

AGL Internet – Velocity Points Offer

Terms and Conditions



AGL Internet – Velocity Points Offer – Terms and Conditions

Last updated: 15 September 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End date: Available until varied or withdrawn by AGL & Velocity (“**Offer Period**”).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 apply to the AGL internet plans, [Critical Information Summary](#) and [Acceptable Use Policy](#) for more details about specific AGL products and services.

The AGL Internet – 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 Internet – Velocity Points Offer is available to residential Australian customers who are New Connections (as defined in clause 2 below) (also referred to as “you” or “your”) located in areas serviceable by AGL, who sign-up to an Eligible AGL **nbn**® Plan during the Offer Period and, who are members of the Velocity Frequent Flyer Program (“**Eligible Customer**”).
2. To be eligible for the AGL Internet – Velocity Points Offer, Eligible Customers must:
 - (a) be a new AGL internet customer who:
 - i. switches their **nbn** service to AGL from their current service provider; or
 - ii. sets up a new **nbn** connection with AGL; or
 - (b) be a current AGL internet customer who moves house to a new Australian residential address.

(“**New Connections**”).

3. To be eligible for the AGL Internet – Velocity Points Offer, Eligible Customers must sign-up to one of the following Eligible AGL **nbn** Plans via the dedicated AGL Internet – Velocity Offer Landing Page located at <https://www.agl.com.au/velocitynbn>:

- **AGL Home Fast** (available on FTTN, FTTB, FTTC)
 - **nbn** 100/20 (100/19 Mbps typical busy period speeds (7pm-11pm));
- **AGL Home Fast X** (available on FTTP or HFC tech types)
 - We'll provide typical busy period speeds FOR Home Fast X when sufficient data is available.
- **AGL Home Superfast** (available on FTTP or HFC tech types)
 - **nbn** 250/25 (250/23 Mbps typical busy period speeds (7pm-11pm)); or

- **AGL Home Ultrafast** (available on FTTP or HFC tech types)
 - nbn 1000/50 (860/43 Mbps typical busy period speeds (7pm-11pm),

("Eligible AGL nbn Plan").

4. Eligible Customers must be a member of the Velocity Frequent Flyer Program (referred to as "**Velocity**") prior to signing-up to an Eligible AGL **nbn** Plan.
5. During the sign-up process, 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 Internet – Velocity Points Offer is not available to customers who cancel their Eligible AGL **nbn** Plan before AGL commences supplying **nbn** connection to the residential address.
7. The AGL Internet – Velocity Points Offer can be taken up in conjunction with the AGL Mobile – Velocity Points Offer. The AGL Internet – Velocity Points Offer is not otherwise available in conjunction with any other AGL internet plan or promotional offer (unless otherwise specified) including, but not limited to, the AGL Energy Bundle Offer.
8. The AGL Internet – Velocity Points Offer is available until varied or removed by AGL and Velocity.

Eligible AGL Internet Plan – Introductory Rate

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

Rate Table

Eligible AGL nbn Plan	Introductory Rate	Standard Rate
AGL Home Fast	\$79/month	\$104/month
AGL Home Fast X	\$79/month	\$104/month
AGL Home Superfast	\$89/month	\$114/month
AGL Home Ultrafast	\$99/month	\$124/month

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11. During the Initial Term, Eligible Customers who sign-up to an Eligible AGL **nbn** Plan and stay on their chosen Eligible AGL **nbn** Plan, will be eligible to receive:

- a. the Monthly Velocity Points on the chosen Eligible AGL **nbn** Plan every month, for 6 months only, as set out under the “Monthly Velocity Points” in the “Velocity Points Table” below; and
- b. an AGL Introductory Rate on the chosen Eligible AGL **nbn** plan for the initial six (6) months only, as set out under the “Introductory Rate” in the “Rate Table” above,

(“AGL Internet – Velocity Points Offer”):

Velocity Points Table

Eligible Plan	AGL Home Fast	AGL Home Fast X	AGL Home Superfast	AGL Home Ultrafast
Monthly Velocity Points	1,000 Points	1,000 Points	2,000 Points	3,000 Points
Total Velocity Points over 6 months	6,000 Points	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. Following an Eligible Customer’s successful sign-up to an Eligible AGL **nbn** 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 Internet - Velocity Point Offer does not form part of or change your Eligible AGL **nbn** Plan. Once the Initial Term expires, the Eligible Customer can stay on the Eligible AGL **nbn** Plan, however the AGL Internet – Velocity Points Offer will have ended, and Eligible Customers will not receive any further Velocity Points as part of the Eligible AGL **nbn** 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 **nbn** 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 Internet – Velocity Points Offer will be forfeited.
17. If an Eligible Customer switches their Eligible AGL **nbn** Plan to another AGL internet/**nbn** plan during the Initial Term (including where the customer signs up to an Eligible AGL **nbn** Plan and then switches to another Eligible AGL **nbn** Plan), they will no

longer be eligible to receive the AGL Internet– Velocity Points Offer for any months remaining in the Initial Term in which they were not connected to their original Eligible AGL **nbn** 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.

eero 7 and TP-Link VX230v Modem on Device Payment Plan Offer

21. Eligible customers who sign up to an Eligible AGL **nbn** Plan and purchase an Eligible Modem (either the eero 7 or TP-Link VX230v) on a 12-month Device Payment Plan (DPP) during the Modem Promotion Period (**15/09/2025 to 10/11/2025**), will be eligible for the following modem pricing:

Eligible Modem	eero 7 (1 device)	eero 7 (2 devices)	TP Link VX230v
Outright price	\$210	\$420	\$149
Device Charges (total cost) on DPP Promotion on 12 months	\$120 (\$10/month) (\$90 off the outright price)	\$240 (\$20/month) (\$180 off the outright price)	\$120 (\$10/month) (\$29 off the outright price)
Total cost if customers stay until the end of the DPP	\$0 \$10/month on AGL if you stay until the end of 12 months.	\$17.50/month <i>(\$210 over 12 months)</i> Additional \$2.50/month or \$30 over 12 months on AGL , if you stay until the end of 12 months.	\$0 \$10/month on AGL if you stay until the end of 12 months
Device Charges if you cancel within 12 months	\$10 month x remaining months <i>(minimum cost if you cancel after one month is \$120 plus one month's nbn plan fee)</i>	\$20/month x remaining month <i>(minimum cost if you cancel after one month is \$240 plus one month's nbn plan fee)</i>	\$10/month x remaining months <i>(minimum cost if you cancel after one month is \$120 plus one month's nbn plan fee)</i>
Remaining Device Charges	If you cancel your nbn plan or your DPP within 12 months, you will need to pay your remaining Device Charges (prorated to the day of cancellation) as a lump sum on your next bill. This includes the situation where you are cancelling your nbn plan because of a change that we have made under clauses 11.2 or 11.3 of our Customer Terms.		

22. If you purchase your modem on a 12-month DPP and you cancel your Eligible Plan or the DPP within the first 12 months, remaining Device Charges of \$10 for each month

remaining (including the month of cancellation) will apply. The minimum cost if you cancel within one month is \$120 for one device, \$240 for two devices, plus one month of your chosen AGL **nbn** plan fees.

23. Offer only applies to the first eero 7 or TP Link device purchased during the Promotion Period.
24. Customers may change their AGL **nbn** plan to another Eligible Plan at any time during the Device Payment Plan period without incurring additional costs.
25. If there is any inconsistency between these Promotion Terms and Conditions and the AGL Device Payment Plan Terms and Conditions, then to the extent of any such inconsistency, these Promotion Terms and Conditions will prevail.

General

26. AGL and Velocity reserve the right to change these Terms and Conditions or withdraw the AGL Internet – Velocity Points Offer at any time. If applicable, AGL will let you know where the AGL Internet – 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 Internet – Velocity Points Offer accepted following the variation to the Terms and Conditions.
27. AGL pays Velocity for the Velocity Points you earn when you sign-up to an Eligible AGL **nbn** Plan as part of the AGL Internet – Velocity Points Offer.
28. 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.
29. Eligible AGL **nbn** Plans are solely supplied by AGL and you're required to contact AGL directly for any inquiries or for more information about internet plans. Velocity is not the seller or supplier of the Eligible AGL **nbn** Plans, is not responsible for the Eligible AGL **nbn** Plans and Velocity is not authorised to negotiate or sell internet plans on behalf of AGL.

Privacy

30. AGL collects personal information about you to enable you to redeem the AGL Internet – Velocity Points Offer in accordance with these Terms and Conditions.
31. 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 Internet – 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 Internet – Velocity Points Offer.

32. 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.
33. You can read about how Velocity handles your personal information in Velocity's privacy policy available at <https://www.velocityfrequentflyer.com/member-support/privacy>