

AGL Mobile 4G SIM Promotion

Terms & Conditions

May 2023

AGL Mobile SIM Promotion May 2023 – Terms & Conditions

Promotion Period	02/05/2023 09:00AM AEST to 31/07/2023 06:00PM AEST, unless varied by AGL (“Promotion Period”)
Eligible Plan	<p>AGL 4G Mobile SIM plans:</p> <ul style="list-style-type: none"> • Small (5 GB data per month) • Medium (50 GB data per month); and • Large (100 GB data per month) <p>(each an “Eligible Plan”)</p>
Eligible Customers	<p>Available to:</p> <ul style="list-style-type: none"> • New AGL customers who take up a new Eligible Plan (either as a new mobile number or a port-in) and are taking up a new AGL energy residential gas or electricity plan (“AGL Energy Residential Customer”) • Existing AGL Energy Residential customers who take up a new Eligible Plan (either as a new mobile number or a port-in) <p>(each an “Eligible Customer”). <u>Each Eligible Customer is referred to in these T+Cs as “you”/“your”.</u></p>
Promotion Benefits	<p>You will receive the following promotional discount on your Eligible Plan fee each month for the first 12 months from the date of sign up:</p> <ul style="list-style-type: none"> • Small Plan - \$5 discount per month for the first 12 months • Medium Plan - \$10 discount per month for the first 12 months • Large Plan - \$20 discount per month for the first 12 months. <p>This promotional discount is in addition to the AGL Monthly Credit of \$5 per month for active AGL Energy Residential customers.</p> <p>For example, an Eligible Customer who signs up to the Large Plan during the Promotion Period will pay \$40 per month in plan fees for the first 12 months of their Large Plan (rather than the full price plan fee of \$65 per month). This is calculated as follows:</p> <p style="text-align: center;">\$65 per month (full price) minus the AGL Monthly Credit of \$5, minus the \$20 promotional discount = \$40 per month for the first 12 months</p>
Promotion Conditions	<ul style="list-style-type: none"> • The promotion cannot be applied to any existing AGL mobile SIM plans (including change of plans).



- The promotion is only available if you have an existing, or take up a new, AGL Energy Residential service (gas or electricity) at the point when you take up a new AGL mobile SIM plan during the Promotion Period.
- The promotion starts when your AGL mobile service is connected (provided that your order was submitted during the Promotion Period).
- If you are taking up a new mobile number under your new AGL mobile SIM plan, we will auto-activate your AGL mobile SIM for you, which usually happens on the day the SIM card is delivered to you but can take 1-2 business days after delivery. If you have requested an eSIM, you will receive an email which includes a unique QR code and instructions on how to set up your eSIM. You will usually receive this email on the day you submit your order.
- If you port-in your existing mobile number to your new AGL mobile SIM plan, you must activate your AGL mobile SIM after (as applicable):
 - the SIM card is delivered to you by post or
 - your eSIM QR code is delivered to you via email.

You must active your AGL Mobile by following the prompts to activate your service and within thirty (30) calendar days of SIM card delivery or fifteen (15) calendar days of receiving your eSIM QR code. Failure to activate your SIM card or eSIM QR code will result in your AGL mobile SIM plan service being cancelled and the SIM card or eSIM QR code (as applicable) will no longer be valid.
- The promotion only applies to your monthly AGL mobile SIM plan fee. You will still be charged in full for any excess use, charges or fees not included in your AGL mobile SIM plan (including charges for calls to standard international numbers and late payment fees).
- After the first 12 months of your Eligible Plan (calculated from the date of activation), we will start charging you in full for your monthly AGL mobile SIM plan fee (unless you are eligible for the AGL Monthly Credit of \$5 per month as an AGL Energy Residential customer and will therefore continue to receive the AGL Monthly Credit of \$5), plus any other applicable usage charges or fees (including charges for calls to standard international numbers and late payment fees) .

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ABN 42 100 901 184 trading as AGL Telecommunications

	<ul style="list-style-type: none"> • You can cancel your Eligible Plan at any time with no early termination fee. You will just need to pay any outstanding charges and fees, including charges outside of your monthly AGL mobile SIM plan allowance incurred up to the date your service was cancelled. • If, during the first 12 months of your Eligible Plan you: <ol style="list-style-type: none"> 1) cancel your AGL Energy Residential service plan and are no longer an AGL Energy Residential customer or 2) change your Eligible Plan (e.g. switch from the Large Plan to the Medium Plan); or 3) cancel your AGL mobile SIM plan service the promotion will no longer apply to your AGL mobile SIM plan service from the date of change or cancellation, and you will not be able to apply this promotion to any future AGL mobile SIM plan service. • Inclusions and exclusions in respect of your AGL Mobile SIM plan can be found in the Critical Information Summary. • The promotion cannot be redeemed outside of the Promotion Period (i.e. you will not be eligible for the promotion if you take up an Eligible Plan outside of the Promotion Period). • The promotion cannot be transferred to another service, person, or party. • The promotion cannot be redeemed for cash. • The promotion cannot be used in conjunction with any other AGL mobile offer unless specified in these Terms and Conditions.
AGL Energy Customers	<ul style="list-style-type: none"> • This offer is compatible with the AGL Monthly Credit of \$5 per month, provided that you have an active AGL Energy Residential service (gas or electricity) in your name.
General Conditions	<ul style="list-style-type: none"> • Customers should refer to the AGL Telecommunications Customer Terms and the AGL Mobile SIM Plans Critical Information Summary for more details about the specific products and services. • AGL reserves the right, in our sole discretion, to remove your access to this promotion if you breach our Acceptable Use Policy or we have otherwise formed the view that you are using this promotion in a dishonest or fraudulent way. • AGL reserves its right to end this promotion at any time at its discretion.