

# Critical Information Summary

## AGL **nbn**™ Fixed Wireless plans

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



Progress for life

nbn Plan		Home Basic	Fixed Wireless Plus
<b>Plan</b>	Our AGL <b>nbn</b> ™ plans are for an internet service, using Fixed Wireless technology.		
<b>Speed</b>	<b>Speed tier (maximum possible speed, download/upload)</b>	25/5 Mbps	75/10 Mbps
	<b>Data</b>	Unlimited	
<b>Cost</b>	<b>Minimum monthly fee</b>	\$60 when purchased with an AGL Energy plan	\$68 when purchased with an AGL Energy plan
	<b>Maximum monthly fee</b>	\$75 when purchased without an AGL Energy plan	\$83 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 payout your modem on your next bill. Buying a modem is optional on <b>nbn</b> plans.	
<b>Term</b>	<b>Minimum term</b>	1 month	

### 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. If we're able to connect your home to the **nbn** network via the fixed wireless service, you'll be able to sign up to this plan. Unfortunately, this plan isn't available for Sky Muster™ satellite services. The AGL Home Phone service is also not available for this plan. If your premise is not already connected up, 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. Here's how it works:

- Bring your own modem (BYO) or you can purchase an **nbn** compatible modem from us for an upfront fee of \$149, which will appear on your first invoice.
- Alternatively, you can choose a Device Payment Plan for 12 months (\$12.41/mth) or 24 months (\$6.20/mth). If you cancel your **nbn** plan within the Device Payment Plan period, you'll need to pay out the rest of the modem fee (the monthly modem fee for each remaining month) as a lump sum on your next bill. For more information, please see the [Device Payment Plan - Terms and Conditions](#).

### 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

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

Your Fixed Wireless **nbn** plan speeds are variable in nature and are not guaranteed. Actual speeds depend on various factors, such as how far the transmission tower is located from your premises, the antenna's line of sight to the tower, weather conditions, network congestion (particularly during the busy hours), and your in-premises setup. If you aren't fully satisfied with your actual speeds and we can't fix the issue, we can move you over to a lower speed (where available) so you only pay for the speeds your connection can deliver.

### 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)