

# AGL Device Payment Plan

Terms and Conditions





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### Information about this plan

#### Device Payment Plan

A Device Payment Plan (DPP) provides you with an option to pay for devices by spreading out the cost of a device purchase over a 12- or 24-month term.

When you sign up to an eligible plan, you have the ability to purchase a device without the worry of having an upfront cost.

#### Contract Period

A DPP is contracted for a 12- or 24-month period (as specified in the relevant Critical Information Summary for your plan).

#### Early Termination Fees

Early termination fees will apply if you cancel your DPP before the end of the 12- or 24-month term. The early termination fee is calculated by multiplying the monthly device payment fee by the number of months remaining on the contract which is to be paid as a lump sum on your next bill. For example, if you are on a DPP payment of \$12.41/month and you leave 6 months into the 12-month contract, your early termination fee will be calculated as  $\$12.41 \times 6 \text{ months remaining} = \$74.46$ .

#### Cancelling your eligible plan

If you cancel the plan you connected to with your DPP, you will be charged any applicable early termination fees and any other applicable fees and charges that apply to your plan. If you cancel your plan, your DPP contract will automatically be cancelled, and you will need to pay any applicable early termination fees on your DPP.

### Eligibility

#### Who is eligible and what options are available?

To be eligible for a DPP, you must purchase an eligible device with an eligible plan under the same account. You can use the DPP to pay off your device purchase. For details of eligible plans please speak to our sales or customer service representatives or see our website. All customers must pass our credit assessment to be eligible to use a DPP.



## Other information

### Conditions

There is a limit of 1 DPP per eligible plan and a DPP can only be used to purchase eligible devices such as modems. Once you receive your device, you will own it (even after you cancel your DPP). You will be responsible for the maintenance and repair of the device, subject to manufacturer's warranty and your Australian Consumer Law rights.

You are responsible for a product owned by us if the product is on your property, in your possession or under your control and you must take reasonable steps to ensure that the product is not lost, damaged or stolen. Any loss or damage to, or theft of, that product that is caused by a failure by you to take these reasonable steps is your responsibility, unless it is caused by us, our staff or our Suppliers.

### Changing your DPP

You cannot upgrade or downgrade your DPP. If you wish to alter your existing DPP you may be charged an early termination fee before you sign-up for a new DPP.

### Acceptable Use

Our [Acceptable Use Policy](#) sets out rules such as the reasonable and lawful use of our service and devices. If you choose not to follow the directions in the policy, we can take the actions mentioned in the policy.

### Customer Service

We want you to have the best experience with us. So, if there's something you're not happy with, we're here to help. Give us a call on 13 12 45 or get in touch here.

To view all policies, terms and conditions go to: <https://www.agl.com.au/terms-conditions>