

# AGL Mobile 5G SIM Promotion

Terms & Conditions

January 2023

# AGL Mobile 5G SIM Plan Promotion

## January 2023 – Terms & Conditions

Promotion Period	25/01/2023 09:00AM AEDT to 01/05/2023 06:00PM AEST, unless extended further, varied or removed by AGL at any time at its discretion by AGL (“Promotion Period”)
Eligible Plan	AGL mobile 5G SIM plans: Small, Medium and Large (each an “Eligible Plan”)
Eligible Customers	<p>Available to:</p> <ul style="list-style-type: none"> <li>Customers who are taking up a new AGL mobile 5G SIM plan (either as a new mobile number or a port-in) and a new AGL Energy Residential service.</li> <li>Existing AGL Energy Residential customers who are taking up a new AGL mobile 5G SIM plan (either as a new mobile number or a port-in).</li> </ul> <p><u>Each Eligible Customer is referred to in these T+Cs as “you”/“your”.</u></p>
Promotional Offer	<p>Eligible Customers will receive a \$5 monthly discount off AGL mobile 5G SIM plan fees for the first 6 months on an Eligible Plan.</p> <p>Eligible Customers will also receive the AGL Monthly Credit of \$5 towards their 5G mobile SIM plan fees available for AGL Energy Residential customers. The \$5 Monthly Credit will only continue to be applied on monthly basis if the Eligible Customer remains as AGL Energy Residential Customer.</p> <p>As an example, for the Small plan, Eligible Customers will pay \$45 per month in plan fees for the first 6 months: \$55 per month (full price) minus AGL Monthly Credit of \$5 + minus \$5 promotional discount = \$45 per month</p>
Promotion Conditions	<ul style="list-style-type: none"> <li>The promotion cannot be applied to any existing AGL mobile SIM plan (including change of plans).</li> <li>The promotion is only available if you have an existing, or take up a new, AGL Energy Residential service (gas or electricity) when you take up a new AGL mobile SIM plan during the Promotion Period.</li> <li>The promotion starts when your AGL 5G mobile service is connected during the Promotion Period.</li> <li>For new mobile numbers, we will auto-activate your AGL 5G mobile SIM for you, which usually happens on the day it arrives but it can take 1-2 business days after arrival. For port-in numbers, you must activate your AGL 5G mobile SIM after the SIM card is delivered to you (by following the prompts to activate your service), and</li> </ul>



	<p>within thirty (30) calendar days of purchase. Failure to do so will result in your AGL mobile SIM plan service being cancelled and the SIM card will no longer be valid.</p> <ul style="list-style-type: none"><li>• The promotion only applies to your monthly AGL 5G mobile SIM plan fee. You will still be fully charged for any excess use or charges not included in your AGL 5G mobile SIM plan.</li><li>• After the first 6 months of your AGL 5G mobile SIM plan, we will start charging you in full for your monthly AGL 5G mobile SIM plan fee (unless you are eligible for the AGL Monthly Credit of \$5 per month as an AGL Energy Residential customer and will therefore continue to receive the AGL Monthly Credit of \$5), plus any other applicable usage charges or fees.</li><li>• You can cancel your AGL 5G mobile SIM plan service at any time and there are no early termination fees associated with this promotion, you just need to pay any outstanding excess usage charges and fees outside your AGL 5G mobile SIM plan allowance.</li><li>• If you cancel your AGL energy plan(s) and are no longer an AGL Energy Residential customer, change your AGL 5G mobile SIM plan, or cancel your AGL 5G mobile SIM plan service during the first 6 months of your mobile plan, the promotion will no longer apply to your service from the date of change or cancellation, and you will not be able to apply the promotion to any future AGL 5G mobile SIM plan service.</li><li>• All other inclusions and exclusions can be found in the <a href="#">Critical Information Summary</a>.</li><li>• The promotion cannot be redeemed outside of the Promotion Period.</li><li>• The promotion cannot be transferred to another service, person, or party.</li><li>• The promotion cannot be redeemed for cash.</li><li>• The promotion cannot be used in conjunction with any other AGL mobile offer unless specified in these Terms and Conditions.</li></ul>
AGL Energy Customers	<ul style="list-style-type: none"><li>• This offer is compatible with the AGL Monthly Credit of \$5 per month, provided that you have an active energy service (gas or electricity) with AGL in your name.</li></ul>

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General Conditions

- Customers should refer to the AGL [Telecommunications Customer Terms](#) and the AGL 5G Mobile SIM Plans [Critical Information Summary](#) for more details about the specific products and services.
- AGL reserves the right, in our sole discretion, to remove your access to this program if you breach our fair and acceptable use policy, or we have otherwise formed the view that you are scamming this program.
- AGL reserves its right to end the AGL 5G Mobile SIM Promotion January 2023 at any time at its discretion.