So if you need a replacement eSIM or if you cannot use an Australian phone you are out of luck, you cannot contact ALDI unless you find someone in Australia able and willing to redirect your call. This filtering of... [Read more](#) ▾

**Mark T.** QLD

★☆☆☆☆ 2mo

Everyday My Aldi service which I pay for disappears for atleast 30 minutes. . Show details ▾

**Zach** 5 posts

★☆☆☆☆ 3mo

Yeah, terrible customer service, no actual service, essentially they make the mistake and then shrug and tell me to go solve it by buying another sim from their store, I don't actually live anywhere near an aldi, so this is a chore. Show details ▾

**Global warming!** VIC 8 posts

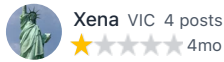
★☆☆☆☆ 3mo

Set up for the family plan was a nightmare. I bought my kids their sim cards and trying to add them was a lengthy process involving calling support. Every time I try to log into my account on the mobile app or through the website I get a message saying "invalid logon or password". Even though I am using the information previously entered (and now... [Read more](#) ▾

**Kate.A** WA

★☆☆☆☆ 4mo

Ported my number from another provider..took my money..yet 48 hours later are still unable to provide an activation email for the esim. Had to borrow phones to ring the support line. Absolute waste of time..extremely rude customer service reading from their scripts. Looks like i will be setting up a new phone number with telstra. Am reporting to the telco ombudsman. Show details ▾



**Xena** VIC 4 posts  
★☆☆☆☆ 4mo

I used to be very happy with aldi - good value data etc, but about 6 months ago the phone reception got so bad it's barely ever more than two bars and won't make or receive calls. I had assumed it was a problem with my phone because the phone was getting old, but I replaced it with brand new and have the same issues. It goes straight to voicemail... [Read more ▾](#)



**DP** VIC 8 posts  
★☆☆☆☆ 4mo

Cannot get voicemail to operate. System says I don't have sufficient funds. FFS I am on monthly plan which they take from my account. Technical support is on another planet (no understand English, can't explain it either). That is what happens when they get "Asians from somewhere to work for them.) Pathetic company. Go elsewhere. Show details ▾



**Dylan** 2 posts  
★★★★★ 5mo Fair Incentive

I've recently made the switch from Telstra to aldi mobile (which uses Telstra wholesale 4G/5G network) the switch took 2hrs which is normal as it stated on their website and love the cheap plans I would recommend this to someone that's looking for a cheap provider Show details ▾



**Jerry M.**  
★☆☆☆☆ 5mo

Been an Aldi mobile customer for about 5 years and pay for an annual plan. Was good, and cheap, when I started. But plan prices have gone up, admittedly so have data allowances. And, worst of all, network speed seems to have gone way down. They state 'up to 100Mbps' but am lucky to get 10Mbps and often much less. Lately, in places where I used to... [Read more ▾](#)



**Natasha** NSW 3 posts  
★☆☆☆☆ 5mo

Bloody terrible customer service. Bought a \$25 prepaid sim to go with my brand new phone and it kept dropping out during phone calls that i both made and received. Rang multiple times, did ALL the troubleshooting and still they refused to send me another sim. \$25!!!!!! They told me I could buy another one and they'd help me then. I'm now with Boost. Also on the Telstra network and a much better deal. Don't bother with Aldi. Show details ▾



**Jamie H.** 3 posts  
★★★★★ 5mo Verified

As someone without a broadband connection I relied on Aldi's mobile data for several years. I found the response time frequently slow but not always so lived with it and giving them the benefit of the doubt, joked with friends that it wasn't Aldi's fault but Telstra's for deliberately making the service unreliable as a cheaper reseller of it. ... [Read more ▾](#)



**Brodie**  
★☆☆☆☆ 6mo

Terrible customer service and the data system does not work. After being with them for almost 10 years, we started having data issues. We called to get it fixed and not only did they have no idea how to fix or troubleshoot it but they tried to upgrade us to spend more money on something that doesn't work and wouldn't allow a trial to see if it actually fixed our problem before making us pay. Strongly advise going elsewhere Show details ▾



**Annette** 4 posts  
★☆☆☆☆ 6mo

Have been with ALDI mobile since 2016 never had any problems good service good coverage had plenty of roll over data 390g then I changed my payment details BIG MISTAKE I lost all my roll over data and became a new customer!!! called them and was... [Read more ▾](#)

FOLLOW-UP 5mo · No change still never received my roll over data back



Tim WA

★☆☆☆☆ 6mo

1 star seems way to much.if you don't need internet might be ok [Show details](#) ▾



You get what you pay for 3 posts

★☆☆☆☆ 6mo

Given the 35% increase in a monthly charge over 18 months, I have found a far cheaper provider. [Show details](#) ▾



DarrynF WA 4 posts

★☆☆☆☆ 6mo

Don't even bother, go for an eSIM if you can as their service is so slow you are waiting over a week before they even send the sim [Show details](#) ▾



DarrynF 2mo After finally receiving the sim, the connection was simple, easy transfer of number and very happy... [Read more](#) ▾



Patrick O'Doherty 3 posts

★☆☆☆☆ 6mo

I used Aldi pre-paid mobile and it worked fine for a few months, then the last two recharges consumed all the credit within a day, which was impossible as the sim is used in a children's watch which does not have web browsing or anything capable of consuming data. I queried this via the call centre and the Phillipino who answered initially told me... [Read more](#) ▾



wato NSW 74 posts

★★★☆☆ 7mo

I was impressed at the beginning a few months back with the \$19 plan but its downhill from there. Couldnt make calls and i messages were agonisingly slow to send. Finally sent an email to customer service, which is an oxymoron, im still waiting a... [Read more](#) ▾



FOLLOW-UP 6mo · Messages weren't urgent but were delayed so it was frustrating. Emailed Aldi mobile but they didn't have the courtesy to reply so that tells you a lot. And what made calls fail? Who knows!



Waratah 2 posts

★☆☆☆☆ 7mo

Used to offer low data plans for those who just needed access to a mobile phone but they have increased the data on these plans forcing people to pay more a month to make/receive calls/text. Removing the low data option from customers who don't need more is outrageous. [Show details](#) ▾



Fed up NSW 8 posts

★★★☆☆ 7mo

TORONTO NSW: When Aldi used Telstra 3G network i would have given Aldi mobile 5 stars. I recommended Aldi mobile to family and friends. However with the introduction of the 4G/5G network I had been unable to make or receive calls without first resetting the network on my phone. I was able to get SMS and message bank but to dial 101 to access... [Read more](#) ▾



Melissa 2 posts

★☆☆☆☆ 7mo

AVOID AT ALL COSTS!!!! Purchased a plan which I'm 99% sure was for 365 days (on special offer). Plan expired in 30 days. Nothing in the confirmation emails to prove what I saw and I argued with the phone consultant for 90 minutes. Obviously an offshore call centre and while their English was quite good they just could not understand what I was... [Read more](#) ▾



Nathan B. QLD 2 posts

★☆☆☆☆ 8mo

I have a plan attached to my elderly mother's handset. She lives by herself so the phone is her lifeline. She contacted me to tell me she couldn't phone out. I put in a help request and explained the phone service was for an elderly parent and the response was that she had been calling out too many times and hence they froze the service and said... [Read more](#) ▾



Leo 19 posts

★☆☆☆☆ 8mo

Whatever you do - NEVER EVER sign up with ALDI Mobile !!! I made the mistake and lasted 4 days before switching to another carrier !



**bmorey** VIC 131 posts  
★★★★★ 8mo

No response to on-line query re. changing email address. I was interested in adding a couple of numbers to Aldi but renewed with Boost instead. Price is good but that's not enough incentive when the service is non-existent.



**R. Singh** VIC 4 posts  
★★★★★ 8mo

I signed up to get a sim card for my daughter t able to call her when she is out and after school. It has been months since her telecommunication number has been able to receive any calls. I have been trying to sort this issue with ALDI Mobile for weeks with multiple emails, phone conversations and troubleshooting to no avail. Their customer... [Read more](#)



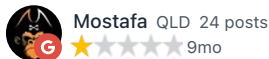
**None** 7 posts  
★★★★★ 9mo

Unbelievably difficult to activate and add family members. Help line - Asian accents difficult to understand. When finally activated, seems to work well.



**Roel** NSW 21 posts  
★★★★★ 9mo

They say this is the Telstra network?!?!? Well I have been on Vodafone and Optus but Telstra is the worse. Not only in the Mona Vale are where I live but everywhere in Australia. I do have a really poor or no connection. I'm on a family plan so difficult to switch but will from the moment I have an alternative. If you care about at least have a reasonable connection please don't use Aldi or Telstra!



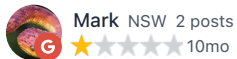
**Mostafa** QLD 24 posts  
★★★★★ 9mo

Worst support i've ever seen. Activated a sim card that i'd bought that day, at the end it stated it would take 4 hours. 2 days later i'd still not received any email with the confirmation. Called up and they advised me to wait another day... I stated we needed it for an event to which the staff member made it clear that he did not care at all... [Read more](#)



**Larry** 4 posts  
★★★★★ 9mo

I joined Aldi mobile a few days ago. That was my first mistake. Everything seemed to go smoothly. My number was ported, then the trouble started. Phone cannot make or received calls. Every now and then one will come through. I have spoken to them jumped through all their hoops on several occasions. Upon checking all they tell me is that there is... [Read more](#)



**Mark** NSW 2 posts  
★★★★★ 10mo

0 stars for Aldi mobile. Despite their claim the international roaming does not work even in their native Germany or Austria or Poland. Not recommended



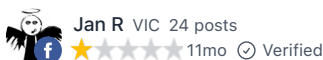
**MRK SA**  
★★★★★ 10mo

Absolute rubbish customer service. Stay away from it. Its been 16 hours since I put the activation request and number has not been activated yet. Customer service keeps saying you have to wait 4 to 24 hours while their website says it gets activated within 4 hours. I asked what's wrong with it.. the customer service person hung up.



**R E.** WA 3 posts  
★★★★★ 10mo

Terrible service you can mark phone call after recharge their \$25 plan but no internet connection. Called customer service it's an Indian call centre knows nothing but ask you take on and off data and you mobile phone. You paid for mobile internet but you can't use it what's the point?



**Jan R** VIC 24 posts  
★★★★★ 11mo Verified

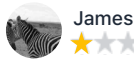
I have been paying with a voucher since I got new phone, always have trouble doing it, even though I have correct details. Today I decided to do by phone with a human, next thing he says done, yet U hadn't given him any card details , so I thought ok I'll check this out, only to find THE MONEY WAS TAKEN OUT OF MY WIFE'S ACC. who was with Aldi over... [Read more](#)



**KAY** SA 2 posts  
★★★★★ 11mo

Awful. Couldn't activate it and when I finally managed to get it to work it would not make an outgoing

call despite having credit (as shown on the app screen). 5 calls to their "customer service" line, agents very low capability in English and comprehension.



**James**  
★★★★★ 12mo

If I could give zero stars I would. Customer service unhelpful, reading off script and mostly unintelligible, even if you manage to get through and not stay on hold. So many 'restrictions' - cannot extend family plan unless set up exactly correct, cannot transfer, etc - list goes on and apparently it's the customers fault for not setting up correctly. No help, no suggestions - just 'no'.



**Kyle H** ACT  
★★★★★ 12mo

I've personally had an absolutely terrible experience with ALDI Mobile, and especially their customer support. I was given incorrect instructions on how to transfer a number, multiple times, which has resulted in me losing my primary phone number and all the credit (\$365 plan) along with it. Absolutely unforgivable....



**EiF** 2 posts  
★★★★★ 12mo

Vote (3) ...

Future customers be warned, Aldi mobile who isn't really Aldi (using the name but owned and run by Medion) are not worth the time and effort. In addition to the misleading name, they lie to you from the very start, you buy a \$5 starter pack only to be told after its expired that there is no such thing as a \$5 plan. Nowhere on the package you buy... [Read more](#)



**Stu** WA 15 posts  
★★★★★ 12mo

Just re-joined Aldi and made a mistake paying twice for the re-charge. Their customer service was excellent, probably the best I have had from a telco.



**Lynette H.** QLD  
★★★★★ 1y

I bought a \$240 data only plan, which was added to my phone plan according to them. Today I went to use my phone & was needed I need to top up my payment, I was not advised that this was going to occur, I find this extremely unprofessional. Other telcos advise one when this is occurring. I'm over aldimobile.



**Ric S.**  
★★★★★ 1y

Installed an Aldi mobile SIM card into my iPhone, went through the activation process & NO SERVICE WHATSOEVER, complete silence, nothing



**Chris332** VIC 27 posts  
★★★★★ 1y

Don't go there unless you want to be mucked around. Basically, purchased sim for my aged mother, recharged, never worked.. Support is an absolute joke..



**Jane**  
★★★★★ 1y Verified

After activation and getting a message saying my service was active and available, it still didn't work- couldn't send texts at all.



**Teresa2025** QLD  
★★★★★ 1y Verified

*Horrible Product and Terrible Service – Avoid at All Costs!* – The worst product and service I have ever encountered! After making the payment, the service didn't work (paid extra \$10 for additional internet data), and I had to waste almost an hour with customer support trying to get it fixed. After being advised it's not adding due to system failure, I requested a refund because the issue wasn't resolved,... [Read more](#)



**Simon** VIC 6 posts  
★★★★★ 1y

*Get Kogan Instead* – If I could give less than 1 star I would. Aldi is rubbish and I am going to change back to Kogan. Terrible coverage. Overpriced. Awful voicemail which starts from the oldest first. And they steal your data. Go elsewhere. Trust me. Kogan was way better and cheaper.



**Yanes** NSW 2 posts  
★★★★★



*Not received my SIM card* – I ordered a pre paid plan and it was already 12 days (should be max 10 days as stated in invoice) and I still didnt receive it. They messaged me that they will come back to me after 2 business days, but no update whatsoever so i ask for full refund and same automatic robot message sent that they will get to me in 2 business day. I lost patience. I... [Read more](#) ▾



**Darren** VIC 38 posts  
★☆☆☆☆ 1y

*ALDI mobile just not good enough any more* – Been with them for years as I liked their data roll over but I just changed to Telstra yesterday on a pre paid plan as I was sick to death with the terrible coverage of them even though they use Telstra lines, their 'priority' is very low indeed. We travelled Australia as well and it was the same all over. In fact in many locations, I could not... [Read more](#) ▾



**Tia** 4 posts  
★☆☆☆☆ 1y

*Dissappointed* – WORST service ever. Bought a pay as you go, data was used within 1 week, without making 1 call. REcharged, same thing happened, also could not make any calls or messages OUT. (Have a new provider and its not the ph) Called service centre, although curteous, very hard to understand. Explained problems I was having,operator totally disregarded what... [Read more](#) ▾



**Suzanne** 22 posts  
★☆☆☆☆ 1y

*Don't waste your money* – Worst customer service ever. I called for assistance with first setup of voicemail as the system failed to initiate setup. Customer Service Officer was rude, arrogant and completely lacking in customer service skills. She advised that she was unable to assist because voicemail is part of the phones software. As an ex-Telstra staff member, I am... [Read more](#) ▾



**priyanka b.** 2 posts  
★☆☆☆☆ 1y

*Horrible brand Aldi mobile* – Horrible company horrible customer service never ever buy this brand sim Recently purchased Aldi mobile sim doesn't work at all their call centre is horrible has no clue asking stupid questions rather than solving issue



**Stu** WA 2 posts  
★★★★★ 1y

*5 stars for Aldi Mobile* – If you are a family of 3 or more SIM cards I would highly recommend switching to Aldi Mobile to saving you lots on your current plans. Never had an issue with Aldi who operates off Telstra lines. Have never had to call them which is where most people seem to complain, but then most companies have overseas call centres these days. At least give them a try and can cancel if you not happy.



**Fred F**  
★☆☆☆☆ 1y

*Awful customer service* – Worst ever. Call service is shocking. Would not recommend this company to anyone. You mention what the problem is and customer advisor replays what you say about 1 million times. So frustrating. And constant drop outs with service. Advisors on the phone just seem to not care at all.



**Keeley** WA 2 posts  
★☆☆☆☆ 1y

*Absolutely awful* – Terrible customer service. My automatic recharge wasn't very automatic, so I was left without any data. I went onto my Aldi mobile app and it was telling me I needed to recharge, so I did, just for a more basic plan as I saw that I had about 300gb of rollover data. A few hours later, my automatic recharge also went through, so I had paid for two... [Read more](#) ▾



**Ilija** 2 posts  
★☆☆☆☆ 1y

*Disgusting* – Disgusting call centre bought a sim and could not get it to work after 2 days and they kept hanging up on me really frustrating



**Status M.** WA 4 posts  
★☆☆☆☆ 1y

*Hard to recharge* – Decent service that uses the Telstra network. Recharging can be a total nightmare, you end up calling them and they usually have high wait time. Wonder why?

you end up calling them and they usually have high rate international calling.



 **Karen S.** VIC 7 posts  
★★★★☆ 1y

*Aldi ok* – I been with aldi mobile few years. Most family members too. Never have problems..The people will help you if need. Been with them years On telstra network. .if want good price can't go wrong with them....Now plans not worth it...Went to Safeway Every day rewards..on Telsra network..Has 30 days.

 **Bec** VIC 3 posts  
★★★★☆ 1y

Vote (2) ...

*Aldi mobile are the most useless company ever* – My phone has no service, contacted Aldi support, completely useless, I've been told repeated lies about why it's not working as they have NO FKING idea! Most pathetic & pointless phone company ever! Do NOT use Aldi mobile!!! Now at day 9 without phone & yet again after calling them I still have no phone service!!!!!!

 **Walter K.** NSW 6 posts  
★★★★☆ 1y  Verified

*Many sites and services blocked* – Cheap, but many mainstream sites - including this one - are censored, blocked and not available, while others work fine. Many services (PING, VPN, other DNS services etc) just simply don't work. This service is fine if you want to just use youtube and netflix, otherwise you might consider another provider.

 **Jeremy H.** NSW  
★★★★☆ 1y

*Constant price increases, losing data banking* – Poor customer service. Constant price increases of plans, and then you lose your data banking if you downgrade (price creep). Found the reception not great, and speeds slower than other providers. Would not be flexible with keeping banked data. Going elsewhere after being with them for many years.

 **ctx** 2 posts  
★★★★☆ 1y



*impossible to validate/recharge/and save payment information; they will not answer their phones* – Their website for both validation and recharge does not work as it cannot save your payment information: had no trouble with optus using the same debit card. Tried to ring them twice, and on both occasions was on hold for at least one hour so I gave up. I am glad I only wasted \$5 on the sim card. Pretty bad when your trying to pay them money and they have designed a system so you cannot.

 **Graham Snell** 3 posts  
★★★★☆ 1y


*appalling service, deeply frustrating experience with support* – Aldi supply an appalling service, and a deeply frustrating experience. The activation forms were designed by amateurs. Lots of issues filling in the fields with no help explanation or error messages. How you progress is hit and miss. Finally the verification code page would freeze. Support kept blaming everything but the Aldi process. First it was... [Read more](#) ▾

 **janey s.**  
★★★★☆ 1y


*appalling service, deeply frustrating experience with support* – Aldi supply an appalling service, and a deeply frustrating experience. The activation forms were designed by amateurs. Lots of issues filling in the fields with no help explanation or error messages. How you progress is hit and miss. Finally the verification code page would freeze. Support kept blaming everything but the Aldi process. First it was... [Read more](#) ▾

 **James** SA 10 posts  
★★★★☆ 1y  Verified

*Couldn't join even if you wanted to* – I wanted to port my number from woolworths mobile to here but the activation website doesn't work correctly and mobile support don't understand the issue so i just kept my woolworths plan, i guess the extra cost goes into actual tech support and working apps. (3 days and still waiting for it to send a code...)

 **Guy**  
★★★★☆ 1y

*Aldi Mobile...DISGRACEFUL* – Aldi mobile is an absolute DISGRACE!!! My 10 month old 5G phone can no longer make or receive phone calls (since the 3G shutdown). After trying everything recommended on their website (and the Nokia website) to fix the issue, I emailed them and was given a "ticket number" but no further instructions. That was nearly a week ago and I have heard... [Read more](#) ▾

 **Len1010** QLD 155 posts  
★★★★☆ 1y

*Evil-Corn Membership clearly renewed* – Been with this mob for a long time now. Years. They started

... My sim membership clearly renewed... Been with this mob for a long time now, years. They started out Great but have gradually dropped the ball as time went on. Support is virtually non existent and the pricing of their data has now become well overpriced. Yesterday I was left without a phone, I was expecting the 3G to stop working even though it was a SCAM to make people spend more... [Read more](#) ▾



**Balanced opinion** WA 50 posts  
★ ★ ★ ★ ★ 1y

**Terrible** – Joined Aldi \$19.00 repaid, followed all setup instructions Registered etc. Phone display Aldi Tried calling after 48 hrs. This service needs to be replenished, call Blaha , can't call...No service They will get back 2 working days... pigs will fly Returned sim, got a refund. Other headaches in between :-)



**Max** VIC  
★ ★ ★ ★ ★ 1y

**Scam you out of roll over data** – Been a customer for 8 plus years, has 500gb of data roll over saves up, went to the lower price plan to use some, lost it all. What a scam.



**LisaP68** NSW 84 posts  
★ ★ ★ ★ ★ 1y

**STAFF ASSISTANCE A NIGHTMARE !!** – NETWORK COVERAGE: - 5 STARS PRICE: - 5 STARS ACTIVATION PROCESS: - 0 STARS STAFF ASSISTANCE: - 0 STARS !! I have never ever experienced so much stress and frustration with the longest and worst headaches I'd ever had in my life trying to figure out this SIM card activation The process was painstakingly frustrating, to say the very least !! My SIM... [Read more](#) ▾



**Jenny** VIC 16 posts  
★ ★ ★ ★ ★ 1y

**Beware Aldi mobile seems to digging as much as our personal info!** – I have bought a \$5 prepaid starter pack and called Aldi mobile to activate my sim. I gave the full details of my Medicare card to the operator to verify, but the operator says the details of my card didn't matched the data from the government ! I tried and called 2 times, the operators were still said the data not matched !! I use my Medicare... [Read more](#) ▾



**Jenny** 1y My sim can't be used, I lost \$5 and waste my time.



**Max K.** SA 5 posts  
★ ★ ★ ★ ★ 1y

**Take your money and run** – I just purchased a Aldi sim and their web site will not let me continue past my name.Tried technical support the lady from a foreign county did not understand my problem now I have paid for a sim that I can not activate.



**Gs500** 2 posts  
★ ★ ★ ★ ★ 1y

**Seriously, spend the extra on literally any other provider and avoid Aldi's shocking quality/customer service** – Shocking. After being a customer for years I'm done. I recharged my data pack with 22GB, only to wake up the next day and find all my data completely depleted, which made no sense given my minimal usage. I called customer service, and they told me to buy another data pack while they investigated. The next morning, the same thing happened! When I... [Read more](#) ▾



**Offshore C.** QLD 3 posts  
★ ★ ★ ★ ★ 1y

**Do not sign up aldi mobile** – Really bad customer service over the phone. Can't get through and unhelpful



**Mick** QLD 2 posts  
★ ★ ★ ★ ★ 1y

**Aldo, terrible customer service centre** – Yes Aldi customer service is terrible. I put in a request form to change the owner of the account to my 18 year old son - account was in my name whilst he was under 18. After more than a week i called them. I was told they don't have the ability to make out calls, so nothing had been done as i needed to verify first with them it was my account. I... [Read more](#) ▾



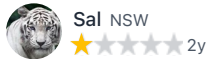
**gabriel m** VIC  
★ ★ ★ ★ ★ 1y

**very bad** – do not6 make this mistake...you will spend a great deal of time on phone hold ore trying to communicate with customer service who do not speak English.....this is the worst experience you could contemplate in phone service....one day after purchasing I was unable even to make an 800 call...this product is absolute garbage



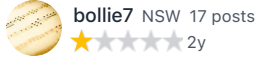
**Jaye** 3 posts  
★★★★★ 1y

*I REGRET USING ALDI EVER* – Went in the bin today! Waste of money on credit with NO reception, no one to contact and if you try to reach out you are ignored and blocked? Dont waste any time or money on this service, there is NO SERVICE!



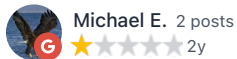
**Sal** NSW  
★★★★★ 2y

*You get what you pay for* – You truly get what you pay for. Low budget = low service. Awful phone and internet service, in addition to terrible customer service via phone call. A real disappointment with this service.



**bollie7** NSW 17 posts  
★★★★★ 2y

*was good - now bad* – I've been with Aldi mobile for years and have been generally pretty happy with them. Just the cheap prepaid with unused data that rolls over. Now with the 3g being shut down, when I do the test ( txt to 3498) they tell me my ph (Galaxy Note 8) is not suitable. However my wife has an identical phone, with the same O/S and updates. Also with Aldi.... [Read more](#) ▾



**Michael E.** 2 posts  
★★★★★ 2y

*Disappointed* – Today I purchased a \$19. Prepaid , when I went online to activate the Sim I couldnt get past putting in the Code to start the activation. I Phone the customer number and it was a nightmare, the manner and tone of voice used was disgusting from the girl , from my experience I could not tell anyone to give Aldi mobile a go , now will wait and see what happens when I go to recharge in 30 days Buyer be wary

**Michael E.** 1y Well went to buy a \$19. Recharge voucher this morning and was told , I could only buy a \$15. or... [Read more](#) ▾



**Greg** VIC 6 posts  
★★★★★ 2y

*Bye ALDI* – The service is no longer what it once was. I used to tell everyone to join up to Aldi Mobile, but haven't now for a long while! The final straw is the SIMs that used to last for a year (without reloading) now only last 2 months. I used to find these handy for emergency phones. I'm also not impressed by the price rises, but this kind of obfuscated shrinkflation is much worse!



**Sue** VIC 29 posts  
★★★★★ 2y

*Aldi mobile not worth the hassle* – Stores will not exchange SIM card if bought by mistake. Even if the mistake is partly the cashiers fault. Try to get info from Aldi mobile, they say it's the responsibility of stores return policy . Store says it's Aldi mobile's problem. Waited 1/2 hour for the phone to pick up, but was cut off when the lady went to get further info. Now, after trying to get result, the Sim has timed out. I wouldn't bother with Aldi mobile.



**AlfredB** VIC 4 posts  
★★★★★ 2y Verified

*Very disappointed with Aldi mobile service and support* – I am really disappointed with Aldi Mobile after switching from Lebara which I was not satisfied with. I thought that Aldi Mobile would be better because I read that they use the Telstra mobile network. I still get very low 4G signal strength in Aspendale Gardens (3195). Sometimes friends tell me that their calls go straight to my voicemail. When... [Read more](#) ▾



**Antony w**  
★★★★★ 2y


*Complete lack of service from Aldi mobile* – Bought a 19 dollar pre pay sim .Downloaded app got a new mobile number.All seemed good until I tried to input voucher code on till receipt but will not accept.Three emails over 3 days still no reply from customer service to explain what is happening.worst service ever.Do not waste your time and money .




**helen** VIC  
★★★★★ 2y

*Do not recommend to try, terrible customer service* – I bought two \$25 packages for two mobile phone numbers. But there was no response in the account. I chose to recharge \$25 again. This time the account showed that the recharge was successful, but the original package was also deducted two \$25 a total of \$50 was overcharged. I wrote a complaint in aldimobile. It said will get back to me within

\$20, a total of \$50 was overcharged. I wrote a complaint in aldimobile, it said will get back to me within 2 business days, but it's been a week now and there is still no response at all.

 **naty755m**  
★★★★★ 2y

*Don't recommend to try* – The worst customer service ever! They are not trying to give new customers at all! I ordered a package and never had it while customer service was just useless promising it will come the next day.

 **Pelagia S.** NSW 3 posts  
★★★★★ 2y

*Frustrated* – I have a plan that recharges automatically and I should be able to call 20 countries USA is one of them, unlimited times. Tried calling US last week and kept on getting a message that I do not have sufficient funds in my account and to recharge. I filled out a complaint form and the message was that they would get back to me within 2 business... [Read more](#)

 **Wayne S.** TAS 12 posts  
★★★★★ 2y

*A lot of time wasted waiting for delivery* – Ordered two weeks ago, got the new phone in 3 days, still waiting on Aldi and had to just buy a local sim card from another provider. Disappointing that the only option for Tasmania is to order online and then deal with very slow delivery. The service may be good, I won't know now. Dad experienced the same very long wait when his Aldi sim failed, we had to get him a temp card for 2 weeks while the new one came very slowly from Aldi. [Show reply](#)

 **Bob B** VIC 2 posts  
★★★★★ 2y

*Generally reliable service BUT TERRIBLE plan recharge system and customer service* – THE GOOD Reliable network coverage, data speeds are fine without being blazingly fast. In general the service has been reliable and can be considered for money conscious mobile use. THE BAD Customer service officers are friendly but if you have an issue that is at all tricky they will put you on hold and hang up the call. I had this happen 3... [Read more](#)

 **Rhiannon** VIC 3 posts  
★★★★★ 2y


*Just a bit poor* – It's alright but I'm finding that they never update you on when your credit runs out if you don't do autorecharge which is really disappointing you find out by having no connection or not being able to send or call then about 15 minutes later you'll receive a message telling you what you already know. Login is touch and go doesn't always load and... [Read more](#)

 **Satyam** 4 posts  
★★★★★ 2y

*Bad customer service* – Aldi mobile is cheap and comes with an condition of really terrible customer service. I never had such a bad experience in even activating a SIM with any provider. The customer service on the phone felt like talking to a robot no matter who you speak, with negative outcomes consistently. Stay away if you can.

 **Beverley Willan**  
★★★★★ 2y

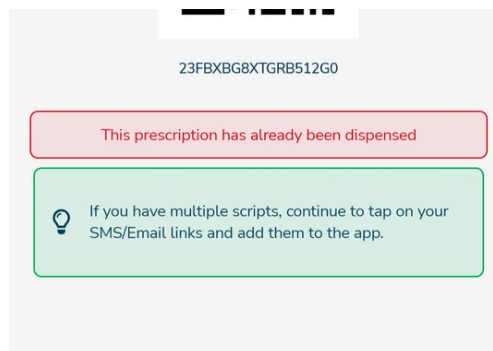
*Not very compassionate . Card was being renewed. Aldi cancelled use of phone. No warning or* – My card was cancelled . Aldi cancelled my phone account ?no warning no phone.

 **HONESTreviewer** WA 2 posts [Vote \(2\)](#) ...  
★★★★★ 2y  Verified

*THIS NUMBER DOES NOT EXIST!! ... Please enter a Valid mobile number and try again.*  
**#NOTACTIVEALDI** – Since I heard it ran on Telstra I thought how can I go wrong. Well... First off the mobile number I was provided with apparently isn't registered. When I go to use my number for things like subscriptions etc I get a error code saying this mobile number doesn't exist! I use e-scripts for all my medications and receive ZERO escript repeats once the... [Read more](#)

 **David** 5 posts  
★★★★★ 2y

*Mobile phone service* – I have just moved from Vodafone to Aldi and what a disappointing result i



recommend that you do not go with Aldi everything about them is crap



Rocky L. 3 posts

★☆☆☆☆ 2y

*Don't Aldimobile, trust me* – very [Content Removed] customer services, not helping at all... taken money from your account but don't your service thru....



nith 12 posts

★★★★★ 2y

*Rip off Aldi in network change* – Telstra 3g Network closing down. Have 2 perfectly functioning phones and now I have to buy 2 new ones and they expect me to buy new 5 buck sims for the Telstra 4G network. I want my accumulated \$\$\$\$ credit but that's not going to happen. Win/win for Aldi, out of pocket big time for customers. Telstra at least gave free sims when the 2G network... [Read more](#) ▾



Kim P.

★★★★☆ 2y

*Don't waste your money* – Never used this criminal company. Bad experience with customer service. Charged \$50 twice 2 prepaid sim card and not even getting services. Good bye never again. I reviewed this because I wish no one got this experiences like me.



Lyndall 6 posts

★★★★★ 2y

*Helpful, friendly service and haven't given up on my problem* – I've had an AldiMobile SIM for 7 1/2 years and never had a problem with it. Then recently I found my iPhone SE (Gen2) had flipped to 3G despite my house being in sight of the tower (discovered when my NBN and wi-fi went out). I still got 4G elsewhere - even 15k out of town on a back road. This started at the same time friends on Telstra were... [Read more](#) ▾



hovis1 QLD 18 posts

★★★★☆ 2y

*A bad experience* – Unusable on line phone renewal system. Antiquated message music whilst waiting forever on line on hold to buy more phone time. The staff are useless, and unfortunately english is not their first language. Shame on you Aldi.



TW2015 11 posts

★★★★☆ 2y

*Utter garbage* – The client portal is totally useless - you can't add a payment method, not PayPal, not a card. Support is no help.



alireza.abadani.wte

★★★★☆ 2y

*Worst ever* – I would say if you really want to be forgotten by your people around you so than you need to use Aldi Simcard.



S M. QLD 2 posts

★★★★☆ 2y

*Don't trust them..unreliable, and zero service* – Absolutely unreliable. Coverage shows 3 bars 5g, or similar 4g..multiple towers tested..ZERO data .. No notices of outage.. Call their rude and incompetent INDIAN call centre..if you get through, you will barely hear them with their [Content Removed] headsets they use..then their accent if horribly hard to understand..next they tell you they have... [Read more](#) ▾



TranquilExplorer42 QLD 14 posts

★★★★☆ 2y

*Turned phone unusable when out* – Unable to use data, pages and apps just wouldn't load when out and about. Aldi app easy to use.



Jacko VIC

★★★★☆ 2y

*Average to poor* – Lousy website. Desktop won't work with Firefox only Chrome. Service expiry reminder is ambiguous. It implies you have two days to recharge or lose your credit, when in fact it is only one day. I'm going to raise that one with ACMA.



Lucille F. Victoria

★★★★★ 2y

*Amazing* – Wonderful service, excellent reception and cheap. What more can I say... I've been with aldi

for at least 7 years now I think maybe more. Ierrific



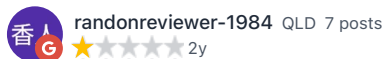
**Terrible reception** – I was lucky if I got one bar on 4g. I have an iPhone mini 13 and kept getting 2 bars on 3g. Sometimes I got SOS and couldn't even make a call. Kept getting messages from Telstra they were working on the network. Have changed over to Optus which is working fine. Aldi mobile service through Telstra is terrible and most times the signal is too weak for mobile data or calls.



**Awful Aldi mobile** – Bought a prepaid SIM Card at Aldi in Belinzona Switzerland, 10 chf for the card and 20 chf on credits. 20 days later it still doesn't work. Contacted the Aldi support service several times by email but they don't care at all. They want to sell and nothing else matters it works or not. Will never buy from Aldi again not even groceries.



**Website info missing** – I wanted to check how much I had spent on PAYG recharges, but my account on the website nowhere gave the dollar amounts or invoices after last august. Querying this by phone was frustrating as I had trouble understanding the staff member's accent, and was put on hold several times, until finally the line went dead. Also, on the website, I have... [Read more](#)



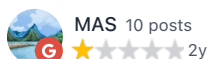
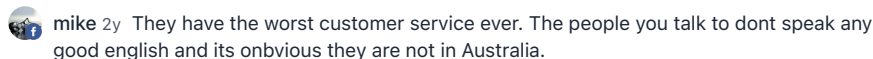
**Asking for too much information; Not allowed to correct your personal information** – For their "pay as you go" mobile plan, they asked for a copy of your ID (e.g. Driver Licence, Passport) after entering all your information, and not allow you to correct your personal information if there was any typo. Also, their URL for activating sim cards did not work on my pc, but only worked on my phone. It could be a browser related... [Read more](#)



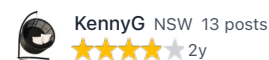
**Very bad customer service** – Aldi mobile customer service ..no help very bad connection can't understand them speaking..... do not know about the product



**Just dont use them** – Asked to port old number, but they gave me a new number and didnt tell me.



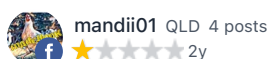
**Error in Voucher Length** – Bought a starter pack from Aldi for the quick use, for activation it requires 10 digit code, however, these idiots have printed 12 digits code but the website wouldn't accept it and if I trim it to 10 digits, it gives an error that the code is invalid.



**Budget sim** – Reasonable value for the money. Coverage is good. No complaints.



**All good so far** – I changed from one of the major providers 2 years ago. Main reason was I needed more data and it was cheaper than others. Never had an issue with coverage or dropouts going up and down the east coast over this time. Like being able to choose top up value according to my budget. Never had to call customer service so can't comment on that.



Vote (2) ...

**Worst customer service ever received** – Customer service extremely unhelpful and poor and have no intention of trying to assist their customers - would not recommend to anyone. Firstly could barely understand customer service representative, who was argumentative and spoke over the top of me throughout the conversation and then when lodging a complaint and request for assistance pretty... [Read more](#)





**Waste of money** – The absolute worse, can't validate identity and when you call first call was able to reset to register again failed. The second call the csr lady was bad like a robot and did not do what I called her to do. Wasted 25\$.



**Aldi service** – I've had this family service for approximately 3 years I've set up auto recharge and have been extremely happy with Aldi i recently purchased a data card which is great but I can't get it working on my 4g camera



Vote (2) ...

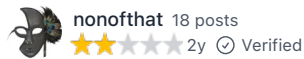
**I switched to ALDI mobile 18 months ago and its been awesome - no regrets** – I see there are lots of bad reviews and in all honesty I have never tried to deal with ALDI customer service...but, I switched to ALDI mobile from another provider 18 months ago. I have never had an issue. It has saved me massively, I've always had good service on the phone for what I need and I like the flexibility of choosing each month how much... [Read more](#)



**bad quality, good service** – It is really good for basic use, however I cannot receive MMS, on my Boost mobile sim I can, so it's not a problem with my phone, and today they have blocked my SMS due to "high usage" even though it is to one number (Android > iPhone). I had to call ALDI mobile support, support was great but having this roadblock made me decide to not use ALDI... [Read more](#)



**I paid for roaming and was never able to access it** – I am an Aldi mobile customer in Australia and, as I went on a trip overseas, was advised to top up my account to have roaming during my trip but the instructions were not clear. Unfortunately the roaming never worked. I contacted Aldi mobile for support multiple times and they did not respond. It turned out that the top up was in the wrong place... [Read more](#)



**Cut you off service, to make you recharge and lose your rollover data** – Last night Friday was monthly recharge night again. You will find yourself with no internet for 20-plus minutes, even thou you ticked auto recharge. It surprised me before, and I manually recharged to a lower plan, but due their policy lost my rollover data. This night it was different. No internet, no phone reception and the app showed that I was... [Read more](#)

MMS	35c each
Data	6c per MB
PAYG credit balance	\$0.00
PAYG days remaining	335 days left
PAYG expiry	6 Feb 2025
Data remaining	25.7 GB
Data remaining	265 GB
Minutes remaining	200
SMS remaining	50



**Terrible service** – The past 2 months I have tried to recharge and have waited far too long to be able to use my phone to make calls. Disappointed that I was not given any data or phone service. Still waiting to be connected after waiting 7 hours! Unsure what is going on.

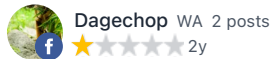


**Very bad service and confusing billing** – Bought a family package plan, charged me \$95 straight away. When I got the card and activated it, it charged me \$95 directly again. Called the customer service twice, they had no idea what I am talking about and we were just circles, without anything resolved. So I called for the 3rd time, and finally they told me I need to use the voucher code... [Read more](#)



**Living in the dark ages** – I am with Aldi mobile purely because it's cheap. We get very little reception at home, inside or outside. Five minutes down the road it's full reception! No one is willing to do anything

about our lack of it & just pass blame onto the next one. We have to pay for a service that is basically non-existent at home which is dangerous to say the... [Read more](#) ▾



**Dagechop** WA 2 posts  
★★★★★ 2y

*Close to the worst customer service I've ever experienced* – I've questioned ALDI Mobile as to why I am without mobile phone services for 4 hours from 9pm (Perth time), on my plans rollover day. They've advised it takes this long to run the payment batch, so Perth customers are left with no service at a pretty inconvenient time. When I suggested they should improve their systems, and that we had a choice,... [Read more](#) ▾



**Kmh** VIC 5 posts  
★★★★★ 2y

*Ummmmmm* – Complete [Content Removed] if you live in melb city ATM for the past month. Try get some texts or reset banking etc codes ya [Content Removed] pardon me. Gd luck good till it's certainly not.xx



**Li G.** VIC  
★★★★★ 2y

*Stay away from Aldimobile if no other option* – Worst mobile carrier I have ever used, if you have any issue, the poor team who answer the call is helpless. I don't blame them because they are just given limited access and training and push the customer to self-rescue. If you are confident you can live with any issue without affecting your life. Choose Aldimobile. Otherwise, stay away from it. Also gone crazy when trying to resolve a sim replacement issue with support line.



**JayP** NSW  
★★★★★ 2y

*Great value and network coverage* – Aldimobile uses Telstra network, so the coverage from my experience, is better than Optus. The mobile plans are quite decent with unlimited data rollover. Happy with Aldimobile.



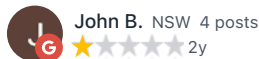
**Rhys** QLD 8 posts  
★★★★★ 2y

*Don't bother* – Dead sim took out service, can't port my number to new sim, can't talk to anyone that can help. Pathetic customer service. Service is non-existent west of Emerald QLD because they are too cheap to rent the towers.



**Brendan W.**  
★★★★★ 2y

*Service is useless* – Always issues with passwords and accounts. Constantly locked out and hours spent on hold trying to get rectified. Happened time and time again



**John B.** NSW 4 posts  
★★★★★ 2y

*Aldi and their telco are just a scam* – Order no 197186981-acc no 797044 just a scam paid \$29 for sim was delivered by pony express in eleven days, ported number to aldi over two days then had no credit was supposed to recharge to get credit only a fool would keep paying money for no service.



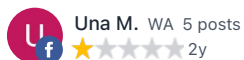
**Angus** 2 posts  
★★★★★ 2y

*Terrible* – Consistently unable to receive messages and calls unless they were on the servers. I call the help line that's based who knows where and ask me to relate myself 1000 times and say I'm sorry sir the line is not clear. I'm in a quiet room and a good spot as well. I've called multiple times for help the trouble shoot doesn't work either. Don't waste your time and money. Don't recommend at all.



**Hen** NSW 6 posts  
★★★★★ 2y

*Customer service is horrible* – We were previously with Aldi and had no problems. We changed to another service provider very recently but don't get good coverage in our area so trying to change back to Aldi. Spoke to 2 different workers to find out if I can activate my old Aldi sim card or if I have to buy a new one to activate. First worker was rude and wouldn't even listen... [Read more](#) ▾



**Una M.** WA 5 posts  
★★★★★ 2y

*Unimpressed* – Have had a mobile plan with auto recharge for a few yrs ... Every month when it is due I

lose all phone connection for a night or more ... Last month I changed to bank account direct instead of PayPal ... Talked to Aldi rep who assured me this wouldn't happen again Here I am again needing to use wifi for communication ... Not good enough Aldi fix it or I'm changing provider That's all



Kiki



2y

*Also decided not to change over to Aldi service* – Couldn't understand the customer service due to broken English and bad connection. Very un helpful and told me to call my current provider to sort the issue. After speaking to Vodafone they assured me that this is not something they can do on their end and to call Aldi customer service again. Tried and had worst customer service. Kept asking me... [Read more](#) ▾



ajuferov VIC 20 posts



2y

*Awful* – It used to be good company. Now, there are misleading customers, when you just bought sim card. Support is awful, no knowledge at all. Took me 20 minutes to prove they are wrong, then they just changed opinion. But even then they did not say they been wrong. Impossible to talk to manager as well. Never again.



mark 3 posts



2y

*Really Good!* – I'm surprised that Aldi receives so many negative reviews. I've been with them for many years now. Sometimes I've had to change providers and leave Aldi while travelling overseas, as Aldi don't offer good deals for global roaming, but I've always switched back with no issues. I've been to many places in Australia too, and found coverage to be very... [Read more](#) ▾

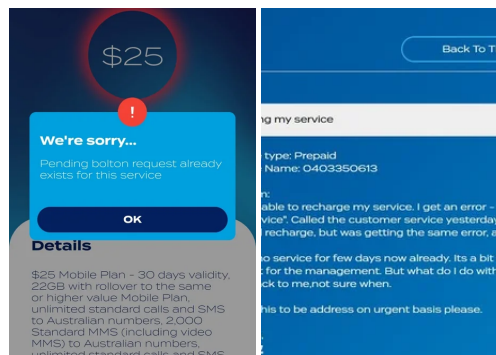


Shilpa 2 posts



2y

*Unable to recharge my prepaid plan since more than week now; Zero help from Customer service* – My plan has expired on the 30th of December 2022. I have set up auto recharge which dint happen, no idea why. I tried to do manual recharge, using debit card, CC, paypal, all possible ways, But unable to process the recharge, getting an error which says "Pending bolton request already exists for this service". Called customer care several times,... [Read more](#) ▾



Mick QLD 28 posts



2y

*Problems but suspect not Aldis fault* – We switched to Aldis Family pack (4 phones) great value. Transition was ok. We live in a rural town and chose Aldi because they use the Telstra network, best reception in our zone. After a few weeks we encountered issues, reception is on/off. Can't send MMS, SMS is random. We were losing money because our employers couldn't contact us for shifts.... [Read more](#) ▾



Rian E. 3 posts



2y

*Cannot give zero rating* – Worst service I have ever had. Now won't let my number port out to another provider.



Tina QLD 15 posts



2y

*Recharge* – I am in the middle of trying to recharge my mobile and it's very difficult trying to speak to anyone so I happen to look at the reviews and now I won't waste my time with an Aldi recharge.



Very annoyed customer VIC



2y

*Absolutely appalling* – Bought a mobile sim from Aldi which after a month ran out of charge. Phoned customer service to add charge to the phone but the assistant failed miserably to assist us and kept asking the same questions which were answered each time. She then went away for a while and came back asking the same questions again. She was told again that the reason... [Read more](#) ▾



Lynda



2y

*Decided not to sign up after my initial phone call with their customer service team* – I purchased 2 sim cards from a store and was hoping to switch my old number to ALDI mobile today. When I started the process online, it became clear that the store didn't provide me with a voucher code I needed to sign up. I called their customer service number.. and waited 20+ minutes to get through someone. Got through to someone who couldn't... [Read more](#) ▾



**Greg K**

★☆☆☆☆ 2y

*10 times trying to recharge a prepaid phone acc* – Have tried nearly 10 times to simply recharge a prepaid phone, previously no problem, now just will not accept my phone belongs to their network, so my \$35 is at the moment wasted. Looking at these reviews I can not believe the number of negative reviews, and that Aldi seem nonchalant about it. The Communications Ombudsman really needs to get... [Read more](#) ▾



**Country Girl** Victoria 38 posts

★★★★★ 2y

*ALDI Mobile is great value* – I don't know why ALDI Mobile gets such terrible reviews. I have never had a problem with my ALDI Mobile account. Works really well for me and very good value. Good reception given I live in a regional area. ALDI uses the Telstra network so the reception is as good as your phone. Found support staff very helpful. Only thing I would suggest is... [Read more](#) ▾



**Marie-Louise** NSW 13 posts

★★★★☆ 2y

*3 Months of headaches-NO Support* – At the end of September 2023 I started having issues with the ALDI Mobile service, I had constant call drop outs from both incoming & outgoing calls. I called ALDI Mobile after multiple e-support messages to and throw for a month with NO resolution. There is NO support for getting voLTE option to work on my NokiaX20. Their customer service team... [Read more](#) ▾



**Jeffrey** NSW

★★★★☆ 2y

*Used to be good, but has deteriorated* – 4g frequently drops out during day and evenings making it impossible to use where I live in Ashfield NSW.



**Andrew F.**

★★★★☆ 2y

Vote (2) ...

*Poor customer service* – I was transferring one of my kids phones to another provider and it was so difficult. Firstly, it should be in my name as I signed up to the contract. My son was 11. But they wouldn't release the contract and we had three excruciatingly long phone calls repeating all the same information and filling in forms to get it done. It should be a simple... [Read more](#) ▾



**loverat** QLD 7 posts

★★★★★ 2y

*I don't have any problems at all* – Been using it since I moved to regional Queensland from regional Victoria 2 years ago. Both Optus and Vodaphone are rubbish at our house UNLESS you stand in a particular spot outside. I have the \$ 17-a-month plan, I use most of my data via my NBN Wifi so it has ample data (and rolls over) for when I am out. Haven't had a dropout, but then I have a life so I don't sit on my phone all day.



**steve l.**

★★★★☆ 2y

*Capped 5g speed* – Family.plan price went up from \$80 to \$95 and from 4g to 5g. But 5g speed capped at maxium 100Mbps which is the same as 4g speed. Basically same speed with price increased.



**Andrew Burt** NSW 6 posts

★★★★☆ 2y

*PAYG \$35 useless* – Started out ok ported my number over fast and efficient chose \$35 pAYG and gone in day 1 telling me im donw to \$2 credit ..Called Aldi Mobile 19 minutes no answer...I really miss TPG they wer great until coverage faild a week ago where i work



**Angela P.**

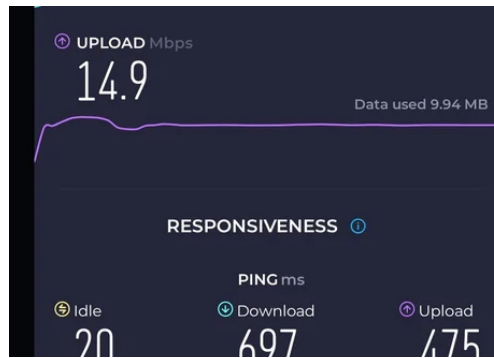
★★★★☆ 2y

*Keep charging money to card without authorisation and wont speak to me* – Have made multiple calls regarding multiple charges that have not been authorised by me, the refused to speak to me when i call

and wont issue a refund. They keep charging me DO NOT TOUCH WORST CUSTOMER SERVICE

 **Albinus** QLD 97 posts  
★★★★★ 2y

*Great value, if you're aware of its limitations* – After a rather disastrous experience with Moose Mobile, I switched to Aldi on a whim (given I already had my groceries on the conveyor, just add a SIM card). Very easy to port across and done in a timely fashion. Aldi use the Telstra Wholesale network, which is a cut down version of the actual full Telstra network. In practice, urban coverage is... [Read more](#) ▾



 **ConsumerOz** 15 posts  
★★★★★ 2y Verified


*Appallingly bad service provider* – The good: cheapest access to telstra network The bad: everything else. - Continual need to reset password when valid and current password is used. - Beyond difficult to set up new plans and to transfer numbers to a family plan. - website does not work - press a button to put through a change on an account and it doesn't work - no website response... [Read more](#) ▾

 **Matt11** 4 posts  
★★★★★ 2y

*Very hard to cancel* – We have been using the ALDImobile Family Plan which includes four people, but Aldi put all four numbers in the plan owner's name. Now we can't transfer numbers to a new service as it fails the security check because name and birthdate don't match. The cancellation procedure is quite onerous. 1. Fill in a PDF form and sign it 2. Email the change... [Read more](#) ▾

 **Jian**  
★★★★★ 2y


*My ALDImobile Online & ALDImobile App isn't really sync* – Trying to update payment information on the website, after adding information, you click update, no use. repeated the process 3 - 4 times and it will be stuck at "updating" But when I downloaded the app applied the update payment, and it worked in 1st go. This is done on the same network. However, calls can't be made since there isn't enough... [Read more](#) ▾

 **Amy Winehouse** VIC 2 posts  
★★★★★ 2y

*I would give zero stars if I could* – Honestly I don't even understand at this point. It's been 3 weeks and 2 days and my SIM card activation is still pending. I gave up and went with Coles Mobile. ALDI mobile asked for my ID address etc and they're taking this long to activate my SIM whereas Coles mobile just asked me to open an account, enter my name and my SIM was activated... [Read more](#) ▾

 **Pete** SA 8 posts  
★★★★★ 2y


*AlDIMobile outage* – Have had no signal for 3 days now, actioned an esupport ticket with my old optus broadband on the first day as unable to ring the customer hotline and this ticket + the subsequent tickets still have not been read. This mobile service is one of the worst not just in Australia but the rest of the world also. Do not sign up for this service as you will throw your money away. Come monday will be transferring to another provider

 **Dan** 19 posts  
★★★★★ 2y

*Rubbish signal reception 5km out from city* – We live 0.5km from Portrush Rd, in St Georges, the signal is very weak with a clear line of site to the Norwood microwave transmitter tower! Recharge is difficult overnight if you've expired your credit or missed the 30 day expiry time frame. They may use Telstra's towers but they only command a very low power output. Vodafone was slightly better, we shouldn't have swapped over!

 **Phil G.** 2 posts  
★★★★★ 2y


*Perfect if you don't need support* – This is my second review. I've been with them 4 years. It has been excellent because I never needed support since day 1. That changed recently. I needed advice on a charging issue. After waiting a long time listening to distorted music, the support person appeared to take the stance that I was not listening. (I don't need to be told listen when on... [Read more](#) ▾

 **Henry** South Australia 2 posts  
 ★★★★★ 2y

*NoO SERVICE FOR 4 DAYS SO FAR* – Swapped from optus to aldi and aldi hasn't been able to connect my phone. Now it has been escalated but no way of finding out what's happening. Rang today and was told that I would be contacted by email, but I have no service to receive email, they don't want to know. I was told that" I had already been told about being contacted by email & they couldn't help me" Would have given it a 0 if I could have!

 **Mentor** NSW 2 posts  
 ★★★★★ 2y


*Data not rolled over* – Asked of help recharging my service, followed the advice given by ALDI only to find out later the method they advised did not rollover my unused data so I lost it. :( Asked them to investigate but received standard answers not looking at the actual facts of my case. Very disappointing would not recommend. Now receive messages service is not... [Read more](#) ▾

 **Cwatto** VIC 21 posts  
 ★★★★★ 2y

*No good* – Cannot send messages or make calls and for months ive been told its the towers being up graded yet everyone around me seems to be ok as does my family.

 **Max C.** 3 posts  
 ★★★★★ 2y

*Cheap and Nasty* – Joined aldi about 10 years ago now when I returned from overseas. No problems, they were great in the early days. A few years ago it began to get worse: getting anyone on the phone was near impossible, and organising a number port when I had to move to a nano SIM proved near impossible. Here's the kicker: MMS stopped working on multiple phones... [Read more](#) ▾

 **Troy** 4 posts  
 ★★★★★ 2y

*Atrocious customer service* – Edit to the below review: I have now switched to Moose mobile who has an Australian call centre. They are also cheaper than ALDI. ALDI mobile literally have the ALDI version of call centres. We all know most call centres are in Asia or India, but at least you can understand them. Not so with ALDI, they are the worst I have ever experienced. For... [Read more](#) ▾

 **Vitor A.**  
 ★★★★★ 2y

*Roaming does not work* – I am overseas and have been trying to use my phone for over 2 weeks without success. I filled 2 support tickets and they did not resolve my issue. I would not recommend their service!

 **Fill L.** WA  
 ★★★★★ 2y


Vote (2) ...

*Good plans but don't expect any help with anything* – Don't do it stay away as ALDI will not help you with any issues, they just don't return any phone calls. No reception at home inside or outside. Called ALDI to sort out the Issues, they told me to get a new SIM which I had to pay for, issue has not been resolved called them back, they said that they will escalate to management. It's been a month now and I'm still waiting for someone to get back to me.

 **Karan M.** 3 posts  
 ★★★★★ 2y

*It's a scam* – Please don't waste your time on this company they are scammers. The complain raised since last 10 days is not resolved complained many times they are not bothered Tickets screen attached as. Below. Customer service is poor. Products on offer are not technically sound for public offering

266373475	0432263258 - Other
266216084	0432263258 - Other
266373265	Complaint - Set Data Lim
266309323	ALDImobile Support
265960907	0432263258 - Other
265767401	0432263258 - Other

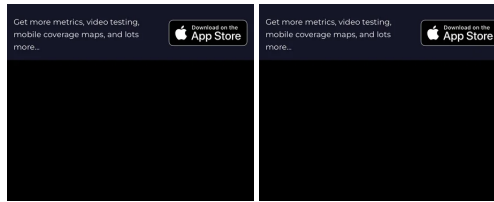
 **Unhappy** 15 posts  
 ★★★★★



*Incomprehensible* – Works with Telstra network so good coverage. However, website and payment arrangements are overwhelmingly incomprehensible. Despite a lot of time spent, completely unable to work out how to set up a simple payment arrangement.



*Don't bother* – Even this review page load took 45 seconds to load. Current speed in Melbourne cbd for 4G is 0.40 mbps.



*Worst Telco Ever!* – Bought a \$5 AUD SIM for my mother only to be told that I had to recharge first then can pick the plan I wanted. So recharged with \$25 AUD only to find out it got allocated to PAYG on its own without any prompt giving me a choice !!! Then decided to try to upgrade to a Plan and use whatever credit that was leftover yet it never allowed me and I... [Read more](#)



*Its alright* – The pricing are great and if your someone that doesn't text much and just uses practical apps on the go, its a great mobile to use. Although the speed is quiet poor, its hard to keep a stable connection before it drops out every view minutes. Don't get me wrong tho i love Aldi's price and i think its worth it.



*Aldi is the worst company* – Their products is just awful and the customer service or tech support is worst they dont really help you. They rip me off \$25 credit from me.



*Mobile review* – Don't waste your time @efort with this one all smoke @ mirrors Philippines call center they don't understand what it is they are poorly trained useless website not much better had to go to the TIO just want my \$25 dollars back for the sim I bought there needs to be more governance of these telcos from now on will only deal with Australian company... [Read more](#)



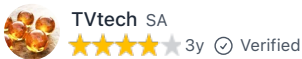
*Free data comes with a price* – So called free data is throttled so much its slower than dial up 20 years ago



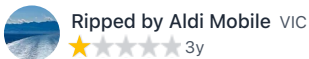
*Hassle-free changeover* – Last weekend I swapped from Telstra prepaid to Aldi's \$25 a month plan. Since it was late on Sunday afternoon, I was expecting the porting of my number to take hours if not until Monday, but it was all set up and functioning within 10 minutes. So far the coverage appears to be the same as Telstra in my area and instead of losing the remaining... [Read more](#)



*Better than Vodafone* – I bought a Vodafone Australia SIM for use in my dual SIM British smartphone during a recent visit to family. The first problem was that the Vodafone Australia android app was not available for me to download. I ended up getting a third party version but then that needed upgrading and stopped working. I could use the Vodafone website to add money... [Read more](#)



*For me no problemo, and working as it should. Number port and account creation took only seconds!* – Aldi shop had \$5 starter sim pack. Shop assistant said yes, buy this one, and on signup you can choose a plan, which is what I wanted to do. Went home, filled in the online application with all details (dont miss any or delays are possible), went to boil the kettle and came back to PC and it was all done, account created, number ported and fully... [Read more](#)



*I ars, thieves and a service that is utterly disgracefull* – Auto recharge didn't go through so I rang them

... and a service that is extremely degraded. Rate rechange didn't go through so I rang them and they said it was because I had no money in my bank account. I proved to them that I did and they said it was a banking error and not their fault. So I left and went with Telstra, At least when Telstra rip you off, they accept responsibility and refund you! Then Aldi Mobile go and do the exact same thing to my Mother.



**A. Consumer** 9 posts  
★★★★★ 3y Verified

**They Blatantly Steal Data Quota** – For the first 20 days of my \$17/5.5GB per 30 day plan I'd apparently used about 2GB of data. By day 25 it was 4.2GB. By the start of the second last day I had 750MB left. By the middle of the last day I'd used all of my quota. No. That's just rubbish. Nothing about my usage had changed. They had simply siphoned my data quota. So instead of... [Read more](#) ▾



**Hamid** New South Wales  
★★★★★ 3y

**Website slow and crashing, too expensive** – Website always crash and slow, charging too much for data comparing to others.



**Wayne** QLD 2 posts  
★★★★★ 3y

**Zero customer service** – The coverage seems ok however customer service is non existent. As a new customer I purchased a start up pack from an Aldi store. Following the instructions I ported my number to the new sim but soon realised I wasn't given a voucher number to charge the account. After providing all the details to Aldi's offshore customer service I believed a... [Read more](#) ▾



**samuay** 41 posts  
★★★★★ 3y

Vote (2) ...

**Aldi Steals your DATA/Internet Usage...Danger!!!!!!** – 2 weeks with Aldi & they've stolen 21 gig of my data usage...just disappeared o-night, vanished!!!!!!.....Numerous calls to Customer "Bugger-all Service" resulted in Nothing but incompetence...They're speaking barely understandable Tagalog/English....I'll be leaving very soon...



**Dibrom** WA 58 posts  
★★★★★ 3y

**Second phone for spamtrap, SMS codes and very light use only** – I only use ALDImobile for their long expiry pre-paid service to keep active a second phone number for bank SMS codes with global access to simplify life admin without having to constantly change numbers with banks who seemingly only exist to make life difficult. In that manner of use ALDImobile has been fine. It works, costs \$15 a year and you... [Read more](#) ▾



**Natalie Korinsky** Victoria 6 posts  
★★★★★ 3y

**Changed from Telstra. Am now changing over my family and friends to Aldi** – I have had so many issues with Telstra lately and they no longer care to help now they have the market. My mate said try Aldi, so I did. I was skeptical at first. Didn't want to lose reception etc going over to a different carrier, but so far so good! And half the price!! Worth trying!



**Rentacat** NSW 9 posts  
★★★★★ 3y

**Terrible customer service and coverage** – My Aldimobile internet connection keeps dropping out. I have a medical condition so this can be potentially life-threatening. Rang customer service to resolve the problem. Person who answered hardly spoke English and eventually cut me off without resolving the problem. Did not bother to ring back. Will take this up with the Telecommunications Ombudsman.



**Warb** 26 posts  
★★★★★ 3y

**Cheap, but not reliable** – Mobile phone services in Australia seem generally poor. Optus has poor rural coverage, and Telstra don't answer their customer assistance lines and messed up our account so badly that we couldn't even get an emailed bill, no matter how many times we requested one. We couldn't even access our bill online, it didn't appear in the portal! So we moved... [Read more](#) ▾



**R C.** 10 posts  
★★★★★ 3y

Vote (2) ...

**Bad support and product** – Have had the Aldi data sim card for a couple of years now. There is no notification of when card the may require recharging, even though they have all your details and to

notification of when card they may require recharging, even though they have all your details, and to check this on the Aldi webpage is useless. So once finding the support phone number I rang and spoke to someone that was rude and that I had much difficulty understanding. So... [Read more](#) ▾



**LizzieMc** NSW 2 posts  
★★★★★ 3y

*Shocking customer service* – I have been with Aldi mobile for many years but due to the absolutely shocking customer service I am now trying to port my numbers over to a different telco. It is proving absolutely impossible to receive any help from Aldi. Just don't do it, they may be fairly cheap but honestly, I would pay more just so I can get proper customer service!



**John** NSW  
★★★★★ 3y

*Is there anybody there?* – When the Aldimobile sim was installed we found that the mobile could not phone my home number, which was a crucial connection as my partner is undergoing chemotherapy and we need to be able to stay in touch when I have to be away from Home. I contacted Aldi about this, and immediately received an automated reply stating they would respond within... [Read more](#) ▾



**Georgie V.** VIC 2 posts  
★★★★★ 3y

*Apparently "everything" really means some things* – I bought \$159 Aldi sim at Geelong West. At the store there was a big sign over the checkout that said "Relax everything us covered under the Aldi change of mind policy and the Australian consumer law". When I came back within the hour to return the item as it was not fit for purpose they told me mobiles are excluded from their policy. Hmmm..... [Read more](#) ▾



**Chez85** VIC 20 posts  
★★★★★ 3y

*Terrible reception and always shutting down* – I have been a customer of Aldi almost since they started. At first fine but the last couple of years it is going down rapidly. Phone is continuously cutting off. Apple have done a check and it is fine there end. In one amount of time out of 27 calls I had 18 shut downs. Had enough. Currently travelling around Queensland in our Caravan and have hardly had any coverage. Time to move to someone more reliable.



**Katie** QLD  
★★★★★ 3y

*Bought a plan, voucher still not received* – I bought one of ALDImobile's plans online and received a confirmation email. However, 15 hours later I still haven't received the email with the voucher code to activate it, despite it being a weekday.



**John** 2 posts  
★★★★★ 3y

*Overall quite good* – Been with Aldi for about 5 years. I've been on their \$99 yearly plan. ( Unlimited calls, texts and PICTURE MMS ) Excellent value for me. Not much data though. Wouldn't suit a lot of people. Also it was a special offer not available currently. A bit quirky too if you send a video MMS you are charged a \$1 extra. Go figure. Of all the mobile... [Read more](#) ▾



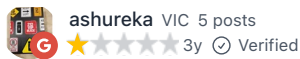
**Unhappy customer** Victoria 48 posts  
★★★★★ 3y

*Please bring our telcos to Australia* – I rang Aldi mobile for a \$25 mobile plan, that was 8 days ago still no transfere i rang Friday to find out why i was told that no one knows anything about it rang Saturday still nothing rang Monday still nothing rang today still no one knows anything, they have all my details including my credit card details i rang to cancel something they can't... [Read more](#) ▾



**Dean** QLD 11 posts  
★★★★★ 3y

*A total mess from top to bottom* – You get what you pay for. Aldi's powertools are like its mobile carrier, shonky and cheap. All of a sudden I can't send SMS. Now that could be a phone problem or their doing, but with the near-zero customer service there's no easy fix. And when I tried to set up the Aldimobile App onto my phone it simply wouldnt log in... even with the same login... [Read more](#) ▾



*Bad service* – Aldi are the biggest Data thieves ever ..I had 300 G.B when I recharged 35\$ plan They just added 42 G.B and stole 300 G.B fro me ..this is going to be my last,month with Aldi bum



*worst mobile plan ever* – Was told Aldi would be cheaper than Optus and Telstra. Have \$35 plan pay as you go per month.Good for about 2.5 weeks then thats it, I don't use a lot of data occasionally YouTube vids and that's it. There plan has hidden fine print. Don't waist your time .I will be choosing optus for my provider.



*Absolutely abhorrent service* – Absolutely useless, constant issues with auto recharge, customer service non-existent. They cancelled the auto recharge on one of my family member's accounts and then took 450gb of roll over data because the auto recharge was cancelled and refused to reinstate. They have now done this to a second family member's account. Unreliable network coverage and slow download speeds.



*Never let me down* – I've had this service for more than 8 years. I've found coverage to be good and always helpful cs staff.



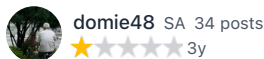
*Be careful when trying to recharge on their prepaid plan* – Bought the Aldi \$5 sim to port my number. After porting was completed, I tried following the instructions to recharge so that I can use their service. I was logged in and went to recharge to get the plan onto my prepaid sim. After paying, instead of adding the plan on my phone, it says that it will be shipped to my house in 10 days and so I wasn't... [Read more](#) ▾



*Easy start up* – Bought Aldi sim at 4.30pm wanted to port a number, was having trouble, so contacted Aldi help line, fantastic help!! Decided it was easier for me to get a new number 5.30pm was able to make calls.

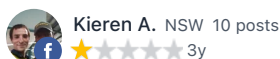


*Worst customer service* – I have been promised a refund for over a month now, but have not received it despite numerous emails, esupport tickets and calls...

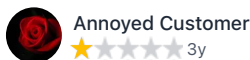


Vote (2) ...

*Worst mobile service I've ever had. Only 3 days and all my credit is gone* – I moved from Telstra because they put up there fees to over \$50 a month. So I went to Internode. Was all ok at \$25 a month but their Highway coverage was not good. Moved to ALDIMobile on a \$25 plan and now they are charging me 15cents a minute for calls. 3 days and my \$25 dollars is gone. The absolute worst I've ever had. My sister talked me... [Read more](#) ▾



*Service is completely useless as of 2023* – They have downgraded their deal through telstra. You now have very little service and when you do (in major cities only) speeds are heavily restricted.



*Customer service terrible* – Porting never worked properly. Rang CS several times about this. CS could not understand what I was referring to. CS advised to change different settings on phone. Did not make a difference. CS said they would send my issue to a different department for assistance and CS would call me back. CS Advised I would receive a callback within 24hrs. Never... [Read more](#) ▾



**Kim Smart** 3 posts  
★★★★★ 3y

*Excellence telco* – Bought new starter from ALDI shop to transfer my kid no. from other telco, activation is like hell. keep failing. Call CS for assistance after 25 minutes waiting being cut off. Once been told that my sim card doesn't exist and ask to replace new one to store !!



**ajordynwolrige** QLD 11 posts  
★★★★★ 3y

*Excellent service and helpful support* – Got a \$25 ALDImobile SIM card from my nearest ALDI store and it was super easy to activate and get started. The network is good enough and the data is enough for my needs as I use it as a backup to my main Optus service.



**Dean** NSW 16 posts  
★★★★★ 3y Verified

*You can't change plans without huge penalties, even within their own ecosystem. Nor can/will they clear up mistakes* – Think long and hard before using Aldimobile. I've been with them for years now and thought positively about them. But when I got a second number and wanted to change my two numbers to one of their Family Plans, I was told that any change of plans would result in me losing all my rolled-over data (700GB) because I was changing plans, even though... [Read more](#) ▾



**ken**  
★★★★★ 3y

*slow data rollover never works* – have 300gb of rollover data that never works once the monthly data is finished and even the monthly data is incredibly slow its better to pay a little extra and get a service that actually works



**Tim Tam** NSW  
★★★★★ 3y

*A very bad start* – All other Telco providers that I had been dealing with in the past took, normally, 2 days to deliver a sim. So far it took 10 days, and There is no sight of the sim, no tracking .



**Marshall c.** Queensland  
★★★★★ 3y

Vote (2) ...

*One of the Worst Customer Service! LYING and Never return their Call! You Have Been Warned!!* – I make my trip to Melbourne to buy a Boat with my dog, otherday my dog knock my phone into the river. So i went and buy \$5 from Aldi, I was hoping to get my number and my email and my Bank account back working. No luck with talking to them, So I went to a Frankston Mobile Repairs on Nepean HWY. The guy has been very nice and try to help me, Aldi... [Read more](#) ▾



**Leanne S** 4 posts  
★★★★★ 3y

Vote (2) ...

*The worst customer service!!* – Terrible customer service, I have called 4 times and they haven't been able to help me suspend my dads phone service on a phone he lost. We were told 4 times they had to put us through to another area and no one was available and would call us back within 4 hours. 48 hours later and they have NOT returned a call! My dad has dementia and it was... [Read more](#) ▾



**John** NSW  
★★★★★ 3y

*Doesn't work* – Bought a \$95 Aldi mobile data sim because it uses the Telstra network and a lot cheaper than Telstra. I guess you get what you pay for. It connects, but no internet on a dongle that worked fine with a Telstra sim. Put it in my phone, replacing a working data sim and it doesn't work there either. Put in a job 4 days ago, no response. I live in sight of a Telstra tower.



**Terry** VIC 44 posts  
★★★★★ 3y

*Does not cover all Telstra 3G/4g networks* – I am travelling around Australia and am finding many towns that have Telstra 3G/4g will not support Aldi mobile. I sent an esupport ticket to aldimobile and it has not been answered. I will be sharing my concern with the TIO.



**Lisa** QLD 2 posts  
★★★★★ 3y

*Cheap Plans* – Aldi plans are so cheap and affordable. 5 stars every day.



**Dimitris P.** 11 posts  
★★★★★ 3y

*Great value for money .Don't know why the hate ?* – I've got a \$25 dollar plan with aldi. And to be honest I've got great connection and 4g works nearly as good as 5g on telstra . I was with telstra before and they were so expensive. I live in Sydney, So I would not know how the service would work in rural area .I'm saving like \$35 a month



**Binoy VIC** 3 posts  
★☆☆☆☆ 3y

*Public cheating* – With \$45 family plan (2 service) Credit card details Provided for Auto recharge options to make sure my service should be uninterrupted When I purchased the 2 SIM card for \$5 each that 5+5 shows as my PAYG credit Even though I don't understand what is the use of this payg credit, but after 1 month I realised part of my payg credit is deducted ... [Read more](#) ▾



**Manuel M** 4 posts  
★☆☆☆☆ 3y

*Terrible* – After being part of a Family Plan it was impossible to cancel and get a single plan with your own number. They hold your number hostage until everyone in the Family plan fills out a 3 page document with all your personal details, after sending the request, 24 hours later, I received the email from Aldi to contact customer support team to require... [Read more](#) ▾



**tassieangel72** 12 posts  
★☆☆☆☆ 3y

*Good until you need help if something goes wrong* – Overseas Call centre customer service is useless, has no idea what they are doing obviously running off a set script, can't help if it's not a run of the mill everyday question, will palm you off, it's Telstra call centre all over again



**PHILLIP B.**  
★☆☆☆☆ 3y

*It's all a new age scam 0 stars* – I set this mobile plan up for my mother in law, trusting that Aldi mobile can deliver a good product using the Telstra network at a reasonable price. After setting up and porting the number they changed the plan to a pay as you go without anyone's knowledge. Once signed in it gives and option to change a plan which they make sure you cannot. ... [Read more](#) ▾



**Kaleb WA**  
★☆☆☆☆ 3y

*Terrible* – I bought the wrong plan by accident and called customer service as soon as i found out. On the initial call i was told i would get my \$240 back within 2 business days. 22 days later and 6 phone calls i still haven't received my refund. Every time i call up i get told to wait another 2 business days. i have tried escalating to the management... [Read more](#) ▾



**Ash S.** WA 3 posts  
★☆☆☆☆ 3y

*They used to be good, now they're horrible* – I've been with them for 4 years. Good value for money, until you actually have to deal with their phone/email support. Recharged \$45 Family Plan, but did not receive the data. Called up, telling them that I didn't receive the data but they were adamant that I've used it all. It's impossible, since I didn't receive the 44GB in the first place.... [Read more](#) ▾



**george NSW** 6 posts  
★☆☆☆☆ 3y

*Worst prepaid mobile internet connection internet in the world* – Never connected to internet .once in the millions of years, the mobile connected to internet the speed was/is lowest in the world. I don't know how their business is operating.



**MikeM QLD** 5 posts  
★★★★☆ 3y

*ALDI customer service is poor..too hard to get a quick fix* – Bought a \$25 and a \$15 roaming pack for 2 phones on Family plan. Once o/seas the ph with the \$15 roaming worked..the other did not. Spent over 40 mins ringing ALDI mobile over 3 international ph calls and still was not working. Told it could take 2 days for tech to respond (after it has supposedly been activated 5 days earlier). Ended up buying... [Read more](#) ▾



**Tafeetalee**

★ ★ ★ ★ ★ 3y

*Customer Service are impossible to deal with* – Brought a \$45.00 family plan for my Children cause I thought the value was fantastic. paid the \$45.00 and had a pack of 2 sim cards send out with activation codes ect... went to sign up my Son when I was asked for Medicare numbers ect once i pressed confirm I realised I input his DOB wrong I was unable to press the back button to amend instead it... [Read more](#) ▾



**Suzanne TAS** 6 posts

★ ★ ★ ★ ★ 3y

*Appalling customer service* – Overseas call centre is useless. They either don't understand the problems or cant/won't try to resolve them.



**Cheryl VIC** 2 posts

★ ★ ★ ★ ★ 3y

*Lack of support* – I am absolutely disgusted with the level of tech support to solve my phone issue considering they knew I was relying on important medical information and I had no calling capability. They said it would take 48 hours to rectify and I've heard nothing. My daughter has solved the issue. It is very disappointing as I'm an advocate for all aldi store products.



**Caitlin** 31 posts

★ ★ ★ ★ ★ 3y

Vote (2) ...

*Apathetic Customer Service Staff* – On 5th March 2023, I successfully activated their Pay As You GO 365 day plan, but their mega computer rejected my \$30 Recharge Card. After a 90 min phone wait, their overseas based Customer Service Staff Member started an investigation as to why my recharge card failed, this case to be handled by their "higher office" who will then contact me... [Read more](#) ▾



**Robert VIC** 6 posts

★ ★ ★ ★ ★ 3y

*Cheap and Simple* – As a family we switched around 3mths ago. Plenty of data to share amongst us and just \$80 a month for all 4 of us. It was simple to switch over and happened quickly. No issues so far. I haven't had to contact them for assistance so can only rate on value and inclusions and how it is for calls. Now over 12mths in and we have relocated from Phillip... [Read more](#) ▾



**Tana VIC** 3 posts

★ ★ ★ ★ ★ 3y

*The worst back process and support service* – I experienced the worst port in number ever. This provider always take at least 3 days for a simply transferring number. I did the same thing with Boost Mobile and they takes only 5-10 minutes. I really have no ideas how this guy works. Besides, the call centre is useless, never give any helpful information.



**AD29 QLD** 26 posts

★ ★ ★ ★ ★ 3y

*I cannot give Aldi mobile more than 1 star* – I have been with Aldi mobile for about 2 years now and the service was very reasonable and priced well. I was on the \$15 per month plan (includes unlimited AU mobile calls and 3GB per month rolled over permanently). Recently I have found that whenever I rang my wife's mobile I got the blocked signal and the call was dropped and never connected.... [Read more](#) ▾



**AD29 3y** I have an update Re:my problem. As I said previously both phones were factory reset and that did... [Read more](#) ▾



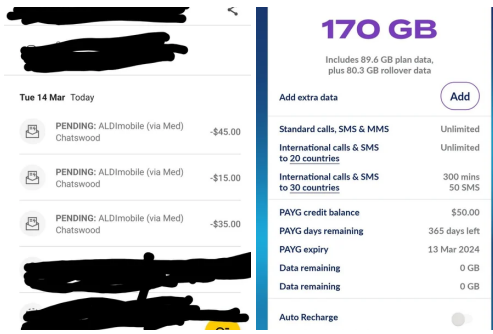
**zeppu NSW** 9 posts

★ ★ ★ ★ ★ 3y

*Good plane that's hindered by signal strength* – We decided to go with Aldi mobile about 12 months ago because it's on the Telstra network so you will get better service. That is true if you drive in the cross city tunnel or the M4 tunnel or the Epping tunnel then whilst underground you get full strength signal showing full bars. So by my reckoning this network only works underground. We are... [Read more](#) ▾

**MICK** WA 11 posts  
★★★★★ 3y Verified

**Recharging not clear on app + poor customer service** – I went to recharge on the app for the first time. The app stated I did not have any pay as you go credit, so I went to purchase PAYG credit, the app stated I didn't have a payment method. I added a payment method and proceeded to purchase a \$35 & \$15 PAYG credit to recharge \$45 plan. I recharged \$45 plan thinking the money would be taken from the... [Read more](#)



**Maggie** SA 2 posts  
★★★★★ 3y

**Aldi Mobile** – After months of complaining about poor reception, mobile phone drop outs, texts not sending I decided to change Providers. Every time I called about my lack of service, the same excuse was given - "Ticket will be escalated and you will receive an email within 48 hrs from Support". I received one email requesting phone numbers of failed text... [Read more](#)

**Brianna sharp** 5 posts  
★★★★★ 3y

**Poor service** – Do not sign up for this SIM. I live in the CBD and I have a lot of issues sending a simple text message. Over the past 24hrs, 6 people are still waiting to receive my text. Do not trust ALDI

**Helen M.** 2 posts  
★★★★★ 3y

**So far so good** – I changed from Optus, i wasnt using the full capacity of my plan yet they were increasing the cost. I had a few issues - user error and a scam initially. Now i am in my 3rd month at \$25 and i am perfectly happy with that. I must admit to not finding 'how to do change and set up the phone easy' however i managed. So far so good.

**Kiki F.**  
★★★★★ 3y

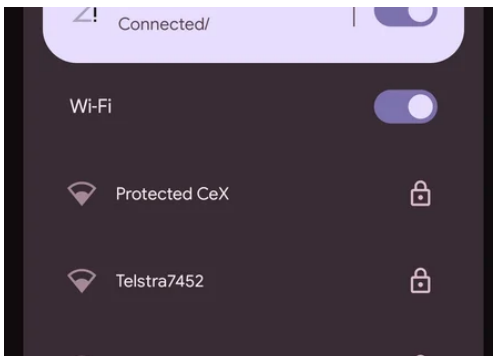
**ALDI MOBILE** – Their call centre is in the Philippines n they take about 2 n half hours to answer your calls. They also take money out of your account without your consent. NOT HAPPY !!

**Jamie** VIC 7 posts  
★★★★★ 3y

**Don't care about customers** – I have been with aldi mobile for at least over 6 or 7 years. If I had to do a review before this I would of gave them 5 stars more if I could. But with how you treated me 1 and if I could give you no stars I would. I knew that companies dont care about there customers. But hearing it yesterday I see the truth in it. My debit card got hacked over... [Read more](#)

**Jasmyn L.** QLD 5 posts  
★★★★★ 3y

**Absolutely terrible - bad customer service** – We've been with aldi for over a year and the service has dropped dramatically, especially in the last 2 months. To the point of I was searching for a number to call to get it fixed. Person 1 didn't want to hear me when I explained the constant drop outs and missed calls. Explained that it isn't working and I miss most calls because the service... [Read more](#)



**George A** QLD 7 posts  
★★★★★ 3y Verified

**Cheap, simple and reliable** – Have used Aldi Mobile for many years. Initially used prepaid. Cost ran at about \$5/month, used it for calls and data, just kept an eye on usage through their web site. Plan was to watch cost and move to a plan if costs warranted it. Wife's phone did start nudging \$15/month, Facebook usage. So moved her to the \$15 plan, then because I wanted to use... [Read more](#)

**Mrs R** QLD 5 posts  
★★★★★ 3y

**Great until you need support** – I have been with Aldi mobile for 3 years, no issues. Recently my service has decided to send but not receive text messages and senders don't get a failed message notification.

After 4 calls to Aldi mobile customer support I have been basically abandoned. I've changed the sim and tried in another handset but no change. Very frustrating, will have to change providers :(



Mike VIC  
★★★★★ 3y

*Never had much of a problem* – Lots of negative reviews, but I've never had a problem. Bought 2 sims on Family plan with no worries. I don't use auto-recharge, and the only gripe I have is that their web page takes forever to load on google chrome and laptop (making recharging a sometimes frustrating experience).



John S. 2 posts  
★★★★★ 3y

*Six months on* – My Aldi mobile sim has exceeded my expectations. I have had no problems and have saved hundreds since changing from telstra. We are currently travelling around Australia from Robertson NSW across and down through South Australia using phone and internet every day. My partner phones the UK every night without a hitch. \$25 a month, brilliant, well done Aldi "Different, very good"



user  
★★★☆☆ 3y

*impractical and poor service* – submitted a form and was supposed to wait 2 days for it to process which ended up taking a week and didn't even process. So submitted another one and waited another two weeks and called three times for help but none were useful. So I had to leave aldi mobile because my issues wasn't resolved.



Tevita VIC  
★★★★★ 3y

*Best Provider* – Best Phone plan provider for Gippsland, No waste your time with phone plans that cost you hundreds, Highly Recommend



Lucas M. NSW  
★★★★★ 3y

*Aldi mobile PAYG ripoff* – I bought a \$25 pay as you go SIM card. The \$25 lasted 3 days. They charged me \$20 for using 400mbs of data. Avoid at all cost!



S. Ellis. QLD  
★★★★★ 3y

*Aldi Mobile data stolen* – 2022, purchased \$5 365 day starter sim for use in an "Emergency Phone". No calls made, no SMS's sent, mobile data always switched off, kept at home, all updating etc via Wi-Fi. Turned on about every 2 months to check for updates. After a few months decided to check Aldi Mobile account. Found more than half the money gone from account, claims data... [Read more](#)



Adam C. 3 posts  
★★★★★ 3y

*Second terrible Mobile company* – Almost 4 months the data speed was 1 Mbps but they didn't care. After dodo they are the second slowest internet data provider ever. Shame



Dee 2 posts  
★★★★★ 3y

*Do yourself a favour* – do yourself a favour and avoid Aldi Mobile. They cancel plans without any notice and you can be stuck with a dead mobile for as loooooong as it takes to sort it out. We have tried to change ownership of a mobile number from parent to adult child and the change of ownership process has been arduous and protracted. Many calls to frontline call... [Read more](#)



Logan  
★★★★★ 3y

*THE WORST* – Unreliable service plus absolute joke of customer service- seriously, do not use this provider!



Aud  
★★★★★ 3y

*Warning: false claims, theft, unimpressive customer service* – Basic gist: I called AldiMobile, they told me they'd advance my issue and would get a reply within 2 business days. Didn't get one. They've effectively taken \$25.00 of my money. I am making a complaint to the ACCC. Here is a copy of my

email. I have two complaints: 1) regarding customer service which has not replied to me within 2 business... [Read more](#) ▾



lan 5 posts  
★★★★★ 3y

*AldiMobile has gone downhill* – I've been with Aldi mobile for years but the service has deteriorated significantly in the last couple of years. Loong wait to get through on the phone - used to be fast & efficient. Their website is appalling - slow & clunky - it took me 40 mins to raise an e-tic. City (Sydney) mobile reception is OK but country recep pretty hopeless. The only... [Read more](#) ▾



Tom 2 posts  
★★★★★ 3y

*Perfect mobile plan I have with ALDI* – I have little issue with coverage in my area which is Liverpool LGA. I also use it in Parramatta area. Data download speed is perfect. Never had any issue with watching movies. Best part is unused data rollover. I have been on \$25 per month plan for some years and I have 673GB data available now. [Show reply](#) ▾



Glenn 3 posts  
★★★★★ 3y

*Good value but website slooooooooooooooooooooo* – Since I posted this review, Aldi have sped up their webserver considerably. It still isn't FAST but it is useable now. Also the monthly fee for a family plan has gone up to \$95, which is still good for 4 phones and lots of data. Much like everyone else, 5G might be technically faster than 4G but 2 bars of 5G instead of full bars of 4G is much... [Read more](#) ▾



Issy N. NSW 11 posts  
★★★★★ 3y

*Here are both sides of ALDI Mobile:* – We have 5 mobile numbers in our household, three in ALDI Mobile for five years. Pros: \*Great opportunity to enjoy Telstra's coverage, at better prices. \* Mobile packages from 25\$ have excellent conditions in terms of international calls and text messages. \*The website provides a great level of control over your account and expenses. \*when I needed... [Read more](#) ▾



Knoll 11 posts  
★★★★★ 3y

*Support is atrocious!* – Took so long to respond to support tickets. Called many times to follow up but nothing has been done. Said to only wait two business days but still haven't heard. Called to follow up but told to wait for the response. When I asked when, couldn't give me a timeframe.



Bernd QLD 29 posts  
★★★★★ 3y

*Aldi mobile is a big scam deserves 0 stars* – Got several prepaid sims in my phones could not send sms from my main phone rung useless service 3 times but the could not fix this problem. Made a recharge over my landline and thought that will fix it still the same, bought a new Aldi sim And rung service to transfer my mobile number and balance to the new sim card After 2 days sim did work... [Read more](#) ▾



Bernd 3y Problem not resolved phone number has been transferred to another carrier and works perfect my... [Read more](#) ▾



Mat 3 posts  
★★★★★ 3y

*Changes to TOS render the sim unusable* – Aldi changed their terms of service without warning to render all GPS devices excluding mobile phones useless. This means gps trackers and alarms and camera etc. dumb move and has caused grief. Will have to switch providers now



mekros 3 posts  
★★★★★ 3y

*Been with them for multiple years, now got incoming call issues and they have terrible support* – I did not realise that I was having incoming call issues (I could still use data, send and receive SMS and MMS) for an unknown duration. I attempted to resolve it myself by trying the SIM in a different phone, replacing the SIM, and contacted them before Christmas, the first person told me to do a reset and call back when they should have logged... [Read more](#) ▾



HWJack  
★★★★★ 3y

*Pretty Bad* – I organized a family plan of 4 sims 7 months ago. One sim dropped out frequently for months (had to get a replacement which was not offered when the problem first appeared). Service would cut out on all 4 sims once a month at recharge time (even though we were told if we put extra credit in the account this wouldn't happen). This stressed the kids... [Read more](#) ▾



Tim S. VIC 12 posts  
★★★★★ 3y

*Non existent customer service* – First time i tried aldi my phone kept getting cut off as the auto re new never worked and there was no one to call and work out the issues, i rang random numbers i was given by so called customer service and ended up getting no where. Second time i tried them i only bought a year plan sim to put in a gps tracker thinking it just needs to send some... [Read more](#) ▾



Jack J. 2 posts  
★★★★★ 3y

*Network doesn't identify numbers so all incoming calls are unknown also bad reception* – Bad reception everywhere. Especially in the cities. Phone doesn't identify incoming call numbers. Contacted support team and they took days to get back to us and still haven't fixed the issue



Jonathan S. NSW 2 posts  
★★★★★ 3y

*Great except for the zero support* – Been with them for years, no complaints except for when I can't send txt messages!?! Can't contact anyone who can advise me more than turning my phone off and on, so..... I spend abit more money and go to telstra now!!!



Ryan Yang 2 posts  
★★★★★ 3y

*Can't refund you or change plan if you bought an incorrect plan* – I made a mistake paid for a wrong plan and then immediately called their support line using the other mobile plan, so I did not use any of its credit at all. They still can't accept it. So stupid and not flexible.



Emily H.  
★★★★★ 3y

Vote (2) ...

*Customer service an absolute disgrace!* – Tried to activate new sim and ended up calling for help! Very difficult! Spoke to a lady called Anna! After lengthy checking my details and telling me I need to pay \$1 to check my authentication! She cancelled the activation and She could not help me and asked me to hang up! I was a bit upset! What sort of Customer Service is this! Well we will be returning the sim card to Aldi and going somewhere else! Very disappointing!



Kymba 4 posts  
★★★★★ 3y

*Bonus data doesn't exist* – So much for the 25 gigs free data for 6 months - does not exist- shocking customer service - was GUARANTEED by manager Michael this would not keep happening- telecoms ombudsman needs to get involved for scams.



Dean X NSW  
★★★★★ 3y

*Decent mobile coverage but after sales support is lacking* – Overall service was good until you need to talk to someone. Wanted to port out the number to a new company but due to the family plan it caused the wifes number to become my number, this has caused a painful porting out service as no one is able to properly help either from new provider or aldi due to the incorrect name used on the new service.



YesMan 7 posts  
★★★★★ 3y

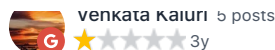
*Overall a good service on the Telstra mobile network, needs eSIM support* – Generally a good service with generous data allowances on most plans, with rollover. Downgrading plans will result in loss of accumulated rollover data, so choose carefully. Not keeping direct debit up to date will also end up in rollover data loss. Note that if you run out of credit your service will stop until recharged. There is no free... [Read more](#) ▾



Luis Carlos A.  
★★★★★ 3y

Vote (2) ...

*quite possibly the worst customer service in any telcom* – on my account ive been using for over a year they have on multiple occasions billed me twice and it was difficult to get a refund, and on many occasions the auto topup didnt work and i was left stranded recently my partner was switching to aldi, it took 2 days and number didnt transfer the support stuff was 1. yelling at me for not having a... [Read more](#) ▾



venkata kaiuri 5 posts  
★★★★★ 3y

*Data connectivity is worse than Dial-Up* – Last 3-4 months the network gone worse (suspect due to over provisioning from their limited sub-allocation from Telstra). Though it shows 3 bars on Signal and 4G not able to even open a webpage. And voice call quality is even worse than third world. After mu frustration just switched to Optus Prepaid and getting 10x times faster data speeds and reliable voice call connectivity.



Sam 11 posts  
★★★★★ 3y

*Zero stars* – Just joined Aldi 10 days ago. My Voicemail service still hasn't been activated after 5 phone calls to the Filipino call centre. Disgusting lack of care show by their reps. I'll leave them when my data expires.



Ian S. VIC 2 posts  
★★★★★ 3y

*Appalling technical support* – My diversion to voice mail stopped working. After 4 calls to their support line (which often was not answered after waiting more than 30 minutes) and multiple emails to their support email it was still not fixed. After this went on for almost 2 weeks with no resolution I went to another service provider. I wouldn't go anywhere near Aldi again.



Martin  
★★★★★ 3y

*Worst customer service I've ever come across* – Don't bother with Aldi mobile. Worst customer service I have ever come across. Taking my data because my card was stolen and obviously I blocked the card.. I forgot to update payment details and Aldi Mobile screwed me over by resetting my 195gb of roll over data which I literally had paid for. I'm never buying at Aldi again, especially Aldi Mobile.



Phil S. NSW  
★★★★★ 3y Verified

*Scammed. Zero cares given* – Selected \$25/month 22gb data unlimited calls and data to Australia and 20 countries. No contract, pay as you go, month by month without an exit penalty. Took 2 weeks to deliver sim card and they changed my plan to "pay by the minute for every call, pay for every sms and pay for every kb of data". 3 days later they were asking me to "top up" with more money. Scam!!!



Rishi S.  
★★★★★ 3y

*Avoid them* – My mum lost a Sim so attempted a simple Sim replacement online. Didn't work. Troubleshooting with customer service didn't work. They said thier technicians would be in touch - they weren't. They say they can't transfer the number to a different company because the Sim isn't active... because they can't activate it. So basically they have broken... [Read more](#)



Shone Keyjunque QLD 2 posts  
★★★★★ 3y

Vote (2) ...

*Expect nothing by way of customer service and you will not be disappointed* – I had been using aldi mobile for several years without a problem until aldi required me to update my credit card details, which I did. When it the next auto-renewal was due, aldi did not renew, so I lost not only my ability to make calls but also the significant data allowance that had accumulated. I called aldi's call centre in India and was... [Read more](#)



Mystic S. QLD 12 posts  
★★★★★ 3y

*Harassment from Aldi Mobile* – I am being harassed by aldi mobile i call my girlfriend who lives in canada and aldi mobile keep pausing my service saying there may be fraud or commercial use of the international calls and texts they need to leave me the hell alone it is unlimited calls and texts internationally so they need to stop i am getting really annoyed they keep cutting... [Read more](#)



May L. NSW 3 posts  
★★★★★ 3y

*Great when it works but can't get roaming to work in Hong Kong* – Hmm. Have been happily with Aldimobile for many years as it really offers competitive rate and using Telstra network. Recently I had really bad experience with my aldi number having roaming issues. I travelled a few countries. Confirmed roaming worked fine in Malaysia however it did not work while I was in Hong Kong. Network operator showed as... [Read more](#)



Morpheus VIC 8 posts  
★★★★★



*No problem activated in 2 hours* – Left Optus ....went to Adlimobile after recommendations from friends ...was activated in 2 hours ...signed up in a few minutes ....bought a \$25 voucher from their supermarket ....and rang they added it to my account in a couple of minutes ...and as and added bonus was given given another 25 gig ....\$25 for 47 gig ..with unlimited rollover ...had no issues to date



**Nathan W.** NSW 8 posts  
★★★★★ 3y

*Good value* – I'm not sure what the negative reviewers are on about. I've had no problems. Highly recommended.



**Sam**  
★☆☆☆☆ 3y

*Terrible. no connection for 3 weeks* – I was informed that transfer from other carrier had completed successfully 3 weeks ago. But the phone still cannot connect to the aldi mobile network since then. I rang the support team and explained the situation 5 times. Still no connection. I do not know when the service will be provided. Terrible experience. Do NOT USE this company.



**Joe J.** NSW 7 posts  
★☆☆☆☆ 3y

*Garbage! Very disappointed* – I switched two phones from Telstra to Aldi supposedly on the "Telstra network". Don't do it! This is the worst reception I've ever had and I've had lots of phones and networks. I live in a regional area and I noticed an immediate drop in performance. Over the last few months this has got worse and worse, until now I can't make or receive phone... [Read more](#)



**Nelson Aquino**  
★☆☆☆☆ 3y

*No reception since I joined. Stay away from ALDI mobile* – Last Tuesday 25/10/22 my wife and I joined ALDI mobile and we are still waiting to have reception. They opened a support ticket to fix this issue and I'm still waiting for a reply. I have called the support number several times and the only answer I got is "the technical department already knows, they will be in touch with you". Every time I call... [Read more](#)



**Harry.** 5 posts  
★☆☆☆☆ 3y

*Sneaky Tactics* – Aldi's view of promotions is at the very least deceptive. Has a promotion last week where it stated that. "When you next recharge your \$25 Mobile Plan between 30 September - 31 October 2022, we will add 30GB of bonus data to your data rollover balance, this is on top of your usual plan allowance" So my recharge was done this morning 31st... [Read more](#)



**stu** 50 posts  
★★★★★ 3y

*don't waste time on support tickets* – They do not answer them (( support tickets )) nowadays, they used to but I have asked for info and no answer . I opened a support request 6 days ago,( a week tomorrow ) still waiting but that's OK, I give up now, that's why I am on here so if someone has an urgent request I would suggest using their 1300 number it should be quicker.



**Bea51** 20 posts  
★☆☆☆☆ 3y

*Escalation phone number 1800792061* – Aldi has gotten worse with reception in the last 12 months. Zero customer service. You raise a complaint and you received no resolution. Currently in the hands of the ombudsman. Aldi response is 'no in-building guarantee' meaning they don't guarantee reception inside your home!?! Aldi suggested I find another telco. The exact same email sent to me... [Read more](#)



**Randolf S.** VIC  
★★★★★ 3y

*Reception is absolute rubbish* – For years I've lived in a regional area and blamed that on my poor reception, even when I went into a major town. I hardly use my phone so it didn't matter much. Now I'm in the Royal Melbourne Hospital and I get an SOS signal, zero bars, can hardly send sms. Once I really need my phone and I can't get a service. Disgusting. Only after... [Read more](#)



**ANGELINA Boots** WA 9 posts  
★★★★★ 3y

Vote (2) ...

*A really bad phone conversation* – Made a phone call after sending all documents for bereavement and change of aldi mobile details to the daughter from the deceased mother. The aldi staff on the phone

change of aad mobile details to the daughter from the deceased mother. The aad staff on the phone had not done his homework before speaking to me. He actually asked to speak to my mother when he should have known and seen the bereavement forms and the death certificate. He upset... [Read more](#) ▾



**BOTR82** NSW 14 posts  
★★★★★ 3y

Vote (2) ...

*Terrible customer service* – My plan expired so I rang them to find out how long I had to recharge it to keep the number. They said six months. Then I tried calling my number four months later as it had been quiet and it says disconnected. I rang them and they said I will have to buy a new sim card to retain the number. To top it off once I purchase the new sim card I will no... [Read more](#) ▾



**zack** NSW  
★★★★★ 3y

Vote (2) ...

*Terrible reception and bad service desk* – aldi mobile is terrible from last week i have no reception and they dont answer email or phones terrible now iam Optus



**Denis** VIC 2 posts  
★★★★★ 3y

*Bad due to them only allowing 3G and 4G to there lower value plans* – Very frustrated with Aldi, they used to be a good network, however I have recently found out why my service is so bad, when selecting the lower plan of \$25 the coverage only allows you to use 3G In The city of Melbourne and Geelong I can waste 10 minutes just trying to load maps to get home which is appalling To access 5G you must pay the \$55... [Read more](#) ▾



**Kurt** VIC  
★★★★★ 3y

*Aldi mobile service has definitely degraded* – I've been with Aldi mobile for years without an issue. The plans are all great value and the service has typically been great. The last few months however have been horrendous, very inconsistent reception and no reason as to why it's happening. Webpages struggle to load, calls don't come through but I receive the missed call message, basically my... [Read more](#) ▾



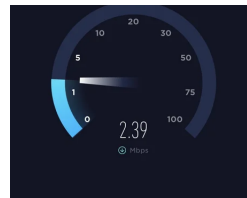
**Robyn** 3 posts  
★★★★★ 3y

*Anyone else unhappy with Aldi* – Anyone else have trouble have Instagram unable to be refreshed. Or safari no being connected or Facebook undated. These are just some of my problems in the past month. Not happy. Anyone else.



**Mitchell Mahony** VIC 6 posts  
★★★★★ 3y

*Great coverage or terrible, there is no in between* – I generally have to reset my network settings every other day because of patchy, inconsistent or non-existent coverage. It usually does the trick but not worth the discount.



**RAYMOND**  
★★★★★ 3y

*Have to fill the same information for times* – Trying to activate a prepaid service and keeping my own number, when in the second step aldimobile ask me to fill my personal info, when I filled them all and click next, aldimobile said I need to fill the info match my id, it is even not the id step, how to match their so called id? And I just fill and next and fill and next for dozens of times for nothing! So terrible service!



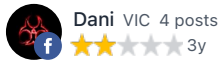
**George** SA 24 posts  
★★★★★ 3y

*unable to send MMS* – After numerous years and plenty of calls for assistance I am still unable to send MMS. Whenever I tried to solve this conundrum the only answer I receive that I am stupid.



**brett** QLD 18 posts  
★★★★★ 3y

*Customer service* – Great value average coverage but the app and customer service is horrendous double charged me for my daughters phone I've given up trying to sort it out I'm going to cancel the service customer service is worse than useless



Dani VIC 4 posts  
★★★★★ 3y

*Internet is virtually non-existent* – I want to like Aldi mobile, I really do...it is fine for a few weeks and then, for a week or so the data just drops, you cannot load a page or even browse through social media. It is super frustrating in this day and age. It seems that so many others are complaining its hard to understand why Aldi is yet to address this. I am going to start to look for another provider. I shouldn't be having this problem in Melbourne CBD!!



kruze 2 posts  
★★★★★ 3y

*Shockingly bad customer service experience* – Absolutely atrocious indian call centre customer service. 3 days, countless calls and holds just to activate a sim that "must have glitched" when activating. appalling customer service, clumsy interface and online apps. Dont recommend



Matthew G.  
★★★★★ 3y

*So so so bad...worse than before. Awful* – Avoid avoid avoid. A few years ago Aldi mobile was great. It was reliable, well priced and easy. They have clearly abandoned/neglected this service. Aldi mobile should actually have a class action set against them... their offering is intermittent at best. Their customer service is appalling. They are the pits! Network coverage: Inner Melbourne... [Read more](#) ▾



Paul D. VIC 7 posts  
★★★★★ 3y

*Data service has significantly deteriorated over past 12 months* – I started using Aldi mobile 2 years ago on the \$15 pay in advance monthly renewal plan as they were cheap. At first data was fine and then progressively seemed I was using up more and more data. I suspected ALDI made some internal changes that negatively impacted on how data usage was calculated. I increased my plan to \$25 which provided... [Read more](#) ▾



katrina NSW 2 posts  
★★★★★ 4y

*my phone number isnt recognized when i use it online* – its a great package.. but when i go online to book appointments, meetings the internet doesnt recognize my number and its affecting my business... not happy .. now i have to get a new number with another carrier and start again .. customer service were not helpful



bill T NSW 11 posts  
★★★★★ 4y

*3rd world service* – Forgot password, impossible to reset .....(try again later) Can't recharge without password, even from phone??? If Aldi expects me to go into one of their crap (different) stores to recharge my phone..... Think again. 1st world prices..... 3rd world service.



meldab VIC 9 posts  
★★★★★ 4y

*Hopefully I'll get to post with this terrible service* – Continual drop outs, can't get through to my daughter who is also with Aldi - calls go to voice mail due to no service



Unhappy In Sydney NSW 35 posts  
★★★★★ 4y

*Terrible service and "support"* – I can't connect to the internet, no matter how hard I try and when I ask for help they just tell me I don't have to do anything, that it should be working just fine. I know we can blame Telstra for the throttling of speeds, but not for the lousy support. Just another company that gets on Top Ten lists despite being lousy at what they do. By the way, it's not my phone or browser at fault because they have no trouble connecting to other ISPs.



OzSaleSuck!!!!!! 6 posts  
★★★★★ 4y

*Simply Awful!* – Went with Aldi Mobile because they advertise they are on the Telstra network, but their service is so throttled that it is often unusable. Could not send a text from my house which is in Telstra 5g zone in Ferntree Gully. No service in Scoresby. Lodged an inquiry and got back an email as long as my arm asking need to do so much work to check my... [Read more](#) ▾



Adam S.

★★★★★ 4y

*It's great if you get lucky with coverage* – I get an average of 3 bars generally on my iPhone when I'm at work or home. However, when travelling, I notice the coverage is vastly different compared to what Optus offers. Up and down speeds are perfectly adequate for anything you would want to do so no issues there. Rollover is nice to have but I've only ever had to use 1-5GB of it, however,... [Read more](#)



Ingrid R. QLD 2 posts

★★★★★ 4y

*Terrible reception !* – I'm on a monthly automatically recharge plan...Aldi mobile phone service is useless !!! It falls off during internet downloads - even very often I can't make a local phonecall - was trying it to several times - it doesn't work ...the connection is present, but the system doesn't allow me to use it properly ! This is annoying, because I got 20 GB and can't use it !!! 😡

OTG 4 posts

★★★★★ 4y

*Extremely Poor Connection. Always drops out* – ALDI Mobile is powered by the Telstra 4G wholesale network. Telstra has since throttled the service of their wholesaler clients. This Aldi and other Telstra MVNOs don't get the full coverage that Telstra customers do. I often can't load websites and apps such as Google, Maps, etc. Even though I have 4 bars. I've experienced this in the Melbourne... [Read more](#)



Gary G. NSW 4 posts

★★★★★ 4y

*They steal the roll over data you have paid for* – Coverage is ok but disgusting people to deal with for customer service. We had about 90gb of paid roll-over data but without any prior notification they took it away because the plan and payment details needed updating. If they notify you in advance of any issue it would be all okay, but they don't give you notice, they cut you off and take the... [Read more](#)



Grinch QLD 6 posts

★★★★★ 4y

*Poor coverage outside of major cities* – Zero coverage from after I left Rockhampton till I got to Mt Isa currently at Mitchell zero reception using a Telstra modem



Danielle M.

★★★★★ 4y

*Great service reliable* – Download speeds are fast , reliable network-no drop outs! Very happy



Lester B. 2 posts

★★★★★ 4y

*Top up disconnect* – Apparently when you use auto top up your service is turned off during this process, confirmed when I rang up to see why I had no service 1 night when I had to use my phone, also got told that the supervisor would not change this for me, as it is their system



Genevieve

★★★★★ 4y

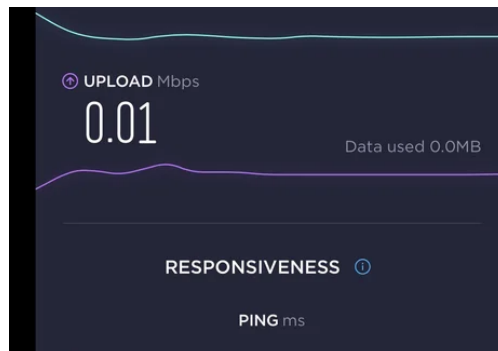
*Is this a SCAM?* – Bought a SIM card which only worked for a couple of weeks. Contacted ALDI (took over 48 h). The advice from ALDI "support" was to purchase a new SIM for \$5 and then all the remaining funds (over \$80) will be transferred. Unfortunately, the new card only worked until \$5 credit run out. Rather than helping, ALDI staff offered another purchase, this time - \$30 credit. Any discussion about retrieval of the \$80+ was cut short. Not recommended at all!

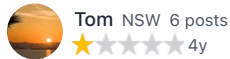


Jay

★★★★★ 4y

*Very very poor coverage* – I live just 15 minutes south of Campbelltown, NSW and the coverage provided by Aldi is horrible. Places where a normal Telstra sim had 4G only receive one bar of unusable 3G. Little to no 4G coverage anywhere in town. Pretty much every shopping centre including MacArthur Square and Narellan Town Centre have no coverage whatsoever. When people call... [Read more](#)





**Tom NSW** 6 posts  
★☆☆☆☆ 4y

*They take roll over data with no communication* – No communication, took away all roll over data and had to purchase another recharge half way through the month



**Netski VIC** 26 posts  
★★★★☆ 4y

*Lost its shine and moving on* – We have all been with Aldi Mobile for many, many years and always found them a bargain deal with great coverage at many places we went. The rollover was a bonus. Since Mid-Covid it has been failing us terribly when it comes to coverage. We even have issues at home these days. (Using iPhones 11 and 12s) Was good for a long time but moving on to another now.



**ALDIfan** 3 posts  
★★★★☆ 4y

*price and coverage are great; website and service are poor* – ALDI mobile is great unless you need to use their very slow website, or get technical help, which is pretty much impossible.



**Imafool SA**  
★★★★☆ 4y

*SHAFTED BIG TIME! THE JOKES ON ME!* – Yesterday morning I was a happy telstra pre paid mobile customer. I had 200GB of unused data in my kitty rolled over from the monthly \$30 pre paid plan I was on. I have never needed to use any. That \$30 mnth plan included 30 days unlimited talk, text and surfing the net. Never had an issue or depleted credit before next recharge due. Yesterday mid morning I foolishly forfeited those 200GB by believing I had found a better and cheaper deal with the Aldi \$5 sim starter pack and pairing it with the 30 day Aldi \$25 pre paid recharge option. Same unlimited talk and text only Aldi offered more data in their plan. Last night i was feeling proud of my little accomplishment and was thinking how i could I save even more \$\$ if I transfered my daughter and partners plans over to an Aldi family plan after their current Telstra billing cycle runs it's course. I'd just need to order the 2 person family Aldi sim card pack online and wait for it to arrive in the post. Thank goodness I got sidetracked and forgot to order them. Again i was willing to forfeit their stacked up unused data in their kitty's because I believed after comparing we would get a better deal for our \$\$\$ with Aldi. I've now put myself on a permanent ban from researching, handling, discussing or suggesting any form of family budgeting or saving goals i find, as i have just undeniably had to accept that it seems I wasn't capable of understanding what was included when I read, purchased and activated the \$5 sim starter pack and topped it with Aldi \$25 recharge voucher. Because 24 hours into day 1 of the new Aldi pre payed mobile plan I'm not so happy anymore. I got a notification text from Aldi Mobile informing me I have used all my allowances for the 365 day recharge period on the \$25 pay as you go plan that I never even signed up for and will need to recharge again to make calls, send txt messages and browse the internet. The \$30 it's cost me so far here on day 1 and has now locked me out from any communication or interaction with using my phone for what i believed i payed for and was entitled too has enabled me to make 8 short calls, send 12 sms messages and listen to approx 3 hours of music with constant interruptions on youtube. Guess I'll just go stand in the corner like a pot plant now for the next 29 days , 364 days or until i whack on another \$25 credit. Disgraceful Aldi Mobile



**Gee**  
★★★★☆ 4y

*Worst provider! Headach to get out and transfer to another provider. A big mistake! POOR covrage it always drops out!* – Worst coverage service! Many drop outs! Download speed is rubbish




**John D** 2 posts  
★★★★☆ 4y

*Poor Effort by ALDI* – Basically a waste of time. I bought a SIM to have a second number as a back up instead of relying on the works mobile. Was ok until I tried to recharge. did a \$15 recharge and while it certainly took the money out of my my paypal account it gave me no credit even though it says my credit doesn't expire for a year!!!! Don't even bother trying to talk to their help desk.



**Gerard McDonald**  
★★★★☆ 4y

*No coverage in or around key regional towns* – No coverage in many regional centres NSW and Queensland. No phone no texts no emails and no internet. Review done on Wife's phone with 3 bars with Telstra an no Aldi coverage. No lifeline to check in on family. I went through the sim and restart process suggested by Aldi web page to no avail.

 **Anonymous** VIC 3 posts  
★★★★★ 4y

**BEWARE OF SCAMS** – Terrible, I recharged for \$25 mobile but they didn't give me what I had payed for, instead they gave me some useless plan that last a few minutes. When I questioned why would I want such a deal I got no answer, why is that useless plan an option? They would not refund my money

 **Harry S.** NSW 17 posts  
★★★★★ 4y


**Disclosure** – While in major populated areas the cheaper Aldi mobile seemed good value advertising they use parts of Telstra's 3G, 4G and 5G network. However when I travelled through outback NSW with 16 travellers, 4 of them had reception in most remote towns because they were direct Telstra customers and I being the only Aldi customer did not. Not much good... [Read more](#)

 **Brett M.**  
★★★★★ 4y


**Aldi Mobile customer service** – Worst customer service I've encountered since dumping Optus it got to the point where I had to tell at the customer service representative to put the supervisor on the phone apparently their system can't tell the difference between my daughters phone and mine

 **elaine k.** QLD  
★★★★★ 4y

**service reception oddly slightly better than being with Telstra direct** – downside is no notification of expiry date of credit and inclusions so now my business number is out of service, thanks but no thanks ALDI mobile, a notification would be appreciated from ALDI mobile service

 **Daniel T.** VIC 2 posts  
★★★★★ 4y

**DATA unusable** – I have been struggling to get any pages to load for days now. This happened last month as well. When I hotspot from my telstra mobile my issues are suddenly solved.. it is so intermittent and overall junk lately. If they fixed their data issue they would be good again.

 **mynameisnobody** 24 posts  
★★★★★ 4y


**doesn't warn by sms to recharge, poor call center response** – old Aldi fan, but I got disgusted. I received a warning 'data is 50%' but 4 days later service stopped from no recharge (no auto recharge chosen). Disgusting Call center response on top. Boost did warn to recharge, this is what matters. Aldi also wanted credit card for verification after purposely declining first card choice! 11.2022.: I use 3... [Read more](#)

 **Joe** 4 posts  
★★★★★ 4y

**Decline and Fall** – Used to be a good budget provider, but they've become an utter omnishambles this year. Flip a coin as to whether Google Maps will load in central Melbourne, and there are long periods during which not a single website will load.

 **Hieu Minh T.** 3 posts  
★★★★★ 4y

**Terrible speeds and customer service** – The speeds are terrible, inconsistent and slow. Basically unusable and pathetic. Waited ages on hold to speak to representative without any luck. Avoid. Absolute steaming hot garbage! What a waste of money and effort.

 **TPT** 334 posts  
★★★★★ 4y

**The LYING - the barefaced lying** – I bought a \$5 starter pack - just to sit on - for incoming calls / emergencies / the old phone in the glove box type arrangement... And I went to sign up.... Filled in ALL my details - as is the usual... SIM cards stop working, networks upgrade - 2G, 3G, and 4G - along with phone company changes etc., never had a problem verifying my ID. SO... [Read more](#)

created your ALDImobile order [redacted] for account number [redacted]. Take a note of this before we finish up with some legal reasons.

I been unable to verify your identity electronically. This means that the details you entered did not exactly match those in the Government database. To activate your service, we now need to verify that you have an active Bank account in your name. The payment details you provide below will be used to obtain a \$1 authorisation and if this is approved, your identity will be proven and the authorisation cleared. Nothing will be deducted from your account. debit cards are not accepted, in line with Government requirements. do not provide this information or the authorisation is declined, we cannot activate a service for you.

Play by card    
Card number  
[input type="text"/>  
Expiry date (MM/YY) CVV (3 digits)  
MM/YY [input type="text"/> [input type="text"/>  
[input type="text"/>

Submit Activation

 **Jörn Guy S.** 3 posts  
★★★★★ 4y

**No Wifi Calling - Avoid outside big cities** – ALDI Mobile uses the telstra network, which has good coverage relative to other providers. However, that means you can still have very choppy reception if

you are not in the city. It is more likely that you can catch a mobile hotspot locally. Other providers like Boost allow you to make use of this by using a feature called Wifi calling. Aldi... [Read more](#) ▾



**AAP NSW** 3 posts  
★☆☆☆☆ 4y

*Customer service is terrible* – Such rubbish customer service. Aldi, you should be ashamed. There is no way that Optus would treat a customer like this. I purchased a data pack for rollover according to the email I received from Aldi. 100GB of data was supposed to be eligible for rollover, but ZERO was given despite their app and email saying it would. Customer service merely... [Read more](#) ▾



**Lis** 8 posts  
★★★★☆ 4y

*Too bad if you have to call for help* – Have auto recharge. Last month had to ring to get recharge. This month was without phone for over 2 1/2 hrs before recharge cut in just after midnight to 2.40 when no help was available. When complained was advised they do it in batches & can take up to 4 hrs to recharge. Too bad if you take ill in that period or need the police.



**Gurbachan S.** VIC  
★★★★☆ 4y

*Excellent value as long as you don't leave the country* – I was happy with my ALDI mobile in Australia. But overseas, in Malaysia, roaming refused to work. Aldi responded and tried many things But we couldn't get roaming to work.



**David Mc** 3 posts  
★★★★☆ 4y

*Appalling reception once you start to Travel Australia* – I have been with ALDI mobile for almost 10 years, I joined up in August 2013. What I have found in the past 18 months is the lack of signal strength & reception. It's been appalling to say the least. I have called ALDI mobile and questioned what happened and yes, they've moved to using a much cheaper part of the Telstra service (what they call a... [Read more](#) ▾



**Rudi** WA 4 posts  
★★★★☆ 4y

*Terrible mobile service* – Very bad mobile coverage, very bad reception, terrible customer service! Do not get fooled by their cheap prices. Cheap cheese in the mousetrap, that what it is! The worst Network!



**RetroSandie** VIC 2 posts  
★★★★☆ 4y

*Intermittent or non existent internet connection* – Aldi mobile was great, however recently cannot connect to internet or hotspot to stream or can connect after a big wait and then it drops out. I'm near towers so this should not be an issue.



**Jenny larsen** VIC  
★★★★☆ 4y

*Great value* – Coverage is awesome. I live regionally and don't have any problems. Speed is great. I the amount of data is so good however too much for this boomer . I don't use much but better to have more than less. Great value foe money, I'm on the \$25 a month. Highly recommend one issue problems sending pictures on messages but ok on messenger



**Peekay** 2 posts  
★★★★☆ 4y

*Phone plan is AWESOME, the website & Call Center not even close* – Great Telstra coverage, in city and regional areas - the better choice. Is there Call Center as 'good' as Telstra's 'famed' customer service. Probably right 'up'(down) there. BUT even worse than their customer Not really helpful call center is their woeful online platform. Slow, clunky and lucky to work every time. Good Grief!!!



**bobsue** QLD  
★★★★☆ 4y

*Disappointing* – My husband and myself have been with Aldi Mobile for many years and have recommended it to several of our friends. The last 5 days we have been unable to make or receive calls at home. However if we go about 100 metres down the road we have no problem. Originally the calls went straight to voicemail, however after speaking with a customer... [Read more](#) ▾



**Richard L.** NSW 3 posts  
★★★★☆ 4y

*Not good anymore* – Reception getting worst, not value for money anymore. Outdated system. 3 phone numbers was in the same account, for you to add them into one family plan, you have to separately create user account for each number and join them back together, such a genuine system hey !



**AmarooMan** ACT 8 posts  
★★★★★ 4y Verified

*Intermittent but ongoing missed call/can't call problem* – I have been with ALDI Mobile for some time and very happy with the service. However, I have had a lot of "missed call" experiences in the last few months. My phone doesn't ring but a few minutes later I get a missed call SMS. More recently, I have problems making calls with the phone showing "calling" for an extended period of time but no ring... [Read more](#) ▾

availability of emergency calling over Wi-Fi. [About Wi-Fi Calling & Privacy...](#)



**Irfan** 5 posts  
★★★★☆ 4y

*Poor Customer experience with ALDI mobile* – - very poor Customer experience with ALDI mobile - no indication, or warning, in the ALDI mobile app that downgrading my plan would result in me losing all my rollover data (lost )100 Gb), a poor user experience resulting in me feeling very disappointed 😞 - the rep also said there should be a warning in the app! - was impossible to speak to a... [Read more](#) ▾



**EJo** VIC  
★★★★☆ 4y

*Once great, now sad. Not recommended* – We've been using Aldi phone service now for a few years. It had excellent service in Melbourne (not so in regional areas) but worth it for the great price. In recent times the service hasn't been that great. Data can be very sluggish. 10 days ago we recharged my daughter's phone (\$15), received an email confirmation.....and nothing. No... [Read more](#) ▾



**Dee017** NSW 6 posts  
★★★★★ 4y

*Reliable, Quality, Value Service* – I have been with Aldi mobile for approx 4-5 years. Great network coverage. I have recommended to friends to sign up and have been thanked. It is certainly value for money as with near all Aldi products.



**Malcolm G.** 2 posts  
★★★★☆ 4y

*Happy Customer* – I must be on a different planet to the unhappy reviewers herein, I am quite happy with Aldi Mobile, yes service has range limitations, but it is much cheaper than Telstra, and range in most populated areas seems OK. We lose coverage in Western Qld and Central Australia.



**Arcturus** NSW 4 posts  
★★★★☆ 4y

*Unable To Make Or Receive Calls For 6 Days - Aldi Refuses To Fix, Explain, Refund Or Acknowledge. Do Not Join Aldi Mobile* – Out of nowhere my phone could not make or receive calls. Got a whole new sim, went to apple and they replaced the whole phone. Aldi is RUDE, dismissive, do not answer any questions. Am definitely changing provider now. I live in Sydney city and there are no outages according to Telstra. WORST customer service ever. DO NOT JOIN ALDI. TPG mobile... [Read more](#) ▾



**Mike** NSW 10 posts  
★★★★☆ 4y

*Was Ok, now mediocre to bad* – Has terrible coverage. A large stretch of the train line from Strathfield to Paramatta in Sydney doesn't get coverage. They say they use Telstra coverage but I find this hard to believe that Telstra doesn't cover the main commuter lines in Sydney. Their web page takes about 5 minutes to load. For a TECH company selling INTERNET. Let that sink in. They used to be good value

for money, but others have caught up.



**Greg B.** 3 posts



*Shocking Billing system* – Had no problem with the actual service except for when they cut my service off. Had auto recharge set but several times they didn't activate it and cut service. When auto recharge was activated they still had a period where no service was provided. I then manually pre paid an extra month in advance to always be an extra month in credit but they... [Read more](#) ▾



**Louise** NSW



*My Aldi mobile does not work in my house or outside my house three other family members Experiencing the same thing* – This is really weird. We have a family plan. All 4 members of our family all started experiencing the same thing on Friday 13th May. Our phones do not work inside our house or in the block around our house. They don't ring in or out bee get missed call messages. We are getting all our other phone services, wifi, text data etc. We just can't make... [Read more](#) ▾



**No country coverage** QLD 2 posts



*If you need continual mobile service in the bush -MUST purchase a Telstra SIM card* – I've just returned from a 2week road trip from Brisbane out to Charleville, up to Barcaldine, Longreach & Winton. Calls & texts can only be made and recd in Longreach. Not good if you break down - you can't phone RACQ! Aldi - this is VERY dangerous for people's personal safety (your maps show coverage in Charleville, Ilfracombe & Winton which is incorrect)! I'd go as far to say - false advertising!



**ffis101** TAS 10 posts



*Great Experience But No WIFI Calling* – I have been with Aldi Mobile for years now and have nothing to complain about except the fact they don't support wifi calling. It's quite annoying for me as at times I am underground or elsewhere where I have not network service but I do have a wifi connection. Luckily apps like Messenger and Teams work, so I'm not completely cut off.



**Robbed** 4 posts



*Sim card stopped saying no credit when plenty of credit. Would not escalate to fix* – After shut down for 5 days, that's right no mobile service for maintenance, sim card would not see credit in the card. Even though phoning them for 3rd time on the sim card, they wanted me to get another phone drive to another location and try before really trying to fix. Have asked for credit and will else where.



**Steve** VIC 6 posts



*Aldi is great value but hopeless at fixing any issues. Call forwarding doesn't work at all* – Aldi is great value but hopeless at fixing any issues, they email Telstra who then tries something and emails them back tacking 2 business days. Not good they switched off my message bank customers get message say this phone is not connected!



**Frank** QLD 9 posts



*Will cancel your family plan if you change one of the numbers* – ALDI cancelled my family plan mid way through the month without any notice - this was after only ONE of the family plan telephone numbers changed providers. They would not provide any refund for the time I had already paid for to use for the other telephone number on the account and I lost all of my rollover data. Then, to make matters even... [Read more](#) ▾



**Jono B** NSW 2 posts



Vote (2) ...

*Possible the worst customer service of any company* – I had an error when trying to apply a recharge voucher and it went to the wrong number. When I asked if they could transfer this unused credit to the correct number no was the answer. They of course start quoting terms and conditions. This is the second time I have had an issue that they couldn't help with and with the first error he T&C line came out. Dont bother calling the customer service number as they have no idea about helping customers.



**Kaylah R.**



*Cannot make calls from my mobile at my residence* – I have had this issue since January before the floods, lodged a ticket and went through all the testing they required to still 4 months later no fix. The support emails have been no help at all, they keep telling me telstra have fixed their service towers in

my area but i still cannot call off my mobile at my residence. I pay \$45 a month pre paid... [Read more](#) ▾



**Kellie** 2 posts

★☆☆☆☆ 4y

*I have been unable to make calls or receive calls for 7 days no help from staff Would Not recommend service* – Simply No mobile phone service does not work at my house or within 2 kilometres from house phone if goes through fails so does not work dies but work very frustrating



**Jnbell WA**

MYM ★☆☆☆☆ 4y

*Not good enough* – Just purchased starter pack and \$25voucher in store. Went on line, tapped \$25 plan, lodged starter pack and voucher numbers. Also gave credit card details for future direct debits. A week later I get a 'courtesy' text to say I have \$4 left. I only use phone for local calls and texts!! I rang and was told not set up. My fault apparently!! Oh yes... [Read more](#) ▾



**Lyall-Simone R.**

★☆☆☆☆ 4y

*Lack of customer assistance to rectify an charged error* – Was charged \$35 for a pre paid starter kit when trying to add \$35 phone credit on my monthly plan. Spoke to customer assistance in order to cancel the unwanted \$35 starter kit. Was told that I would have to wait 3-5 days for any rectification and funds to come back to me, was then told I would need to fork out another \$35 if I wanted credit on my... [Read more](#) ▾



**GrumpyShopper QLD**

★☆☆☆☆ 4y

Vote (2) ...

*Waste of money* – Three family members with three Aldi mobile services in three different locations. All worked fine for a long time but since the beginning of this year we all have had terrible service. There have been many days when we have not been able to make/recieve calls or send/recieve texts for periods ranging from a few minutes to few hours. As other... [Read more](#) ▾



**Brendan NSW** 3 posts

★☆☆☆☆ 4y Verified

Vote (2) ...

*Avoid Aldi Mobile at all costs they do not care about their customers* – Ive been using aldi mobile for nearly 2 years now. All of a sudden I was unable to make or receive phone calls while at home. I contacted aldi to see what was going on and after 6 weeks of emailing back and forth no solution to the problem was provided. I informed aldi that I have a very sick 2 year old that sometimes has medical emergencies. so... [Read more](#) ▾



**RS8573** 50 posts

★☆☆☆☆ 4y

*Suddenly can't make it receive calls, no response from support* – Suddenly unable to make or receive calls. No changes made, just doesn't work. Logged a ticket, a day latter no response. Can't call them to get it fixed, and phone is useless. Appalling service.



**Peter SA** 13 posts

★☆☆☆☆ 4y

*Call connectivity* – Call service isn't all that good, full bars at the start of a call but as soon as I hit call it drops to one bar, takes ages to connect and becomes echoey . Expected better considering they use Telstra network.



**sibtokgoz VIC** 2 posts

★☆☆☆☆ 4y Verified

*Use to be good* – Used to be really good but over the last 4-5 months the data connection has gone downhill massively. You'll be lucky for your internet to work. My whole family is on Aldi Mobile and we all face the same issues, despite living in different suburbs (inner city, south, and north-east suburbs) I know people on Telstra and Boost who are NOT having... [Read more](#) ▾



**Giyana SA**

★☆☆☆☆ 4y

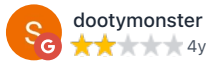
*Terrible experience with ALDI mobile sim plan* – When i buy a SIM card for my mobile, people in the store not given any specific information. So when i change my mind and try to return the product next day, They said i can not return it to store but need to call to their service desk. Then it was terrible service no one want to understand my request, so much waiting time, frustrating, very... [Read more](#) ▾



**John M. QLD**

★☆☆☆☆ 4y Verified

*Worse than useless for me* – Most days lose connection 4 or 5 times and I live about 5km from the centre of a capital city. Texts not sending or coming in, and inability to be contacted has caused me a lot of trouble including having the police knocking on my door while I was out to check I was ok after a sudden disconnection during a call over a minor matter. My complaints... [Read more](#) ▾



**dootymonster**  
★★★★☆ 4y

*Spam Callers* – Coverage is good and no problems with internet data! The Problem is the amount of Spam callers I have been getting. I am a person who doesn't use the phone much (I have had the same phone number since 2005) and I NEVER NEVER GIVE OUT MY PHONE NUMBER, when I am asked I always say I dont have one, Yet after switching from my previous provider in... [Read more](#) ▾



**Vaughan Cameron** QLD 2 posts  
★★★★☆ 4y

*5th March 2022. Poor Reception* – These are the figures taken at 11.05pm on Saturday 5th March 2022 using Telstra's online speed check. It was up to 40mbps earlier tonight which is still poor 13.7 download 3.5 upload

#### Your speed test results

**13.7** Mbps  
DOWNLOAD SPEED

Higher speeds give you a better experience for things like video streaming or internet browsing.

**3.3** Mbps



**Amit Garg** 3 posts  
★★★★☆ 4y

*Superbly terrible service* – Superbly terrible service. No number to contact customer service. Internet never works. Never ever buy again. Plz plz don't buy aldi or anything where you can't call proper Aussie customer service.



**Willva** 2 posts  
★★★★☆ 4y

*Useless custom service* – Do not choose this service, when things go wrong they can't help you because they have an incompetent or incapable service department who is only there to talk to you about your problems, and not solve them at all. Aldi mobiles customer service department said they were able to assist me with phone number spoofers. This is where scammers call... [Read more](#) ▾



**John** VIC 2 posts  
★★★★☆ 4y Verified

*terrible mobile reception* – my mobile no longer receives or makes calls in my office. Handset checked and fine. Optus works fine. Aldi service not helping, this is day 3 of no phone in office.



**KFM** 6 posts  
★★★★☆ 4y

*Cancelling my service today* – I have four mobile phones on the Aldi family account. I've complained and repeated my complaints, if it's ever possible to connect with someone, they provide lip service and fix nothing. I'm closing my account today. The reception has been so poor this week that I can't make calls out and all calls coming in are diverted directly to voicemail. ... [Read more](#) ▾



**Paul** QLD 7 posts  
★★★★☆ 4y

*They have no clue!!* – The website sent me around in circles so I bought a plan so as to keep my phone activated. I was told the one I purchased online was cancelled and I would be refunded. No, that was wrong. They have no clue and these poor ill trained staff are constantly in the firing line. Aldi mobile you are appalling.



**Kevin** VIC 3 posts  
★★★★☆ 4y

*Worst Telco I have ever dealt with* – signed up 2 mobile services in the beginning of 2022. WORST reception I have ever experienced, and I live in Melbourne CBD. Constant drop out, slow speeds, and calls going to voice mail straight away. Asked for a refund immediately which they have promised to give. Been chasing it up for a month, countless calls and only empty promises and no actions. Raised this with the TIO as they are unable to even process a basic refund.



**Chri77** NSW 4 posts  
★★★★☆ 4y

*Very bad mobile coverage drops in and out* – Aldi do don't recognise when you recharge your plan. They do not refund when their at fault when there is no network coverage. Very poor service to fix the issue.



**Jayne C.** NSW  
★★★★☆ 4y



Good value for \$\$, but since the end of 2021 reception has been woeful – Drop outs, lack of connection, drops to 3g even in the middle of town. We are on the family plan \$110 per month, and even though the value is great the service is so bad I am considering moving to another provider.



Calls randomly dropping – Call keeps dropping instantly, and when I did finally get through (this is during the recent storms in Qld) the call drops out halfway. When they called back, the call wouldn't connect, they left a voicemail, but when I try to access the voicemail service (101) that ALSO doesn't connect.



Terrible network – Terrible Network - showing Telstra network- all the time 3G only with many time calls drop only a no internet - when I pull out my no. I not allowing to do it rejected my application. Such a terrible



Extra Charges for Call Diversion on any Aldi mobile packs – IT is a joke that I need to pay extra for Call Diversion to Austrlian numbers on \$299 365 day expiry pack. Please use Belong or Boost instead. "Call forwarding charges are higher than standard call charges and are not part of the standard inclusions in any of our packs."

or call forwarding?

aged from your handset so check your user manual or call the ma  
tre cannot arrange diversions or forwarding on your behalf.

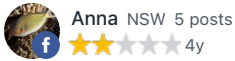
rding to an Australian number other than voicemail, you will need

is are higher than standard call charges and are not part of the sta

ur call charges on our [legals page](#).



Worst Mobile Data Ever! – Completely unreliable data service. Constant dropouts and extremely slow speeds. I would give zero stars if possible. I was with Aldi for phone and data for years, but I will never use it again.



No support for Apple Watch – Has been OK for over 10 years. Coverage has declined. Most important reason for moving - really need to support smart watches with eSim. It's like the dark ages in this country. Why are we so far behind??

← Best 2026 Mobile Phone Service ...



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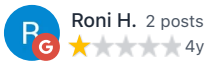
litigator ▾

Write a review

serious decline in internet coverage. Service is almost Unusable now plus even having issues with making calls.



Well-priced and works OK until it doesn't – Well-priced with 30 day expiry periods, and overall works well, until it doesn't; until your credit card expires as normal and then the system used by this 'technology business' doesn't prompt you to update before the expiry and then auto recharge turns off and you hurriedly set it up while you find some public wifi or between zoom meetings and... [Read more ▾](#)



PayG 365 not available on voucher activation!! – Went to Aldi and purchase a starter pack for \$15 wanting to use the credit for 365 days. But only to find out after activation that it is for 30days expiry. Call Support and they said I have to specify to the checkout person that I want a 365 day voucher. By default, they just give me 30days expiry. I feel like I just wasted my \$15 as I don't use it often anyway!!



Vote (3) ...

Great product...until recently – Have been with Aldi mobile now for a few years, simple, easy and great value for money, never had any issues until the last couple of months when the internet connection has become awful. I'll have 4a reception with 3/4 bars and it iust stoos working and doesn't load anything

- all my apps will say no internet connection even though I'm on full... [Read more](#) ▾



Jules

★☆☆☆☆ 4y

Vote (2) ...

*Very slow internet lately* – Overall I have loved being with Aldi on the family plan, but over the past 2 months my internet service has been awful. It's so slow that most of the time it won't even load. What is going on? I see many others complaining of the same thing.



Hoppe NSW 2 posts

★☆☆☆☆ 4y

*Can't make or receive calls* – After years of service. On hold at call centre for many minutes. Still waiting. Ready to bail out to a competitor but that is what they probably want. How many more complaints do they need?

[See top rated Mobile Phone Service Providers](#)

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