

Critical Information Summary



AGL Home Phone plan

The AGL Home Phone plan is optional and may not be relevant to you. Here's a closer look at the ins and outs of our Home Phone plan:

AGL Home Phone plan summary	
Plan	This plan is for our AGL Home Phone Service. To qualify for this service, you'll need to be connected to the nbn network with a VoIP adaptor or compatible modem.
Minimum Monthly Fee	\$10 per month
Minimum Term	1 month
Early termination fee	None
Modem Fee	\$216 outright (Or on a Device Payment Plan: \$18/mth for 12 months or \$9/mth for 24 months). Minimum Total Cost \$226 (includes modem cost and \$10 plan fee for the first month) + your chosen nbn plan fee + postage.
Minimum Total Cost	None. However, if you have purchased an AGL modem on a Device Payment Plan and you cancel within the Device Payment Plan period, you'll need to pay out your modem on your next bill.
Inclusions	
National calls	Unlimited calls to standard local, national and mobile numbers in Australia
International	Per minute rates as per our international call rates. Please see our Customer Terms for call rates.
13/1300	35¢ per call
18/1800	No charge
1223	71¢ per call
Exclusions	
1234, 12456, 19/1900	Not supported

To get AGL Home Phone you'll need an AGL nbn plan

The AGL Home Phone service is optional and only available as a bundle when you have a compatible modem or voice adaptor and an eligible AGL nbn plan for an eligible internet service - see our Critical Information Summary for 'AGL **nbn**® plans (fixed line services)' for more information. Unfortunately, the AGL Home Phone service is not available if your nbn plan uses the Fixed Wireless (FW) technology.

Get setup with a modem and a phone

You'll need an nbn compatible modem to set up your connection. See our Critical Information Summary 'AGL **nbn**® plans (fixed line services)' for more information.

You'll need an nbn compatible modem to set-up your connection. You can bring your own modem (BYO) or you can purchase a modem from us for an upfront payment (which will appear on your first invoice) or on a Device Payment Plan DPP over 12 or 24 months (please see the Device Payment Plan terms for more details).

Modem purchase options are detailed in the table above. Prices include postage. AGL is not responsible for any BYO modem that does not work on the nbn or our network, and we may not be able to support every device or do our usual tests to check if your nbn service is working properly. * Premium WiFi Modem currently available only when purchasing a Home Ultrafast plan without a Home Phone plan Upfront 12 Month Device Payment Plan (per month) 24 Month Device Payment Plan (per month) Standard WiFi Modem \$149 \$12.41 \$6.20 Premium WiFi Modem* \$330 \$27.50 \$13.75

You'll also need a compatible telephone handset to use this service. AGL does not provide telephone handsets. For details about compatible handsets, see [here](#).

Changes to your plan

There may be times when we have to make some changes to your plan, like updating fees or inclusions. If that happens, rest assured it will be strictly in line with our [Customer Terms](#).

Cancelling your plan

You're welcome to cancel your plan at any time with no cancellation fee. You'll just need to pay any outstanding charges and fees, including charges outside of your monthly allowances incurred up to the date your service was cancelled. We'll credit you with a pro-rata refund of your plan's monthly fee for the last billing period, based on when you cancelled your plan. If you cancel or move your **nbn** service to another provider, please note your AGL Home Phone service will no longer operate. If you want to keep your phone number, please note we only hold your number for 30 days.

Call types included in your plan

Your AGL Home Phone 'unlimited' call allowance can be used for standard landline numbers, Australian mobiles, 1800 numbers, voicemail, call waiting and call diversion/forwarding. Calls to 13/1300 numbers and 1223 for directory assistance, and international numbers are not included in the 'unlimited' call allowance and are charged per call.

Call diversion/forwarding to an international number will be charged the relevant international call rate. See the AGL Home Phone plan summary table above for excluded call types.

Billing and fees

Accounts are billed in advance. You can expect to receive a bill on the day of your service activation. Afterwards, bills will land monthly and include charges in advance for the minimum monthly fee, and in arrears for any usage not included in your plan. Below are some fees that may apply. For more detail on applicable fees please see our [Customer Terms](#).

Satellite calls

Charges for Satellite calls are Inmarsat satellite call \$14.32 per minute, Iridium satellite call \$8.59 per minute and Thuraya satellite call \$3.35 per minute

Description of fee	Amount (incl. GST unless stated)
Late payment fee: A late credit card payment if payment arrangement is broken	\$10
A late direct debit payment if payment arrangement is broken	\$5.50
Paperbill fee: Applies to each paper bill. We prefer e-billing and most of our customers do too. It's free of charge and easy to set up	\$1.75

Not suitable for Priority Assistance

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

Customer Service Guarantee

To use the AGL Home Phone service, we'll need you to waive your rights under the Telecommunications (Customer Service Guarantee) Standard 2011. When you sign up, we'll provide you with more information about the [Customer Service Guarantee waiver](#).

Acceptable Use

Our Acceptable Use Policy sets out rules such as the reasonable and lawful use of our service. If you choose not to follow the directions in the Policy, for example by using your plan excessively or fraudulently, we can take the actions mentioned in the Policy.

We're here to help

We want you to have the best experience with AGL **nbn**, so if there's anything you're not happy with, get in touch at agl.com.au/contact. Check out our [Complaints Handling Policy](#) for information about the process. That way you'll know what to expect from us. Hopefully we'll be able to set things right. But if that's not the case, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit tio.com.au.

For more information please call 131 245 or www.agl.com.au/contact