

# Critical Information Summary



AGL **nbn**® plans (fixed line services\*)

Here's a closer look at the ins and outs of our **nbn** plans.

nbn Plan		Home Basic	Home Standard	Home Fast	Home Superfast <sup>^</sup>	Home Ultrafast <sup>^</sup>
<b>Plan</b>	AGL <b>nbn</b> ® plans are for an internet service, with optional AGL modem. Our <b>nbn</b> plans also have the option of bundling a home phone plan. See our Critical Information Summary for 'AGL Home Phone plan' for more information.					
<b>Speed</b>	<b>Speed tier (max possible off-peak speed, download/upload)</b>	25/5 Mbps	50/20 Mbps	100/20 Mbps	250/25 Mbps	1000/50 Mbps
	<b>Typical busy period download/upload speeds (7pm to 11pm)</b>	25/4 Mbps	50/18 Mbps	100/19 Mbps	250/23 Mbps	860/43 Mbps
	<b>Data</b>	Unlimited				
<b>Cost</b>	<b>Minimum monthly fee</b>	\$59 when purchased with an AGL Energy plan	\$79 when purchased with an AGL Energy plan	\$89 when purchased with an AGL Energy plan	\$99 when purchased with an AGL Energy plan	\$109 when purchased with an AGL Energy plan
	<b>Maximum monthly fee</b>	\$74 when purchased without an AGL Energy plan	\$94 when purchased without an AGL Energy plan	\$104 when purchased without an AGL Energy plan	\$114 when purchased without an AGL Energy plan	\$124 when purchased without an AGL Energy plan
	<b>Early termination fee</b>	<b>None.</b> 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. Buying a modem is optional on <b>nbn</b> plans, but required for AGL Home Phone plans.				

\*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.

<sup>^</sup>Home Superfast and Home Ultrafast 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](http://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, this plan isn'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 for an upfront payment (which will appear on your first invoice) or on a Device Payment Plan DPP over 12 or 24 months (please see the [Device Payment Plan](#) terms for more details).

Modem purchase options are detailed in the table below. Prices include postage.

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.

	Upfront	12 Month Device Payment Plan (per month)	24 Month Device Payment Plan (per month)
<b>Standard WiFi Modem</b>	\$149	\$12.41	\$6.20
<b>Premium WiFi Modem*</b>	\$210	\$17.50	8.75

\* Premium WiFi Modem available on **selected** plans without a Home Phone plan

## Bundle with AGL and save

We'll apply a monthly discount of \$15 (inclusive of GST) to your chosen AGL **nbn** plan from the date we activate your service so long as you keep your AGL Energy plan (gas or electricity) active and in your name. This discount will appear as a credit against the account fee on your AGL Telecommunications bill. If your AGL Energy plan ends or you switch to a different provider, you'll no longer receive this discount from the following billing period.

## 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 <b>nbn</b> 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 <b>nbn</b> 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](http://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](http://tio.com.au).

## Usage information:

For information on your data usage please call 131 245.

 [agl.com.au/contact](http://agl.com.au/contact)

The AGL logo is a trade mark of AGL Energy Limited and used under licence. Southern Phone Company Limited ABN 42 100 901 184 trading as AGL Telecommunications. **nbn**®, nbn co and other **nbn**® logos and brands are trade marks of nbn co limited and used under licence.