Critical Information Summary

AGL **nbn**® higher plans (fixed line internet services*)

Here's a closer look at the ins and outs of our monthly **nbn** plans. AGL **nbn** plans are for an internet service, with optional AGL modem.

Plan		Home Ultrafast	Home Hyperfast HFC	Home Hyperfast Fibre
Connection Type*	**FTTN**			
	FTTB			
	FTTC			
	FTTP	✓		✓
	HFC	✓	✓	
Speed	**Maximum possible download/upload speeds (off-peak)**	1000/100 Mbps	2000/100 Mbps	2000/200 Mbps
	Typical busy period download/upload speeds (7pm to 11pm)	875/92 Mbps	1780/92 Mbps	1810/178 Mbps
	Data	Unlimited		
Cost	**Minimum monthly fee with AGL energy**	$119	$179	$179
	Minimum monthly fee without AGL energy	$134	$194	$194
	Minimum term	1 month		
	Early termination fee	None		

*Fixed line services include Fibre to the Premise (FTTP), Fibre to the Curb (FTTC), Fibre to the Building (FTTB), Fibre to the Node (FTTN) and Hybrid Fibre Coaxial (HFC) technologies. Home Fast X, Home Ultrafast are only available on FTTP and HFC technologies, and may not be available to all areas, homes or customers.

Check if we service your area

It's easy to find out if we can connect your home to the **nbn** network. Just go to agl.com.au/getnbn and enter your address. You'll be able to sign up to this plan if we're able to connect your home to the **nbn** network using a fixed line technology.
Unfortunately, these plans aren't available for Sky Muster® satellite services or fixed wireless services. Depending on the type of **nbn** technology your home is connected up with, **nbn** co may need to install an **nbn** connection box.

Bundle with AGL and save

We'll apply a monthly discount of $15 (inclusive of GST) to your chosen AGL **nbn** plan from the date we activate your service so long as you keep your AGL Energy plan (gas or electricity) active and in your name. This discount will appear as a credit against the account fee on your AGL Telecommunications bill. If your AGL Energy plan ends or you switch to a different provider, you'll no longer receive this discount from the following billing period.

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You'll need a compatible modem

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 either upfront (the Device Charge will appear on your first invoice) or on a Device Payment Plan where Device Charges are spread over 12 or 24 months. Please note that if you cancel your **nbn** plan or your Device Payment Plan before the plan ends, you will need to pay your remaining Device Charges (prorated to the day of cancellation) included as a lump sum on your next bill (please see the Device Payment Plan terms for more details). Modem purchase options are detailed on our modem page. 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.

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.

Description of fee	Amount (incl. GST unless stated)
New development charge: This fee is charged by **nbn** co to connect you to the **nbn** 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 **nbn** network.	$300
Late payment fee: A late credit card payment if payment arrangement is broken	$10*
Paper bill 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
Optional static IP	$5.00

*Amount not subject to GST

It's easy to change your plan

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro rata refunds on plan downgrades. 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

Typical download speeds for our **nbn** plans (7pm-11pm) are based on past measurements across a range of locations and connection technologies. There may be times when your connection won't achieve these speeds. If that happens and we can't fix the issue, we can move you over to a lower speed plan so you only pay for the speeds your connection can deliver. Typical download speeds for our **nbn** plans (7pm-11pm) may increase or decrease over time and aren't guaranteed minimum speeds.

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. 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.

Usage information

For information on your data usage please call 131 245.

agl.com.au/contact

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