

AGL **Mobile** – Velocity Points Offer Terms and Conditions



AGL Mobile – Velocity Points Offer – Terms and Conditions

Start date: 20 June 2025

End date: Available until varied or withdrawn by AGL & Velocity.

General Conditions

Refer to the AGL [Customer Terms](#) the AGL Mobile plan [Critical Information Summary](#) and [Acceptable Use Policy](#) for more details about specific products and services.

Eligibility

- 1.) The AGL **Mobile** - Velocity Points Offer is available to New Connections (as defined in clause 2) (also referred to as “you” or “your”) who sign-up to an Eligible AGL Mobile Plan 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 and transfer your current mobile number to AGL; or
 - (b) be a current AGL mobile customer and set up a new mobile number with AGL,(“**New Connections**”).
- 3.) Eligible Customers must be a member of the Velocity Frequent Flyer Program (referred to as “**Velocity**”) prior to signing-up or switching to an Eligible AGL Mobile Plan.
- 4.) During signing-up 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 your Velocity membership and eligibility.
- 5.) The AGL **Mobile** - Velocity Points Offer is not available to Eligible Customers who cancel their Eligible AGL Mobile Plan before AGL commences supplying their Mobile connection.
- 6.) The AGL **Mobile** - Velocity Points Offer is not available in conjunction with any other AGL mobile plan offer (unless otherwise specified).
- 7.) The AGL **Mobile** - Velocity Points Offer is available until varied or removed by AGL and Velocity (“**Offer Period**”).

Eligible AGL Mobile Plan

- 8.) Eligible Customers must sign-up to one of the following Eligible AGL Mobile Plans via the dedicated AGL Velocity Offer Landing Page and stay on their chosen plan for 6 months:
 - AGL Small SIM Plan;
 - AGL Medium SIM Plan; or
 - AGL Large SIM Plan,(“**Eligible AGL Mobile Plan**”).

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- 9.) Eligible Customers who sign-up to an Eligible AGL Mobile Plan and stay on their chosen plan for 6 months, will be eligible to receive the Monthly Velocity Points, every month for 6 months as described in the “Velocity Points Table” below, based on their Eligible AGL Plan. Eligible Customers will also receive a monthly discount on the cost of their plan for 6 months, as set out under the “Monthly Plan Discount” (“**AGL Mobile - Velocity Points Offer**”):

Velocity Points Table

Eligible Plan	Small SIM Plan	Medium SIM Plan	Large SIM Plan
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

- 11.) Eligible Customers will only receive the Velocity Points described in the Velocity Points Table after each monthly bill is paid in full.
- 12.) This AGL **Mobile** - Velocity Points Offer does not form part of or change your Eligible AGL Mobile Plan.
- 13.) The Velocity Points do not have cash value, cannot be converted to cash or refunded.
- 14.) Following an Eligible Customer’s successful sign-up to an Eligible AGL Mobile Plan, please allow up to 10 days after AGL receives full payment of your monthly bill to receive your Monthly Velocity Points.
- 15.) 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 any 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 their Velocity Points earned through the **AGL Mobile - Velocity Points Offer** will be forfeited.
- 17.) For the avoidance of doubt, if an Eligible Customer switches their mobile plan to another AGL Mobile plan (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**.

Monthly Plan Discount

- 18.) Eligible Customers will also sign up to Eligible AGL Mobile Plans at a better value for the first 6 months:

Eligible AGL Mobile Plan	For the first 6 months	After 6 months
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AGL Small SIM Plan 50GB	\$20	\$35
AGL Medium SIM Plan 100GB	\$40	\$50
AGL Large SIM Plan 100GB	\$50	\$65

Velocity Membership

- 19.) Your Velocity Membership is governed by a separate agreement between you and Velocity, including but not limited to [Velocity's membership Terms & Conditions](#).
- 20.) 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](#).
- 21.) If for any reason your Velocity Membership number changes, it is your responsibility to ensure that the new number is provided to AGL.

General

- 22.) 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.
- 23.) 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.
- 24.) 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 Terms & Conditions or if either party suspects that Velocity Points have been obtained fraudulently or illegally.
- 25.) 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

- 26.) AGL collects personal information about you to enable you to redeem the AGL **Mobile** - Velocity Points Offer in accordance with these Terms and Conditions.
- 27.) 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.

- 28.) 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.
- 29.) You can read about how Velocity handles your personal information in Velocity's privacy policy available at <https://www.velocityfrequentflyer.com/member-support/privacy>