



# Fibre Connect Upgrade - Terms & Conditions

<b>The Upgrade</b>	<p>Eligible Customers with a <b>nbn</b>™ fibre-to-the-node (“FTTN”) or <b>nbn</b> fibre-to-the-curb (“FTTC”) service may upgrade their nbn technology to <b>nbn</b> fibre-to-the-premises (“FTTP”) (“<b>the Upgrade</b>”) when they acquire a new Eligible Plan. The Upgrade is part of the NBN Change of Access Technology (COAT) program.</p>
<b>Eligible Customers</b>	<p>You are an Eligible Customer for the Upgrade if you are:</p> <ul style="list-style-type: none"> <li>• a new or current AGL customer;</li> <li>• your address is currently connected to the <b>nbn</b> network via FTTN or FTTC technology; and</li> <li>• your address has been assessed by nbn co as being eligible for an upgrade from FTTN or FTTC (as applicable) to FTTP.</li> </ul>
<b>Eligible Plans</b>	<p>AGL’s Eligible Plans are:</p> <ul style="list-style-type: none"> <li>• For an FTTN to FTTP Upgrade: <ul style="list-style-type: none"> <li>○ Home Fast – 100/20 Mbps</li> <li>○ Home Superfast – 250/25 Mbps</li> <li>○ Home Ultrafast – 1000/50 Mbps</li> </ul> </li> <li>• For an FTTC to FTTP Upgrade: <ul style="list-style-type: none"> <li>○ Home Superfast – 250/25 Mbps</li> <li>○ Home Ultrafast – 1000/50 Mbps</li> </ul> </li> </ul>
<b>Key conditions</b>	<ul style="list-style-type: none"> <li>• An Eligible Customer must place an order for a new Eligible Plan for the Upgrade to occur and remain on an Eligible Plan for a minimum of 12 months after the Upgrade.</li> <li>• nbn co will undertake pre-activation work before the Upgrade can occur. If nbn co determines that installation charges will apply, the Eligible Customer will be responsible for those charges.</li> <li>• An appointment may be required for the Upgrade to occur. If an appointment is required, a person over the age of 18 must be present at the address at the time of the appointment. If you miss an appointment, you may incur a fee.</li> </ul>
<b>Fees</b>	<p><u>Cancellation and Downgrade Fee</u> The Eligible Customer must pay, a \$200 fee if, within 12 months of the Upgrade:</p>



	<ul style="list-style-type: none"><li>• the Eligible Customer of an Upgraded FTTN service cancels or downgrades to an AGL <b>nbn</b> plan that is below the Home Fast plan;</li><li>• the Eligible Customer of an Upgraded FTTC service cancels or downgrades to an AGL <b>nbn</b> plan that is below the Home Superfast plan;</li><li>• the Eligible Customer of an Upgraded FTTN service transfers the <b>nbn</b> service to another customer who cancels or downgrades to an AGL <b>nbn</b> plan that is below the Home Fast plan (ie Transfer of Ownership or a reconnection in the name of another customer); or</li><li>• the Eligible Customer of an Upgraded FTTC service transfers the <b>nbn</b> service to another customer who cancels or downgrades to an AGL <b>nbn</b> plan that is below the Home Superfast plan (ie Transfer of Ownership or a reconnection in the name of another customer).</li></ul>
<b>General Conditions</b>	<ul style="list-style-type: none"><li>• Customers should refer to the AGL <a href="#">Telecommunications Customer Terms</a> and the AGL <b>nbn</b><sup>™</sup> plans <a href="#">Critical Information Summary</a> and <a href="#">Key Fact Sheets: nbn<sup>™</sup> services</a> for more details about the specific products and services.</li><li>• AGL reserves its right to amend, or stop offering, the Upgrade program at any time at its discretion.</li></ul>