# Critical Information Summary

## AGL Mobile SIM plans

Here's a closer look at the ins and outs of our SIM plans.

| SIM Plan | | Small 40GB | Medium 80GB | Large 160GB |
|---|---|---|---|---|
| **Mobile Network** | **Optus** | **4G and 5G** | **4G and 5G** | **4G and 5G** |
| | **Download speeds (5G)** | Capped at 150 Mbps | | |
| **Costs** | **Minimum monthly fee when you also have AGL energy** | $30 | $35 | $45 |
| | **Minimum monthly fee when you don't have AGL energy** | $40 | $45 | $55 |
| | **Calls to standard international numbers** | $50 | $50 | $50 |
| | **Early termination fee** | None | | |
| **Allowance (monthly)** | **Calls, SMS and MMS to standard Australian numbers** | Unlimited | | |
| | **Data** | 40GB | 80GB | 160GB |
| **International Roaming** | **Calls, SMS, MMS and data for use while overseas** | International Roaming is switched off by default in all mobile plans. You can enable International Roaming in MyAccount (data charges may apply). | | |
| **Term** | **Minimum term** | 1 month | | |

### Our mobile service

**Mobile network:** Our SIM Plans provide access to the Optus mobile network. You'll need to bring an unlocked mobile device that's compatible with the Optus mobile network. With 4G devices, you can access some or all of the 4G Plus network. The Optus 4G Plus network uses multiple frequencies (LTE 700 /1800 / 2100 / 2300 / 2600 MHz) to provide coverage. 5G is available in selected areas (excl. NT). Compatible device is required. When not in 5G coverage area, the device will switch to the Optus 4G Network depending on your device and location. You can check coverage based on your address.

**VoLTE/WiFi calling:** These plans are also eligible for Voice over LTE (VoLTE) and WiFi calling in certain areas and with compatible devices. For details, see our Customer Terms.

**International Roaming:** International roaming is disabled by default and can be turned on by contacting us or in MyAccount. Once enabled, it will automatically activate when entering 150 selected countries (even in airplane mode). A full list of these countries and their rates is available at agl.com.au/roaming. In summary, the cost is:

- $5 for a 5GB day pack for use in Zone 1 Countries.
- Relevant PAYG rates for Zone 2 and 3 Countries

### Allowances

- **Calls, SMS and MMS to standard Australian numbers:** Your allowance can be used for standard landline, mobile and 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- **Calls to standard international numbers:** All our SIM plans include an allowance that can be used for standard landline and mobile numbers to overseas destinations. If you happen to use all your allowance during a billing period, pay as you go rates will then apply. For pay as you go rates, see our Customer Terms.
- **Data for use in Australia:** There are no excess usage charges. Your speed will be slowed to 1.5Mbps when you use your full allocation of data. Top-ups are available via the AGL app or 131245. Data sharing is also available with people on the same AGL account. All people sharing data must be AGL customers with AGL SIMs. The data sharing feature is enabled by default, is automatic, and can't be toggled. We'll provide you with SMS alerts once you've reached approximately 50%, 85% and 100% of your included data allowance. You can get details about your call and data usage on the AGL app, by calling 131 245.
- **Speed:** Speed will vary depending on your device and location. Download speeds are capped at 150Mbps for 5G network only.
- **Data Sharing:** Data sharing is available with people on the same account. All people sharing data must be AGL customers with an AGL SIM. The data sharing feature is enabled by default, is automatic, and can't be toggled.
- The Communications Alliance Broadband Education Package can be found at commsalliance.com.au/BEP

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### Special offer

We'll apply a monthly discount of $10 (inclusive of GST) to your AGL SIM 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 on your AGL Telecommunications bill. If your AGL Energy plan ends you'll no longer receive a discount from the following billing period.

### Exclusions

Monthly allowances exclude calls to directory assistance 1223 and 124YES, international call diversions, calls to premium numbers (e.g. 0055 calls and 19xx numbers), calls and SMS to satellite numbers, reverse call charges, third party content charges and any other calls and services that we decide are excluded. Other items that attract PAYG charges: All SMS, MMS including video MMS to international numbers will incur additional PAYG charges. SMS - $0.35 & MMS - $0.50. International calls placed to a country that becomes a non-listed country, will incur additional PAYG charges and not be included in the IDD credit. Dial IT services (time and weather). International directory assistance (1225). National directory assistance (1223). Video calls – national and international. Calls to mobile satellite phones. For any 2FA SMS from Apple when setting up Facetime or iMessage. For rates, see our Customer Terms.

### 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) |
|---|---|
| **SIM replacement fee:** For physical SIMs only | $10 |
| **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 |

*Amount not subject to GST

### Cancelling your plan

You're welcome to cancel your plan at any time with no cancellation fee. You'll just need to pay any outstanding charges and fees, including charges outside of your monthly allowances incurred up to the date your service was cancelled. And we'll credit you with a pro-rata refund of your plan's monthly fee for your last billing period, based on when you cancelled your plan. After that, we're all squared away.

### Changing 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.

### 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

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 **131 245** get in touch at agl.com.au/contact. You can review our Complaints Handling Policy. It'll step you through the process, so you know what will happen and how quickly we can put things right. We hope that'll get things back on track. But if that's not the case, you can always take things further by calling the Telecommunications Industry Ombudsman on **1800 062 058** or visiting tio.com.au

**agl.com.au/contact** **131 245**



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