

AGL Mobile – Velocity Points Offer

Terms and Conditions



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Last updated: 19 June 2025

Start date: 27 June 2025

End date: Available until varied or withdrawn by AGL & Velocity ("**Offer Period**").

General Conditions

Refer to the AGL [Customer Terms](#) that applies to AGL mobile plans, [Critical Information Summary](#) and [Acceptable Use Policy](#) for more details about specific AGL products and services.

The AGL Mobile – Velocity Points Offer is being promoted by AGL Energy Limited ACN 115 061 375 at www.agl.com.au, in conjunction with Velocity Frequent Flyer Pty Ltd ACN 601 408 824 at www.velocityfrequentflyer.com.

Eligibility

1. The AGL Mobile – Velocity Points Offer is available to New Connections (as defined in clause 2 below) (also referred to as "you" or "your") who sign-up to an Eligible AGL Mobile Plan (as defined in clause 3 below) during the Offer Period and, who are members of the Velocity Frequent Flyer Program ("**Eligible Customer**").
2. To be eligible for the AGL Mobile – Velocity Points Offer, Eligible Customers must:
 - (a) be a new AGL mobile customer who:
 - i. set up a new mobile number with AGL; or
 - ii. transfer their current mobile number to AGL; and/or
 - (b) be a current AGL mobile customer and set up a new mobile number with AGL, ("**New Connections**").
3. To be eligible for the AGL Mobile – Velocity Points Offer, Eligible Customers must sign-up to one of the following Eligible AGL Mobile Plans via the dedicated AGL Mobile - Velocity Points Offer Landing Page located at <https://www.agl.com.au/velocitymobile>
 - AGL Small SIM Plan (50GB);
 - AGL Medium SIM Plan (100GB); or
 - AGL Large SIM Plan (150GB),("Eligible AGL Mobile Plan").
4. Eligible Customers must be a member of the Velocity Frequent Flyer Program (referred to as "**Velocity**") prior to signing-up an Eligible AGL Mobile Plan.

5. During signing-up to an Eligible AGL Mobile Plan, Eligible Customers must provide details of their valid and active Velocity membership (including first name, last name and membership number) to be eligible. This information will be used to validate their Velocity membership and eligibility.
6. The AGL Mobile – Velocity Points Offer is not available to Eligible Customers who cancel their Eligible AGL Mobile Plan before AGL activates their mobile connection.
7. The AGL Mobile – Velocity Points Offer can be taken up in conjunction with the AGL Internet – Velocity Points Offer. The AGL Mobile – Velocity Points Offer is not otherwise available in conjunction with any other AGL mobile plan or promotional offer (unless otherwise specified) including, but not limited to the AGL Energy Bundle Offer.
8. The AGL Mobile – Velocity Points Offer is available until varied or removed by AGL and Velocity.

Eligible AGL Monthly Plan - Introductory Rate

9. Eligible Customers who sign up to an Eligible AGL Mobile Plan will receive an introductory rate per month from AGL ("**Introductory Rate**") for the initial six (6) months ("**Initial Term**") for their Eligible AGL Mobile Plan.
10. After the Initial Term expires, the Introductory Rate of the Eligible AGL Mobile Plan will then revert to the standard rate for the Eligible AGL Mobile Plan ("**Standard Rate**") as follows:

Rate Table

Eligible AGL Mobile Plan	Introductory Rate	Standard Rate
AGL Small SIM Plan 50GB	\$20/month	\$35/month
AGL Medium SIM Plan 100GB	\$40/month	\$50/month
AGL Large SIM Plan 150GB	\$50/month	\$65/month

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11. During the Initial Term, Eligible Customers who sign-up to an Eligible AGL Mobile Plan and stay connected to their chosen Eligible AGL Mobile Plan, will be eligible to receive:
 - a. Monthly Velocity Points on the chosen Eligible AGL Mobile Plan, every month for six (6) months only, as set out under "Monthly Velocity Points" in the "Velocity Points Table" below; and

- b. an AGL Introductory Rate on the chosen Eligible AGL Mobile Plan for the initial six (6) months only, as set out under the “Introductory Rate” in the “Rate Table” above,

(“AGL Mobile – Velocity Points Offer”):

Velocity Points Table

Eligible Plan	AGL Small SIM Plan 50GB	AGL Medium SIM Plan100GB	AGL Large SIM Plan 150GB
Monthly Velocity Points	1,000 Points	2,000 Points	3,000 Points
Total Velocity Points over 6 months	6,000 Points	12,000 Points	18,000 Points

12. Eligible Customers will only receive the “Monthly Velocity Points” described in the Velocity Points Table after each monthly bill is paid in full for the Initial Term. Following an Eligible Customer’s successful sign-up to an Eligible AGL Mobile Plan, please allow up to ten (10) business days after AGL receives full payment of your monthly bill to receive your “Monthly Velocity Points”.
13. This AGL Mobile – Velocity Points Offer does not form part of or change your Eligible AGL Mobile Plan. Once the Initial Term expires, the Eligible Customer can stay on the Eligible AGL Mobile Plan, however the AGL Mobile – Velocity Points Offer will have ended, and Eligible Customers will not receive any further Velocity Points as part of the Eligible AGL Mobile Plan.
14. The Velocity Points do not have cash value, cannot be converted to cash or refunded.
15. An Eligible Customer’s Velocity membership and Eligible AGL Mobile Plan must continue to be active at the date Velocity Points are to be allocated to receive the relevant Velocity Points.
16. Where an Eligible Customer no longer holds their Velocity membership, they acknowledge that they will no longer be able to earn Velocity Points and that any Velocity Points earned through the AGL Mobile – Velocity Points Offer will be forfeited.
17. If an Eligible Customer switches their Eligible AGL Mobile Plan to another AGL mobile plan during the Initial Term (including where the customer signs up to an Eligible AGL Mobile Plan and then switches to another Eligible AGL Mobile Plan), they will no longer be eligible to receive the AGL Mobile – Velocity Points Offer for any months remaining in the Initial Term in which they were not connected to their original Eligible AGL Mobile Plan.

Velocity Membership

18. Your Velocity membership is governed by a separate agreement between you and Velocity, including but not limited to [Velocity's membership Terms & Conditions](#).
19. AGL does not provide and is not responsible for the Velocity Frequent Flyer Program. Customer inquiries relating to any Velocity Frequent Flyer Program service should be directed to Velocity. Velocity provides a help and support page available at [Velocity Member support | Velocity Contact | Velocity Frequent Flyer](#).
20. If for any reason your Velocity membership number changes, it is your responsibility to ensure that the new number is provided to AGL.

General

21. AGL and Velocity reserve the right to change these Terms and Conditions or withdraw the AGL Mobile – Velocity Points Offer at any time. If applicable, AGL will let you know where the AGL Mobile – Velocity Points Offer is changed, by posting revised Terms and Conditions on the AGL website. The revised Terms and Conditions will apply to any AGL Mobile – Velocity Points Offer accepted following the variation to the Terms and Conditions.
22. AGL pays Velocity for the Velocity Points you earn when you sign-up to an Eligible AGL Mobile Plan as part of the AGL Mobile – Velocity Points Offer.
23. AGL and Velocity reserve the right to revoke or prevent the allocation of any Velocity Points if either party suspects a breach of these Terms and Conditions, the Velocity membership Terms and Conditions, or if either party suspects that Velocity Points have been obtained fraudulently or illegally.
24. Eligible AGL Mobile Plans are solely supplied by AGL and you're required to contact AGL directly for any inquiries or for more information about mobile plans. Velocity is not the seller or supplier of the Eligible AGL Mobile Plans, is not responsible for the Eligible AGL Mobile Plans and Velocity is not authorised to negotiate or sell mobile plans on behalf of AGL.

Privacy

25. AGL collects personal information about you to enable you to redeem the AGL Mobile – Velocity Points Offer in accordance with these Terms and Conditions.
26. By participating in this promotion, you consent to AGL collecting and using your personal information, and disclosing your personal information to AGL's related entities, agencies, promotion partners (including Velocity) and other third parties engaged to provide services in connection with the AGL Mobile – Velocity Points Offer, for the purposes listed above and in accordance with AGL's Privacy Policy

available at <http://www.agl.com.au/privacy-policy>. If the personal information requested is not provided, AGL cannot guarantee fulfilment of the AGL Mobile – Velocity Points Offer.

27. You agree to provide your consent until such a time as it is withdrawn by giving notice to AGL. You can also gain access to, update or correct any personal information held by contacting AGL using the details listed in AGL's Privacy Policy.
28. You can read about how Velocity handles your personal information in Velocity's privacy policy available at <https://www.velocityfrequentflyer.com/member-support/privacy>