

Critical Information Summary

AGL Home Basic **nbn**TM Plan



Progress for life

Here's a bit of a closer look at the ins and outs of our AGL Home Basic **nbn** Plan.

AGL Home Basic nbn Plan summary		
Plan	Our Home Basic nbn Plan, with optional modem	
	Speed tier (maximum possible off-peak speed, download/upload)	25/5 Mbps*
	Typical download speed (7pm to 11pm)	19 Mbps*
	Data	Unlimited
Cost	Minimum monthly fee	\$60 when purchased with an AGL Energy plan
	Maximum monthly fee	\$75 when purchased without an AGL Energy plan
	Early termination fee	None. However, if you've purchased an AGL modem and you cancel before 12 months, you'll need to pay out the modem on your next bill
Term	Minimum term	1 month

*Fixed line services only, Fixed Wireless speeds are variable and can be impacted by cell congestion and other factors. See our Key Facts Sheet for more information.

Availability

Easily check if we can connect your home to the **nbn** network by sharing a few details with us at agl.com.au/getnbn. This plan is for you if we're able to connect your home to the **nbn** network via:

- Fibre to the Premise (FTTP)
- Fibre to the Building (FTTB)
- Fibre to the Curb (FTTC)
- Fibre to the Node (FTTN)
- Hybrid Fibre Coaxial (HFC)
- Fixed Wireless (FW)

Unfortunately, this plan isn't available for Sky Muster™ satellite services. Depending on the type of **nbn** technology your home is connected up with, **nbn** co may need to install a **nbn** connection box.

Equipment required

You'll need a **nbn** compatible modem to set-up your connection. Here's how it works:

- You can bring your own (BYO) or we can provide you with a **nbn** compatible modem at no charge if you keep your AGL **nbn** plan for 12 months.
- The usual cost for our **nbn** compatible modem is \$8.00 per month for 12 months (\$96 in total) but this will be discounted each month, and will appear as \$0 on your monthly bill.
- If you do cancel your AGL **nbn** plan before 12 months, you'll need to pay the remaining modem cost (\$8.00 x months left). This will appear as a lump sum on your final bill.

Special Offer

We'll apply a monthly discount of \$15 (inclusive of GST) to your AGL Home Basic Plan from the date we activate your service so long as you keep your AGL Energy plan (gas or electricity) active and in your name. This discount will appear as a credit against the account fee on your AGL Telecommunications bill. If your AGL Energy plan ends or you switch to a different provider, you'll no longer receive a discount from the following billing period.

Billing and Fees

Accounts are billed in advance. Your first bill will include fees for the upcoming month and any partial amount for your first month. It will land within 10 business days after we activate your service. Afterwards, your bills will land monthly and will include charges in advance for the minimum monthly fee, and in arrears for any usage not included in your plan. Here are some fees that may apply, for more detail on applicable fees please see our [Customer Terms](#).

Billing and Fees		
Description	(incl. GST unless stated)	Amount
New development charge: This fee is charged by nbn co to connect you to the nbn network. It applies if you're in a new development or your property does not have an existing connection and isn't already connected to the nbn network.		\$300
Incorrect call out fee: If a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network or equipment supplied by us.		\$220
Paper bill fee: Applies to each paper bill. We prefer e-billing and think you will too – it's free of charge and easy to set-up.		\$1.75
Late payment fee: May be applied if you do not pay a bill by the due date.		\$10*

*Amount not subject to GST

Changing your plan

We give you the freedom to change your plan at any time for no fee, once per month. If you decide to upgrade your plan before the end of your monthly billing cycle, you'll just need to pay the difference between your current plan and new plan. If you wish to move to a lower speed plan you won't receive a pro rata refund for fees paid in advance. There may also be times when we have to make some changes to your plan, like updating fees or inclusions. Don't worry though, we'll only ever do this in line with our [Customer Terms](#).

Speed and performance issues

Typical download speeds for our nbn plans (7pm-11pm) are based on past measurements across a range of locations and connection technologies. There may be times when your connection won't achieve these speeds. If that happens and we can't fix the issue, the good news is we can move you over to a lower speed plan at no extra cost, so you're only paying for the speeds your connection can deliver. Typical download speeds for our nbn plans (7pm-11pm) may increase or decrease over time and aren't guaranteed minimum speeds.

Acceptable Use

Our [Acceptable Use Policy](#) applies. If you choose not to follow the directions in the policy, such as by using your plan unreasonably or fraudulently, we can take the actions mentioned in the policy.

Priority assistance

This service must not be relied upon for priority assistance. This plan is not suitable if you or someone in your home has a serious life-threatening condition and would be at risk without a phone service. If you need a priority assistance service, please contact another provider like Telstra.

We're here to help

We want you to have the best experience with us, from sign-up to installation to Saturday night Netflix binges. So if there's something you're not happy with, we're here to help.

Give us a call on 1300 001 035 or get in touch at agl.com.au/contact. You can review our [Complaints Handling Policy](#). It'll step you through the process, so you know what will happen and how quickly we can put things right. We hope that'll get things back on track. But if that's not the case, you can always take things further by contacting the Telecommunications Industry Ombudsman on 1800 062 058 or visiting tio.com.au.

Your usage information: for information on your data usage please call 1300 001 035.

 agl.com.au/contact

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