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Aldi Talk

Reviews 76 . 2.0

Telecommunications Service Provider

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Write a review

2.0

Poor



76 reviews

5-star



4-star



3-star



2-star



1-star



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Mitchell Mahony

Jan 18, 2026



The Internet becomes unusable in the mornings lunchtime and evenings and at peak times on the weekends. They use a Telstra network however during peak hours it seems Telstra restricts access..... exactl... [See more](#)

Useful Share



Angel

Jan 14, 2026



Reception was not issue the account was empty to quick... All you get is Mobile data draw money for few days!!! really poor ... then customer services will put down the phone on you . WORST EX... [See more](#)

Useful Share



Walter Kaan

Dec 4, 2024



I want this AldiMobile to simply give me some general internet access but it seems many many things (DNS servers, sites (like duckduckgo) VPN, various ports, even ping) simply doesn't work. Maybe... [See more](#)

Useful Share



Tomma von Haeften

Jun 22, 2021



We switched to Aldi Talk after being really disappointed with Blau.de. So far so good! The sign up was thorough but easy enough, the service started immediately, they have an app one can download to... [See more](#)

Useful Share

[See all 76 reviews](#)

Company details

Telecommunications Service Provider

Internet Provider

Internet Service Provider

Mobile Network Operator

[Phone and Internet Service](#) | [Software Company](#) (i)


Information provided by various external sources

ALDImobile prepaid plans offer great value calls, SMS and data. Choose from our wide range of plan options including 365 days credit!


Contact info


 aldimobile.com.au

People also looked at (i)






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boost.com.au







Belong
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amaysim.com.au





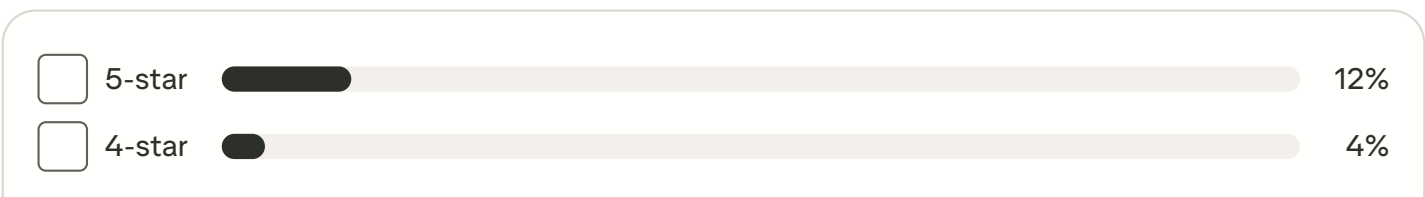
felixmobile.co...
felixmobile.com....



 **2.0** (i)

All reviews

76 total • [Write a review](#)





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Mitchell Mahony

AU • 3 reviews

Jan 18, 2026



Don't do it!

The Internet becomes unusable in the mornings lunchtime and evenings and at peak times on the weekends. They use a Telstra network however during peak hours it seems Telstra restricts access..... exactly at the times when you need to use it most. Example.....it took me three minutes to load this page.

18 January 2026

Unprompted review

Useful Share



Angel

AU • 1 review

Jan 14, 2026

 AU • 1 review



Reception was not issue the account was...

Reception was not issue the account was empty to quick...

All you get is

Mobile data draw money for few days!!!




really poor ...

then customer services will put down the phone on you .

WORST EXPERIENCE IN NSW

1 January 2026

Unprompted review

 Useful  Share 



Christine Gunner

GB • 11 reviews

Jan 13, 2026






DO NOT WASTE YOUR MONEY AND TIME!!!

DO NOT WASTE YOUR MONEY AND TIME!!!

-1*

12 January 2026

Unprompted review

 Useful 1  Share 



Gig

AU • 5 reviews

Dec 23, 2025



Im not impressed with your App the fact...

Im not impressed with your App the fact that there is no on line chat or able to send a message also I could not change my address in the app and to top it off a couple of weeks ago I updated dated my payment details as I had a replacement card yet the time came for monthly payment and I have been with your over 15 years you didn't take the payment put on a PAYG the reason was because I had to ring you to start the new card even the fact that I changed it in the app you need to let the customer know things things very poor service

22 December 2025

Unprompted review

Useful Share

See 1 more review by Gig



Kate Donnelly
GB • 18 reviews

Nov 13, 2025



Always satisfied with Aldi Mobile until...

Always satisfied with Aldi Mobile until issue with Sim after returning from abroad. Customer Service initially was extremely poor, and no one at customer service seemed interested in assisting. Eventually an Advisor (who appeared willing to help) contacted me by phone, took control of situation, and problem resolved. Will remain with Aldi Mobile.

10 November 2025

Unprompted review

Useful Share



Sheena Avison
AU • 7 reviews

Oct 27, 2025



If I could give a minus zero I would

If I could give a zero I would. Paid \$15 got the sim it said need to add credit, paid \$19 within days I had no credit paid another \$23 5 days later gone, phoned, they were having problems and couldn't check. Paid another \$15 same thing. I spent almost \$90 in just over 1 month. Finally checked my usage and it showed me going online in the middle of the night plus calls were charged when I was hooked up to wifi. I am 78, never on the phone after 9pm and always home EVERY night and on the wifi. Aldi checked and basically said you made the calls too bad. Well too bad for you Aldi I've change to an honest provider 🤬🤬🤬

21 October 2025 Unprompted review

👍 Useful 1 🔗 Share 🚩

AN anonymous
AU · 2 reviews

Oct 20, 2025



I recently bought a aldi SIM card...

I recently bought a aldi SIM card online delivery was quick and ported my number from Telstra to Aldimobile the process very quick and got the \$23 mobile plan 12gb 30day expiry and loving the data and the cheap prices couldn't be happier

17 October 2025 Unprompted review

👍 Useful 🔗 Share 🚩

A Ahmed Ismailjee
AU · 2 reviews

Sep 24, 2025



I HAVE BEEN ALDI CUSTOMER SINCE 2019

I HAVE BEEN ALDI CUSTOMER SINCE 2019. I AM VERY DISAPPOINTED WITH THEIR VERY POOR CUSTOMER SERVICES. I AM HAVING ALL SORTS OF PROBLEMS AND THEY DID NOT HELP! IT IS VERY DIFFICULT TO CONTACT THEIR PHILIPINA CALL CENTRE. THEY ARE VERY DIFFICULT TO UNDERSTAND. IT TOOK ME NEARLY AN HOUR AND 2 PHONE CALLS. I COULDN'T CONTACT THE ALDI AUSTRALIA. I ONLY HAD ONE NUMBER BECAUSE THEY KEEP CHANGING! I CAN'T USE MY MOBILE SERVICE BECAUSE OF THEIR INCOMPETENCE! I WILL NOT RECOMMEND ALDI TO ANYONE! THERE ARE OTHER SERVICE PROVIDERS WITH BETTER DEAL AND VALUE FOR MONEY. THE TELECOM INDUSTRIES OMBADSMAN DON'T DO ANYTHING. I AM LOCKED IN CONTRACT FOR A YEAR. I NEED TO HEAR FROM OTHER CUSTOMERS! I COULDN'T CALL SO I HAD TO ASK MY SISTER TO EMAIL THEM BUT THEY IGNORED IT!



Carlos Sabsna

AU • 1 review

Sep 17, 2025



Amazing aldi mobile the best I love it

Amazing aldi mobile the best I love it

17 September 2025

Unprompted review

Useful Share



Anne Toll

GB • 20 reviews

Sep 10, 2025



Cancelling contract talk talk

I cancelled my contract in July and got a bill today. After an hour on chat was told that not renewing a contract denotes continuation. Am I thick? I always thought that when you cancelled a contract at the end that was it???? Apparently not! Tell talk talk!!

9 September 2025

Unprompted review

Useful 1 Share

**Burnard Morey**

AU • 4 reviews

Jul 8, 2025

**No response to query**

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.

27 June 2025

Unprompted review

Useful Share

**Michael Durkin**

IE • 5 reviews

Updated May 11, 2025

**First month no problem**

First month no problem, then no data, oh I thought they were going to recharge. Bought a \$95 recharge of 30 gb . No calls or sms so bought a \$ 19 10 gb monthly plan on Paypal, no record and no service. Brought another through my bank: result no record of this occurring our end , no service. \$135 for browsing internet no phone service. Eventually one phone assistant helped and situation was resolved. Took maybe ten calls.

17 April 2025

Unprompted review

Useful Share

**Beatrix Rochat**

AU • 8 reviews

Mar 12, 2025



I couldn't activate my simcard and received bad service

I couldn't activate my simcard and called for assistance. I spoke with 2 different operators that were unfriendly and incompetent and just put the phone down when I asked for a refund. I called back and spoke with a 3rd operator that was friendly but the call

CF Christopher Fernando
AU • 15 reviews

Mar 5, 2025



Absolute rubbish

Absolute rubbish, sim never worked and support is non existent. Filed with Telecom ombudsman for full refund

3 March 2025

Unprompted review

Useful 1 Share

RB RW Bush
AU • 2 reviews

Jan 2, 2025



Very suitable for my needs

Very suitable for my needs. Works well everywhere I need it, even in some remote rural areas.

I was unable to change my plan on line from a PC or from my mobile as instructed on the Aldi website.

This does not work at all. Could not add a credit card to enable auto renew.

Rang their contact number and the consultant changed my plan and fixed auto renew immediately.

17 December 2024

Unprompted review

WK Walter Kaan
IN • 6 reviews

Dec 4, 2024



Many services and sites are censored

I want this AldiMobile to simply give me some general internet access but it seems many many things (DNS servers, sites (like duckduckgo) VPN, various ports, even ping) simply doesn't work.

Maybe AldiMobile is a good deal if you just want to eat white bread internet, but as soon as you want a little peanut butter, you will be left unhappy.

4 December 2024

Unprompted review

Useful Share



Ledgerdemaine

AU • 1 review

Nov 26, 2024



Aldi supply an appalling service

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 the user then it was previous provider, Telstra for blocking the verification code. Then it was my browser, I even changed browser to a fresh install of firefox. No change! I suspect they want out of the mobile market and are cutting back on services and support. Strongly recommend you go elsewhere to protect your health.

26 November 2024

Unprompted review

Useful 1 Share



Guy

AU • 1 review

Nov 10, 2024



Aldi mobile is an absolute DISGRACE!!!

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 nothing more from them.

Over the last few days my wife has called them (because I can't make calls) SEVEN times and been automatically cut off after 29 minutes and 50 seconds EVERY TIME... without even talking to anyone FIVE of those seven times. The 2 times she did speak to someone she didn't even get close to resolving the problem before being cut off (at the 29 min 50 second mark). She didn't receive a call back on ANY of these 7 occasions.

Astonishingly bad (lack of) customer service.

My wife and I both have Aldi sim cards, both of which work in her phone, neither of which work in my phone. Other sim cards (as tested by JB HI-FI manager...where I bought my phone) DO work in my phone so it's not my 10 month old 5G phone. My sim card DOES work in other phones, so it's not my sim card.

The combination of my (or my wife's) Aldi sim card and my phone does not work. This should (surely) be pretty straightforward to fix, but their customer service is beyond useless and appalling... disgracefully non-existent.




If I could give them zero stars I would.

Due to a health condition I NEED to be able to make calls. They should be shut down and heavily fined for leaving people in the lurch like this.

I am now in the process of changing providers.

10 November 2024

Unprompted review

 Useful 1  Share 

  **M.G.**
DE • 8 reviews

Oct 30, 2024



System doesn't recognize own number

I lost my Sim card and want to order a new one.

Problem is the system says my number doesn't exists or isnt from Aldi talk.

Tried it several times online and via Hotline, but cant even get past the system to a human...

The number is correct Im holding the documents from the card registration right in my hand and also have tried replacing 0 with 49

What am I supposed to do now!?



Adam

NO • 84 reviews

Oct 1, 2024



Hopeless customer service

I asked a simple polite but vital question about network coverage, ES284973505.

The non-reply from Aldi was to paste in the exact information as available the website even though that information does not answer the question I'd spent an hour trying to answer.

I immediately replied, but discovered they'd already closed the case. How lazy and rude.

So I have now filed a complaint and will update if/when I receive a reasonable response.

1 October 2024 Unprompted review

Helpful 0 Share 0

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Aldi Talk

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Telecommunications Service Provider

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Poor



76 reviews



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Useful Share



Angel

Jan 14, 2026



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Useful Share



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Jun 22, 2021



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Telecommunications Service Provider

Internet Provider

Internet Service Provider

Mobile Network Operator

[Phone and Internet Service](#) | [Software Company](#) (i)

Information provided by various external sources

ALDImobile prepaid plans offer great value calls, SMS and data. Choose from our wide range of plan options including 365 days credit!

Contact info

 aldimobile.com.au

People also looked at (i)



Boost Mobile
boost.com.au

1.3 (93)



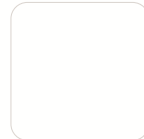
Belong
www.belong.co...

1.8 (364)



amaysim Austr...
amaysim.com.au

1.4 (152)



felixmobile.co...
felixmobile.com....

1.8 (107)

 **2.0** (i)

All reviews

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A Alicia Babarovich
AU • 1 review

Aug 22, 2024



If I was able to give a 0 I would

If I was able to give a 0 I would. Tried to activate a sim card it kept telling us the activation code was wrong we tried to call them we were hung up on, called back we thought it was all good waited the 5mins before turning the phone back on and again nothing, rang this morning to be given the wrong info about what sim card should be in the phone while waiting for a code then get hung up on again ring back put on hold for 55mins to be hung up on a huge thumb down from me what a waist of \$19

22 August 2024

Unprompted review

Useful

Share





Cat Hat Northampton

GB • 15 reviews

Aug 8, 2024



Getting a signal in the UK sorted

The ALDI team contacted me directly by phone on my UK landline about my problem linking my ALDI sim to a network while I am back in the UK. I need this to receive text messages from my Australian bank. They rang back at a more convenient time. It appears my phone was automatically searching just for the Telstra network (which does not exist in the UK) and once I had turned off the automatic selection on my android phone and selected the partner network (EE) manually, it was fine.

8 August 2024

Unprompted review

Useful Share

See 1 more review by Cat



JOHN TRAPPER

AU • 1 review

Jul 27, 2024



Aldis mobile phone starter pack is crap...

Aldis mobile phone starter pack is crap you can't activate it or do not in my opinion don't buy Aldis mobile phone starter pack nobody will not be happy at all

27 July 2024

Unprompted review

Useful 1 Share



jane

GB • 16 reviews

Jul 9, 2024



I bought a €25 mobile plan with 22gb of...

I bought a €25 mobile plan with 22gb of data for use on my month long trip to Australia. So stressful setting it up and then coverage was so intermittent I rang customer service 5 times. Had me jumping through some hoops in settings. Shouldn't be this difficult. Eventually it worked for a couple of days running then intermittent again. I needed the data for sat nav as I was there to look after my granddaughter during the holidays but it was so unreliable I wasn't able to trust the coverage to get us around. My anxiety over it was sky high and I lost the will to live. I will never ever use this company again and would advise anyone to avoid at all costs.

11 June 2024

Unprompted review

Useful 1 Share



Nga Tu
AU • 2 reviews

Jun 19, 2024



Worse experience ever

Worse experience ever. I bought a stater pack on Saturday and tried to activate it, only received the activation message the next Monday. Tried again and the activation code no longer working. Called the their hotline and spoke to the customer service team but just halfway they hang up without and reason. Their accent is not easy to understand too. I've used Dodo, Belong, Amaysim and they are all very easy for activation process.

19 June 2024

Unprompted review

Useful 3 Share

Amanda Budd
AU • 2 reviews

Apr 17, 2024



Worst customer service I have ever experienced

Accidentally selected \$29 instead of \$39 (which is my standard recharge since moving to Aldi mobile), genuine mistake as I was in a rush and didn't check before I hit recharge, noticed my error and was on the phone to customer service even before the recharge confirmation text came through on my phone - customer service was woeful, representative spoke over the top of me throughout the conversation, they were very difficult to understand and had zero interest in trying to assist me reverse the \$29 and revert back to the \$39 plan. Log a complaint and customer service pretty much gave me a 'so sad too bad' email with zero intention of trying to be helpful. Worst customer service I have ever dealt with and if I hadn't just recharged I would have gone elsewhere. Absolutely disgusting and very unhelpful and completely GAF attitude of the Customer service team has left me a very unhappy and disgruntled customer

15 April 2024

Unprompted review

Useful 2 Share

Mindi
AU • 1 review

Jan 30, 2024



I feel scammed

I went into an Aldi store today to get a \$25 recharge thinking that it was the same as on the app. the app hasn't been working for me for the last few days and I need to be able to contact people. I got the recharge and not even six hours later it had run out only called five people and use the Internet twice I didn't know that they didn't sell the mobile plan I thought it was the same thing if I knew it was different I wouldn't have gotten it. I feel like I just got scammed wtaf!! Seriously w t f

Tried to talk to the customer service about it that was a headache

30 January 2024

Unprompted review

Useful 1 Share

Dennis

Dec 16, 2023

AU • 2 reviews

**Is this the best Telco in Australia? Yes**

I have been with Aldi Mobile and have had the best service compared to 3 other Telco's. The service is outstanding, and the price is really great including the good options they have. I highly recommend Aldi Mobile, including putting my extended family on Aldi Mobile.

16 December 2023

Unprompted review

Useful Share

Donna Hutchin

Dec 2, 2023

GB • 1 review

**I would like to thank Mandy at the...**

I would like to thank Mandy at the Ewell Epsom Store. On Thursday 30th of December 2023. For helping me pack my bag. This might sound not unusual but it was. because I had just picked up my Christmas tree and she put my items around it's trunk so I could pull all my goodies home ! As I have mobility issues couldn't have done it without her. Merry Christmas



30 November 2023

Unprompted review

Useful Share

Andrew Robinson

Nov 24, 2023

AU • 1 review



Woeful customer support and service

Had a family plan with auto recharge. Auto recharge didn't happen, I got no notification of a failure. Mobile service cut off. Aldi mobile support said "we are not obliged to send you a message... it is handled by another processor". As I activated my daughters sim 1st, her phone became the owner on the family plan and apparently it can't be changed without breaking up the family plan and repurchasing it. Support is hopeless. Run a mile! It was good to compare but I'll go back to Telstra at double the price (and that's saying something!)

24 November 2023

Unprompted review

... ..



Greta Franco

IT • 3 reviews

Nov 12, 2023



Worst operator I've ever had

Worst operator I've ever had. I was supposed to have international messages and they never worked. The assistance doesn't pick up the calls and doesn't reply my emails. They don't have any physical store to assist you, if you have a problem you're screwed up. Internet always works super slow.

12 November 2023

Unprompted review

👍 Useful 2 🔗 Share 🚩



Julie Stanley

US • 2 reviews

Oct 4, 2023



Aldi overseas calls Great service in Australia but do not...

Great service in Australia but do not try to use overseas.

Aldi advertise 300 minutes of international calls but you then also need to prepay for the calls. The carrier they use in USA does not even connect. So my prepay credit cannot be



Che Rogers

AU • 1 review

Aug 15, 2023



They stole my 6 months of data/plan...

They stole my 6 months of my 12 month plan when I tried to top up data and I phoned customer service to fix the issue and they have made me wait for 4 days and this is still not fixed! I can't make calls or text. This is terrible service and very upsetting. Customer service has given me the run around and has not helped at all. The problem is unresolved.

15 August 2023

Unprompted review

Useful Share



Laura

AU • 1 review

Jul 4, 2023



Absolutely horrendous service

Absolutely awful company, non-existent customer service.

They stole 450gb of roll over data from my family members account because they turned off auto recharge and have refused to reinstate because the auto recharge was turned off even though they did that. They have just done this with another family member's account. I have been repeatedly ignored by customer service. Terrible coverage, slow download speeds. Absolutely horrendous company.

4 July 2023

Unprompted review

Useful Share

Gerard M

Jul 3, 2023

AU • 1 review



Scam

They keep taking money from my account, and cant give me answers why they are debiting money from me.

3 July 2023

Unprompted review

Useful Share



Marie White

Jun 21, 2023

GB • 6 reviews



Aldi Mobile RUBBISH customer service

Aldi mobile customer service is the worst ever, no matter when you call they do not pick up, cop out on them, take your money and that's them done, advise on line to contact them through supersupport, mmmm !!! really Really disappointed, be aware no customer service.

21 June 2023

Unprompted review

Useful 1 Share

Jelz Dalman

Jun 21, 2023

AU • 3 reviews



Absolutely appalling customer service

Absolutely appalling customer service. Would never come back or use this service again.

20 June 2023

Unprompted review

Useful Share



Stan Lee

GB • 7 reviews

Apr 23, 2023



BEWARE - HIGHLY LIMITED TELSTRA NETWORK ACCESS

Should be illegal to sell this as being on the Telstra network. Whilst it does use the Telstra Network it's a highly limited and often completely restricted service. Coverage in regional areas is virtually non-existent. Side by side with a native Telstra phone and another 3rd party provider which uses the Telstra network Aldi Mobile has no signal in 8/10 regional locations while the other phones have 3 or 4g. In some towns my friends Telstra phones have 5g while I have 3g, but even 3g doesn't work for internet with iMessage and whatsapp messages failing to send. It also has network blackouts in the city where it says I have signal but the internet just doesn't work, I thought it was my phone but testing with other hand sets and against native Telstra in the same location shows it's just incredibly poor service on the Aldi-Telstra Network. Presumably they don't pay for full Telstra coverage but I don't believe this is communicated during the purchase of a sim from Aldi, therefore I'll be reporting them to the ombudsman TIO and trying to get some money back while changing to another provider ASAP.

23 April 2023

Unprompted review

Useful Share

John Murray

AU • 2 reviews

Apr 7, 2023



Inefficient time wasters Look forward to a lot of these

Look forward to a lot of these

Mail Delivery Subsystem ailer-daemongooglegmail.com>
10:27 AM (3 hours ago)
to me

Error Icon

Message blocked

Your message to provisionaldimobile.com.au has been blocked. See technical details below for more information.

The response from the remote server was:

Do not waste time till they get rid of the phillipines just use another company.

6 April 2023

Unprompted review

Useful Share

Ling
DE · 2 reviews

Apr 4, 2023



ZERO for sure

ZERO for sure. It took me over two months to port out my number yet it failed. Have called several times and have always been told: Will reach you later to solve it. Of course, they never did. Very, very disappointed.

3 April 2023








Unprompted review

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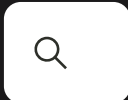
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Aldi Talk

Reviews 76 . 2.0

Telecommunications Service Provider

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2.0

Poor



76 reviews

5-star



4-star



3-star



2-star



1-star



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Mitchell Mahony

Jan 18, 2026



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Jan 14, 2026



Reception was not issue the account was empty to quick... All you get is Mobile data draw money for few days!!! really poor ... then customer services will put down the phone on you . WORST EX... [See more](#)

Useful Share



Walter Kaan

Dec 4, 2024



I want this AldiMobile to simply give me some general internet access but it seems many many things (DNS servers, sites (like duckduckgo) VPN, various ports, even ping) simply doesn't work. Maybe... [See more](#)

Useful Share



Tomma von Haeften

Jun 22, 2021



We switched to Aldi Talk after being really disappointed with Blau.de. So far so good! The sign up was thorough but easy enough, the service started immediately, they have an app one can download to... [See more](#)

Useful Share

[See all 76 reviews](#)

Company details

Telecommunications Service Provider

Internet Provider

Internet Service Provider

Mobile Network Operator

[Phone and Internet Service](#) | [Software Company](#) (i)

Information provided by various external sources

ALDImobile prepaid plans offer great value calls, SMS and data. Choose from our wide range of plan options including 365 days credit!

Contact info

 aldimobile.com.au

People also looked at (i)



Boost Mobile
boost.com.au

1.3 (93)



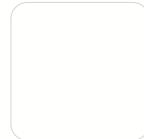
Belong
www.belong.co...

1.8 (364)



amaysim Austr...
amaysim.com.au


1.4 (152)



felixmobile.co...
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1.8 (107)

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All reviews

🔍 Search by keyword...



CL Claudia Feb 15, 2023

AU • 2 reviews

[How Trustpilot labels reviews](#) 






If there would be a minus I would give...

If there would be a minus I would give a - 10 review. They always tell you you will receive an email or call back in 2 business days. Of course never received an email so called back for the third time and got told : you will receive an email or call back. I fell sorry for the people in India who work in the call centres and get told how to handle the aldi customers. Wear them out until they stop calling and live with the problem which the „ specialist team“ was supposed to solve but never responded.

14 February 2023

Unprompted review

 Useful  Share 

LO Logan
AU · 2 reviews

Feb 1, 2023



The WORST !!

The WORST !!!

Customer service is a joke, do not use this provider, seriously!

21 January 2023

Unprompted review

Useful Share

KM kymba mack
AU · 1 review

Dec 14, 2022



Bonus data is a scam

Joined when they advertised first 6 recharges with 25 gigs bonus data; first recharge with bonus data went thru OK but then they retracted offer.

Then my bonus data was reinstated when one of their top managers MICHAEL reinstated my internet access.

Then they retracted bonus data again by simply cutting me off from all data.

Yesterday they flat out refused to let me speak with any managers. Complaint for false advertising and fraudulent activity filed with telecoms Ombudsman.

12 December 2022

Unprompted review

Useful Share

MA Mary
AU · 1 review

Dec 1, 2022



Atrocious customer service

Atrocious customer service, slow and faulty functionality of customer web services finally data is throttled and expensive.

30 November 2022

Unprompted review

Useful Share



Shone Keyjunque

AU • 1 review

Nov 18, 2022



If you expect "customer service" to insult your intelligence, 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 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 told that it was all my own fault because I did not have a "valid account" to roll over the data or to renew the subscription. Never mind that the indian operator was able to manually renew my subscription from the credit card data already attached to my account and never mind that I could see on my computer screen several years of automatic renewals for my "not valid account". The indian operator took no notice of anything that I said, refused to accept the clear lack of logic in what he was saying, and just kept repeating lines from his script. He also refused to connect me to a supervisor or anyone further up the chain, so I was forced to make a formal complaint and was told that I would receive a call within the next two days. No call was ever received but I did receive an email somewhat later, offering me, as compensation, a small fraction of the data allowance that had been forfeited. Like the telephone call, that "compensation" was never received. This morning, I transferred my phone to another supplier.

3 November 2022

Unprompted review

Useful Share

Phil Gray

AU • 2 reviews

Oct 23, 2022



It just works. What more do you want?

Before Aldi we used Telstra which was almost comedic. Every month I would spend 2 hours of my life wrangling with Telstra over billing errors, service failures, misrepresentation etc. I tried Vodafone which was good if I didn't want any calls, like ever. So I thought I'd give Aldi a go. It just works. I pay once a year. No hassles, no contact needed because it just works. I was in the middle of Wilpena Pound and my phone rang. Try that with Vodafone or Optus. I was in Lady Elliot lagoon using the internet on Aldi. Unbeatable.

23 October 2022

Unprompted review

Useful Share

Dr. Steve Benson
AU • 6 reviews

Sep 25, 2022



No international roaming and crap service.

I moved to Aldi because I travel to France and need international roaming for my banking. I enabled roaming three weeks before my journey to france. I received a message on arrival telling me that roaming was enabled and informing me of possible expnse. However roaming was not working. I contacted ALDI informing them that I had checked all my phone settings and ensured that my account was in credit and that I had tried the SIM card in my wife's phone (she is with Telstra and her phone had international roaming without a problem). I received a message telling me to check my account and phone settings - clearly my message had not been read or understood. For the inconvenience and expense this has caused me I would give ALDI a negative number of stars.

25 September 2022

Unprompted review

Useful Share

James Black
AU • 2 reviews

Sep 21, 2022



Used \$5 Sim which stopped working

Used \$5 Sim which stopped working. Simple solution was to buy another Sim and add it to my account. Customer service was rude and not much help. They could have told me to do above.

Normally Philipinos are not rude but with Aldi they were bad. One even disconnected me. Had to talk to supervisor who could not help me either. ALDI get you act together.

21 September 2022

Unprompted review

Useful Share



Simon Quirk
AU • 4 reviews

Sep 12, 2022



Shocking

The worst - data is so expensive and a total rort. Run, don't walk. Aldi should be utterly ashamed to have its brand attached to this.

12 September 2022

Unprompted review

Useful Share



Gee
AU • 1 review

Aug 9, 2022



If I could give zero star I would

If I could give zero start I would! Crap provider and the worst customer service! If you are

JW Joshua Williams
AU · 2 reviews

Aug 9, 2022



Terrible reception and download speed

9 August 2022

Unprompted review

Useful Share

MS Michael Stokes
AU · 1 review

Jul 30, 2022



Porting Problems, horrid support

There was a problem porting from Telstra to Aldimobile and there is not one person who can help. After four attempts to port online, visiting the Telstra shop to ensure all was in order and then calling Aldimobile support there was no change in the situation. What a waste of \$25! I'll take this as a snapshot of what is to come if I went ahead with using their service and move to another provider.

30 July 2022

Unprompted review

Useful Share

DM David Mc
AU · 1 review

Jun 20, 2022



Appalling Reception with no/ or little customer service.

I have been with ALDImobile 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 ALDImobile and questioned what happened and yes, they've moved to using a much cheaper part of the Telstra service (what they call a 'Wholesale Part of the Telstra system).

All this has done is severely reduce their costs and overall downgraded the network service. Travelling up the east coast of Australia there are more areas without service than with service.

I called ALDImobile again, only to be told the same thing.

I got so annoyed with the pathetic reception I moved to Telstra.

Before doing this I did speak to ALDImobile again to move the 500+Gb of data I had left on my plan across to my wife's plan, this was met with no. I even requested half of that data be moved, once again no. The overseas call centre couldn't have cared less, I asked to speak with a manager and once again, no. Too bad for me. Even my Pay As You Go Credit on my account was forfeited.

So I've left the ALDImobile network and much happier with a Full Telstra service. Yes, you'll pay more but I'd rather have a phone I can use rather than not.

Currently in Mackay, all good since I changed over in Rockhampton.




Beware, ALDImobile have no empathy or loyalty to long standing customers.

Their phone service is Not Fit For Purpose once you start to hit the roads of Australia, absolutely disgraceful.

If you happy to sit in the major metro areas like Melbourne, Sydney etc, It should be fine, then again maybe not. It's all come down to cutting costs. No good in rural/country areas that's for sure..

20 June 2022

Unprompted review

 Useful  Share 

**Wassim Bahgat**

AU • 1 review

Apr 30, 2022



The new sim card / plans activation is...

The new sim card / plans activation is a scam. I paid \$160 for \$80 Family plan. The website is misleading when wanted to activate 4 sim cards to add them to Family Plan. the note on the activation form directing to purchase PAYG credit if you need to have Family Plan. I did the same for the four cards with the lowest credit options (\$15 per card) by the end of the process I had 4 sim cards with credit of \$80 ((\$5 on the card when it was purchased + \$15 additional PAYG credit during activation) x 4 sim cards). When I tried to use the \$80 credit to change to Family plan I couldn't and I found that I have to pay extra \$80 for the family plan.

When I called the "Customer Service" I got surprised about how this is called a customer service, the attendant was very demanding stating that how it works and people is normally understand how they activate their new sims. He didn't deny the misleading directions in the website but he stated that he can't do anything for me.

30 April 2022

Unprompted review

Useful Share

Polly St. John

Jan 8, 2022

AU • 1 review



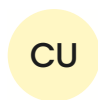
The worst customer service I have ever...

The worst customer service I have ever experienced. I have called the 'help' line multiple times. To get through to someone you have to wait a minimum of 30 mins. On one occasion I asked to speak to a supervisor. There was none available. I asked if they could call me back to discuss my issue. The answer was no - I had to ring back myself in an hour to see if someone was available. A telecommunications company that flatly refuses to call their customers back. Unbelievable.

8 January 2022

Unprompted review

Useful Share



customer

Dec 27, 2021

AU • 2 reviews



Worst experience ever..

Worst experience ever... Purchased a \$25 Mobile Starter Kit. Activated it. email received with number. tried to SMS the code as per instructions would not work. Called the Service line.... Worst Customer Experience very. Operator full of attitude after 1hr on hold waiting to speak to someone. Told me all fixed and that I would receive a text. Next day NO Text another 40 minutes before call was taken and told them that the number was not connected. Took 15 minutes trying to explain this to them. Asked for service to be cancelled 5 times before they would do this. Aldi mobile you have my \$25.00 & that's all you will ever be getting from me.. Would not recommend this service to anyone. Only gave 1 star as no option for zero stars.

26 December 2021

Unprompted review

Useful Share

.John

Sep 17, 2021

JO
AU • 3 reviews



Once a loyal customer

Have been a loyal Aldi mobile customer for several years without too much trouble. About 4 weeks ago for no apparent reason I was unable to send SMS or mms. Can receive but not send. Have contacted customer support several times and carried out their advice to no avail. Now their customer support line tells you continually to phone back later as they're undergoing problems. Not good enough Aldi mobile. I wouldn't recommend it to anyone. Several other I know are having similar problems. Will ask for a refund and go elsewhere.

17 September 2021

Unprompted review

Useful 1 Share

Lucas Pk
DE • 5 reviews

Sep 5, 2021



I say no!

I am totally dissatisfied.
Behind every corner, they try to waste your money or they want to force you to spend more money for things you actually don't want to.

I would recommend everyone to choose another provider... Sry

4 September 2021

Unprompted review

Useful Share

JA
AU • 1 review

Jul 25, 2021



I can't ring anyone or receive calls

24 July 2021

Unprompted review

Useful Share



Luke Whatman
AU • 2 reviews

Jul 10, 2021



Tried to add 2 new users to my current...

Tried to add 2 new users to my current family pack, my auto renew went through on the day and aldi would not let me make up the 30. they said i have to pay again and lose my current roll over data. Greedy buissness.

10 July 2021

Unprompted review

Useful Share

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We fight fake reviews

We show the latest reviews

We encourage constructive feedback

We verify reviewers

We advocate against bias



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Aldi Talk

Reviews 76 . 2.0

Telecommunications Service Provider

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2.0

Poor



76 reviews



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Useful Share



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Useful Share



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Jun 22, 2021



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Useful Share

[See all 76 reviews](#)

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Mobile Network Operator

[Phone and Internet Service](#)

[Software Company](#)



Information provided by various external sources

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aldimobile.com.au

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1.3 (93)



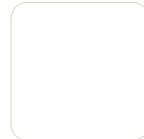
Belong
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1.8 (364)



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



 **Tomma von Haeften** Jun 22, 2021
 DE • 3 reviews
[How Trustpilot labels reviews](#) 

So far so good

We switched to Aldi Talk after being really disappointed with Blau.de.
 So far so good! The sign up was thorough but easy enough, the service started immediately, they have an app one can download to service the account. We keep our fingers crossed for a better experience than the last.

22 June 2021 Unprompted review

 Useful  Share 

 **Marty Whitby** May 1, 2021




 AU • 5 reviews

Great value for money

Great value for money with heaps of data and calls. The data rollover offer is incredible. The network coverage is very good.

30 April 2021

Unprompted review

 Useful  Share **Lloyd Driscoll**

AU • 2 reviews

Apr 30, 2021






Aldi incompetence

On 27 April my attempt to activate an ALDI SIM failed. I had purchased a \$ 25 plan. Their system recorded it as go. On 28 April I attempted to activate a second SIM. This also failed. On both occasions I was walked through the process by their phone folks. The problem was not my phone. Their suggestion that the problem be pushed to a technical team for response within 48 hours is breathtakingly unsatisfactory. Their "technical" experts suggestion of 30 April that I try the SIM after moving to a different location is laughable. At a time when billions of mobile phones are in use and when literally millions of phone ports must occur daily I find this incompetence beyond comprehension.

Uncaring unsophisticated amateurs.

30 April 2021

Unprompted review

 Useful  Share **Suzanne Lenz**

AU • 2 reviews

Feb 20, 2021



I have now been 4-5 days waiting and...

I have now been 4-5 days waiting and trying to get anybody with competence. I transferred my sons mobile from Telstra to Aldi. It shouldn't be that hard to port it from one to the other. However when something goes wrong the staff are basically useless passing from one to another, giving referral numbers via the phone that the next one says there is no record of, and repeating the same thing time after time and not listening or reading the complaint. wanting you to re-do the exact same phone checks again and again with no result and when this happen they pass you on or hang up. Basically the there is "no service to the number" it says on the phone "SOS Only" and "SIM IS NOT PROVISIONED" there is NO SERVICE.. This is because the ported over connection is faulty, as a second SIM was purchased and then supposedly had the number transferred by ALDI to it but it also is showing as FAULTY when tested, and the SIMS have been tested in other phones and they also show "SOS Only" and "Sim Not Provisioned" in them. Yet when a valid working SIM is put in any of the phones to test they work - But ALDI service technicians still tell me must be the phone, or the phones too old (same thing happens in new model) turn phone on off, etc. etc. plus one consultant accused me of not having an ALDI SIM as the number was not one of theirs as ALL their SIM numbers end in N. Yet I have the letter from ALDI that the SIM came in that quotes its number and the SIM (it was the first SIM used) with the number printed on it, and there is no "N". I even spent hours on msg to Telstra to check and verify that the number had been closed and ported over to ALDI and to obtain the "Port-out" number just in case that would help ALDI check and trace what has happened at their end. But NO I cannot get anybody to start to test anything they all tell me its working. If they just tried to call the number they would find it says "The number you have called is not connected." The last but 1 message to me said "We can see usage on the account since the SIM swap can you tell us if there is still an issue." This of course has ignored ALL the msgs etc etc I have been sending to them using wifi and the several hours of wifi messaging trying to get info from Telstra. Like I have said you cannot talk to ANYONE who seems to comprehend the problem they them pass it on once again to the technical team and it goes round and round completely UNSOLVED. This type of service is a disgrace, it is not "service at all."

20 February 2021

Unprompted review

Useful Share



Alla

DE • 3 reviews

Feb 1, 2021






Don't recommend them

I've been with them for a year and that was not the best experience in my life. First of all, within this year they constantly shortened my billing period. Their internet is far from a good one and coverage is not sufficient enough for a city. Not talking about going further cause in that case you can just forget about your phone it won't work.

When I terminated my contract and wanted to take my number to another operator they constantly took the money I put on my phone for a number change and said that it's my payment for using mobile internet (I didn't even put their sim in my phone. When I did it to charge it I put phone on a Flight mode). I was trying to get some adequate reply from them for their actions. First, they sent me from one person to another, and at the end just hanged up on me. When our relationship was finally over, they overcharged me with more than 30 Euro.

1 February 2021

Unprompted review

 Useful  Share 

Melissa Parker

AU · 7 reviews

Dec 26, 2020



26/12/2020

26/12/2020, 8.40am at Aldi Wattle Grove. My mother, whom I am writing on behalf of, went to the store and which there was a queue crowd assuming that Aldi stated opening



Ashleigh Khoo

AU • 1 review

Dec 23, 2020



Incompetent customer service

Possibly the worst customer service I've ever experienced. I submitted a change of ownership request asking for the number to be changed from my sister's to mine. It has somehow been processed and now neither of our names are on the account which means no access and no ability to recharge so I can't contact people unless connected to Wi-Fi. They keep saying they need to investigate and can't give us any information due to security reasons and refuse to escalate the matter. Frustrating that the customer is paying for the mistake of the company. No one in the call centre can give us an answer or timeline of when this issue will be fixed. Can't wait to switch provider.

23 December 2020

Unprompted review

Useful Share



Mrs Hill

GB • 128 reviews

Updated Mar 18, 2021



Dreadful quality

Aldi wrote to say they have no explanation for the "blotches". I think I just might buy a pack of beans, keep them in the fridge for TWO days, take some photos and then post them to their head office for them to give to their laboratory (presumably they have one) and await a response or even an analysis ???

DREADFUL, INDIFFERENT CUSTOMER SERVICE.

12 October 2020

Unprompted review

Useful Share

**Mir Imi**

DE • 25 reviews

Aug 16, 2020

**Absolutely satisfied with the service...**

Absolutely satisfied with the service and once there was a problem they showed goodwill without any hesitation.

16 August 2020

Unprompted review

Useful Share

**1LegendaryMofo**

AU • 4 reviews

May 8, 2020

**Constant technical difficulties**

Why do I have constant difficulties with this service? It's cheaper, yes. I switched from ripoff merchants Optus to Aldimobile. But ever since then, I've had constant difficulties getting my service up and running and also recharging my service monthly. It's been nothing but a pain in the a**. I've had to keep ringing them up just to put balance on my account. The first time I had to ring them to activate my account because for some reason it was still blank, even though I had completed the activation process I still had no service. I cant recharge my service now as, once again, their website and app are not working.

8 May 2020

Unprompted review

Useful Share



Unhappyme

AU • 1 review

Mar 26, 2020



Not Reccomended

Aldi have the dubious honor of being the most unhelpful mobile company I've ever dealt with. I spent a week trying to activate my SIM, they wouldn't tell me what the problem with the port was, they just kept sending emails saying you need to activate your sim, and then, your activation has failed, no amount of trying to calmly explain, they cant tell me to activate my sim and then send me another email saying the activation has failed would help, I sent them every bit of ID and paperwork they asked for, just nothing. The call center hung up on me 3 times. I would never, ever want to be with Aldi again

26 March 2020

Unprompted review

Useful Share

Peter Ball

AU • 1 review

Oct 3, 2019



Beware, staff clueless, sell wrong things, 365 day PAYG lasts 1 day! Poor coverage

I thought I'd try Aldi as it was so cheap and supposedly on Telstra network. I bought the \$5 sim (which evaporated very fast) and I also asked for the \$15 monthly plan and they took my \$20. When the \$5 ran low I put the \$15 scratch card in, expecting a month of service, I soon realised it was in fact not a monthly, but another PAYG card. It lasted 1 day with very moderate usage. I had gone to another store in the mean time to buy the right card, but they said they don't exist and most stores are clueless. I then had to put my credit card in to get any service, contacted customer service and they've just said bad luck.

Not only that but I've had quite a few bad calls and drop outs, usually it's on Telstra's 3G not 4G network.

I guess if all you need is a cheap and nasty service then get what you pay for with Aldi.

p.s. I shop at Aldi quite a bit and generally like and recommend them, but they have some stinkers of products and poor service due to no returns desk

p.p.s. Eventually Aldi offered me a full refund if I ported out, I did that a week ago, but no refund has come and their rubbish customer service won't respond.

DO NO USE ALDI MOBILE, try Boost mobile, but cheaper, on Telstra and double the data, customer service good and so far coverage etc great

3 October 2019

Unprompted review

Useful Share

Warren
AU • 4 reviews

Updated Apr 12, 2018



No coverage or Customer Service.

Terrible coverage In Perth metro area , do not sign up you will regret it.

Unable to ring people let alone their own customer service or even recieve my incoming text messages.

I did not receive phone calls consistently, Phone calls go straight through to answer service with no opportunity to answer.

They say its 4G but its mostly 3G or no coverage(it shows as 4 bars but no 3G or 4G icons showing)

Not able to use data , unable to send texts. My text messages from other callers came through in a group when the coverage comes back every few days, especially bad on weekends, which is a nightmare.

I rang customer service and tech support multiple times (when it was working) and it was a complete waste of time. I tried a different phone , same problems.

No refund or credit, they did not even offer to send out a replacement sim card. Tech support gave me codes to enter which did not improve the service. Daylight robbery and a huge amount of time wasted trying to resolve the issues.

12 April 2018

Unprompted review

Useful Share

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