

# Critical Information Summary



## AGL nbn® - Velocity Points 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 Fast	Home Fast X	Home Superfast	Home Ultrafast
Connection Type*	FTTN	✓			
	FTTB	✓			
	FTTC	✓			
	FTTP		✓	✓	✓
	HFC		✓	✓	✓
Speed	Maximum possible download/upload speeds (off-peak)	100/20 Mbps	500/50 Mbps	750/50 Mbps	1000/100 Mbps
	Typical busy period download/ upload speeds (7pm to 11pm)	100/19 Mbps	We'll provide typical busy period speeds when sufficient data is available.	We'll provide typical busy period speeds when sufficient data is available	We'll provide typical busy period speeds when sufficient data is available
	Data	Unlimited			
Cost	Monthly plan fee	\$104	\$104	\$114	\$124
	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 and Home Hyperfast 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](https://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.

### 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

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 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
<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 a 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

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](https://www.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](https://www.tio.com.au).

### Usage information:

For information on your data usage please call 131 245.

 [agl.com.au/contact](https://www.agl.com.au/contact)

# Critical Information Summary



## AGL Home Phone® plan

The AGL Home Phone plan is optional and may not be relevant to you.

Here's a closer look at the ins and outs of our Home Phone plan:

AGL Home Phone plan summary	
Plan	This plan is for our AGL Home Phone service. To qualify for this service, you'll need to be connected to the nbn® network with an AGL nbn plan and have an AGL modem.
Minimum Monthly Fee	\$10 per month
Minimum Term	1 month
Modem Fee	\$149 outright (Or on a Device Payment Plan: \$12.41/mth for 12 months or \$6.20/mth for 24months).
Minimum Total Cost	\$159 (includes modem cost and \$10 plan fee for the first month) + your chosen nbn plan fee
Early termination fee	None. 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 pay out your modem on your next bill. You'll need to purchase an AGL modem to sign up for AGL Home Phone.
Inclusions	
National calls	Unlimited calls to standard local, national and mobile numbers in Australia
International	40¢ per connection plus per minute rates as per our international call rates. Please see our Customer Terms for call rates.
13/1300	40¢ per call
18/1800	No charge
1223	65¢ per call
Exclusions	
1234, 12456, 19/1900	Not supported

### To get AGL Home Phone you'll need an AGL nbn plan

The AGL Home Phone service is optional and only available as a bundle when you have an AGL modem and an eligible AGL nbn plan for an eligible internet service - see our Critical Information Summary for 'AGL nbn plans (fixed line services)' for more information. Unfortunately, the AGL Home Phone service is not available if your nbn plan uses the Fixed Wireless (FW) technology.

### Get setup with a modem and a phone

You'll need an AGL nbn compatible modem to set up your connection. See our Critical Information Summary 'AGL

nbn® plans (fixed line services)' for more information. You'll also need a compatible telephone handset to use this service. AGL does not provide telephone handsets. For details about compatible handsets, see [here](#).

### Changes to your plan

There may be times when we have to make some changes to your plan, like updating fees or inclusions. If that happens, rest assured it will be strictly in line with our [Customer Terms](#).

### 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. We'll credit you with a pro-rata refund of your plan's monthly fee for the last billing period, based on when you cancelled your plan. If you cancel or move your nbn service to another provider, please note your AGL Home Phone service will no longer operate. If you want to keep your phone number, please note we only hold your number for 30 days.

### Out-of-area number

If you request to transfer your home phone number over to us and you're located outside of the geographic area that your number was allocated, please be aware that incoming calls to your number may be charged as if you are within the geographic area that your number was allocated. If you change to a new service provider, you may not be able to keep your out-of-area number.

### Call types included in your plan

Your AGL Home Phone 'unlimited' call allowance can be used for standard landline numbers, Australian mobiles, 1800 numbers, voicemail, call waiting and call diversion/forwarding. Calls to 13/1300 numbers and 1223 for directory assistance, and international numbers are not included in the 'unlimited' call allowance and are charged per call. Call diversion/forwarding to an international number will be charged the relevant international call rate and connection fee. See the AGL Home Phone plan summary table above for excluded call types.

### Billing and fees

Your account will be billed in advance and will appear in your monthly AGL Telecommunications bill. Your first bill will include fees for the upcoming month and any partial amount for your first month. Afterwards, your 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 information on applicable fees please see our [Customer Terms](#).

Description of fee	Amount (incl. GST unless stated)
<a href="#">Port-out fee</a> : May be applied if you transfer your home number to another provider.	\$8
<a href="#">Incorrect call out fee</a> : 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

### Not suitable for Priority Assistance

This plan is not suitable for priority assistance. If you or someone in your home has a serious life-threatening condition and would be at risk without a phone service, please contact another provider like Telstra.

### Customer Service Guarantee

To use the AGL Home Phone service, we'll need you to waive your rights under the Telecommunications (Customer Service Guarantee) Standard 2011. When you sign up, we'll provide you with more information about the [Customer Service Guarantee waiver](#).

### Acceptable Use

Our [Acceptable Use Policy](#) sets out rules such as the reasonable and lawful use of our service. If you choose not to follow the directions in the Policy, for example by using your plan excessively 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.

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If there's anything you're not happy with, get in touch at [agl.com.au/contact](https://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](https://tio.com.au).

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