

# Critical Information Summary

## AGL **nbn**<sup>TM</sup> employee Fixed Wireless plans



Here's a closer look at the ins and outs of our **nbn** employee plans.

<b>nbn Plan</b>		<b>Fixed Wireless</b>	<b>Fixed Wireless Plus</b>
<b>Speed</b>	<b>Speed tier (maximum possible speed, download/upload)</b>	25/5 Mbps	75/10 Mbps
	<b>Typical busy period download/upload speeds (7pm to 11pm)</b>	25/4 Mbps	45/6 Mbps
	<b>Data</b>	Unlimited	
<b>Cost</b>	<b>Minimum monthly fee</b>	\$40 for eligible AGL employees	\$50 for eligible AGL employees
	<b>Maximum monthly fee</b>	\$69 without employee discount	\$84 without employee discount
	<b>Early termination fee</b>	<b>None.</b> 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 payout your modem on your next bill. Buying a modem is optional on <b>nbn</b> plans.	
<b>Term</b>	<b>Minimum term</b>	1 month	

### Check if we service your area

Easily check if we can connect your home to the **nbn** network by sharing a few details with us at [agl.com.au/getnbn](http://agl.com.au/getnbn). This plan is for you if we're able to connect your home to the **nbn** network via the fixed wireless service. Unfortunately, this plan isn't available for SkyMuster® satellite services. The AGL Home Phone service is also not available with this plan. If your premises is not already connected up, nbn co may need to install an **nbn** connection box.

### You'll need a compatible modem

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

- Bring your own modem (BYO) or you can purchase a **nbn** compatible modem from us for an upfront fee of \$149, which will appear on your first invoice.
- Alternatively, you can choose a Device Payment Plan for 12 months (\$12.41/mth) or 24 months (\$6.20/mth). If you cancel your **nbn** plan within the Device Payment Plan period, you'll need to pay out the rest of the modem fee (the monthly modem fee for each remaining month) as a lump sum on your next bill. For more information, please see the [Device Payment Plan - Terms and Conditions](#).

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.

### Employee offer

We'll apply a 40% monthly discount off your AGL **nbn** employee plan fees from the date we activate your service as long as you remain an eligible employee with AGL. This discount will appear as a credit against the account fee on your AGL Telecommunications bill. We may remove or vary this discount by giving you at least 20 business days written notice. If your AGL employment ends or you switch to a different provider, you'll no longer receive a discount from the month following the change

## Eligibility

To be eligible for this employee plan, you must:

- Be, and continue to be, employed by Southern Phone Company Limited or AGL Energy Limited or any of its related bodies corporate (together, the **AGL Group**) as a permanent full or part time employee, employed on a fixed term basis, or be a casual employee who has been employed on a regular and systematic basis for a sequence of periods during the previous 12 months; and agree to be the account holder for each property that is registered for this employee plan and confirm that you are responsible for the billing of the account. You will not be eligible for this employee plan if you are an independent contractor, a secondee from an external organisation, or if you are not directly employed by the AGL Group. This offer cannot be combined with any other offers.

## Billing and fees

Your account will be billed in advance, so your first bill will include fees for the upcoming month and any partial amount for your first month. That bill will land within 10 business days after we activate your service. Afterwards, your bills will arrive monthly and will 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](#).

Description of fee	Amount (incl. GST unless stated)
<b>New development charge:</b> This fee is charged by nbn co to connect you to the <b>nbn</b> 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 <b>nbn</b> network.	\$300
<b>Incorrect call out fee:</b> This is charged 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
<b>Paper bill fee:</b> 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
<b>Late payment fee:</b> We may apply this if you don't pay the bill by the due date.	\$10*

\*Amount not subject to GST

## It's easy to change your plan

If you need to change your plan, go for it. You can change at any time, up to once a month, with no fee.

If you 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 move to a lower speed plan you won't receive a pro rata refund for fees paid in advance. There may be times we have to make changes to your plan, like updating fees or inclusions. If that happens, rest assured it will be strictly in line with our [Customer Terms](#).

## Speed and performance

Your Fixed Wireless **nbn** plan speeds are variable in nature and are not guaranteed. Actual speeds depend on various factors, such as how far the transmission tower is located from your premises, the antenna's line of sight to the tower, weather conditions, network congestion (particularly during the busy hours), and your in-premises setup. If you aren't fully satisfied with your actual speeds and we can't fix the issue, we can move you over to a lower speed (where available) so you only pay for the speeds your connection can deliver.

## Acceptable Use

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

## We're here to help

From **nbn** setup to Saturday night Netflix, we want you to have the best experience with AGL **nbn** services. So, if there's anything you're not happy with, get in touch at [agl.com.au/contact](http://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](http://tio.com.au).

## Usage information:

For information on your data usage please call 131 245.

 [agl.com.au/contact](http://agl.com.au/contact)