

# Critical Information Summary



## AGL Mobile SIM plans

Here's a bit of a closer look at the ins and outs of our SIM plans.

| SIM Plan                     |   | Small<br>60GB  | Medium<br>80GB   | Large<br>160GB   |
|------------------------------|---|--|------------------|------------------|
| <b>Mobile Network</b>        | <b>Optus</b>  | <b>4G and 5G</b>   | <b>4G and 5G</b> | <b>4G and 5G</b> |
| <b>Costs</b>                 | <b>Minimum monthly fee when you also have</b>             | \$25   | \$30             | \$40             |
|                              | <b>AGL Energy</b>   |  |                  |                  |
|                              | <b>Minimum monthly fee when you don't have AGL Energy</b> | \$35   | \$40             | \$50             |
|                              | <b>Early termination fee</b>                              | <b>None</b>  |                  |                  |
|                              | <b>Download speeds (5G)</b>                               | Capped at 100 Mbps   |                  |                  |
| <b>Allowance (monthly)</b>   | <b>Calls, SMS and MMS to standard Australian numbers</b>  | <b>Unlimited</b>   |                  |                  |
|                              | <b>Calls to standard international numbers</b>            | \$50   |                  |                  |
| <b>International Roaming</b> | <b>Calls, SMS, MMS and data for use while overseas</b>    | International Roaming is automatically switched on in all mobile plans. You can disable International Roaming in MyAccount (data charges may apply). |                  |                  |
| <b>Term</b>                  | <b>Minimum term</b>                                       | 1 month  |                  |                  |

### Our mobile service

**Mobile network:** Our SIM Plans provide access to the Optus mobile network. You'll need to bring an unlocked mobile device that's compatible with the Optus mobile network. With 4G devices, you can access some or all of the 4G Plus network. The Optus 4G Plus network uses multiple frequencies (LTE 700 / 1800 / 2100 / 2300 / 2600 MHz) to provide coverage. 5G is available in selected areas (excl. NT). Compatible device is required. When not in 5G coverage area, the device will switch to the Optus 4G Network depending on your device and location. You can check coverage based on your address.

**VoLTE/WiFi calling:** These plans are also eligible for Voice over LTE (VoLTE) and WiFi calling in certain areas and with compatible devices. For details, see our Customer Terms.

**International Roaming:** For eligible destinations, more information and rates, visit <https://www.agl.com.au/roaming>. We will send you SMS notifications on usage within 48 hours of use. To switch between SMS or email alerts, contact us on +61 396 494 947 (available between 8am - 9pm AEST, free of charge) or chat with us online. If you spend more than \$500 on international roaming in one billing cycle, we'll automatically suspend it to avoid further charges. If you need to change this, contact us.

### Allowances

- **Calls, SMS and MMS to standard Australian numbers:** Your allowance can be used for standard landline, mobile and 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- **Calls to standard international numbers:** All our SIM plans include an allowance that can be used for standard landline and mobile numbers to overseas destinations. If you happen to use all your allowance during a billing period, pay as you go rates will then apply. For pay as you go rates, see our Customer Terms.
- **Data for use in Australia:** If you use more than your allowance, we'll automatically give you a 1GB Data Boost for \$10, up to 3GB in a billing period. Once you've reached that limit, you won't be able to use additional data for the rest of the billing period. You may be charged for any additional data used (\$0.01 per MB), for a limited time before we discontinue your data access. If you'd like to continue to use additional data, call 1300 361 676. All unused data for use in Australia (including Data Boosts) expires at the end of each billing period. We'll provide you with SMS alerts once you've reached approximately 50%, 85% and 100% of your included data allowance. You can get details about your call and data usage on the AGL app, by calling 1300 361 676, or by visiting here.
- **Speed:** Speed will vary depending on your device and location. Download speeds are capped at 100Mbps for 5G network only.

### Special offer

We'll apply a monthly discount of \$10 (inclusive of GST) to your AGL SIM 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 on your AGL Telecommunications bill. If your AGL Energy plan ends you'll no longer receive a discount from the following billing period.

### Exclusions

Monthly allowances exclude calls to directory assistance 1223 and 124YES, international call diversions, calls to premium numbers (e.g. 0055 calls and 19xx numbers), calls and SMS to satellite numbers, reverse call charges, third party content charges and any other calls and services that we decide are excluded. For rates, see our [Customer Terms](#).

### Billing and fees

Accounts are billed in advance. Your first bill will include fees for the upcoming month and any partial amount for your first month. You can expect to receive that bill within 10 business days after we activate your service. Afterwards, 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, and for more information on applicable fees please see our Customer Terms.

| Description of fee   | Amount<br>(incl. GST unless stated) |
|--|-------------------------------------|
| <b>SIM replacement fee:</b> May be applied for a SIM card/eSIM replacement   | \$10                                |
| <b>Paper bill fee:</b> Applies to each paper bill. We prefer e-billing and think you will 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

### 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. And we'll credit you with a pro-rata refund of your plan's monthly fee for your last billing period, based on when you cancelled your plan. After that, we're all squared away.

### Changing your plan

We give you the freedom to change your plan at any time for no fee, once per billing period. If you decide to change your plan before the end of your billing period, you'll need to pay a pro-rata amount for your new plan for the rest of the billing period plus a month in advance. You'll also receive a pro-rata refund for fees paid in advance for your current plan. When you change plan, the data allowance of your new plan will apply and any unused data allowance and Data Boosts will expire. There may also be times when we have to make changes to your plan, like updating fees or inclusions. Rest assured, we'll only ever do this in line with our Customer Terms.

### 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

We want you to have the best experience with us. So if there's something you're not happy with, we're here to help. Give us a call on **1300 361 676** or get in touch at [agl.com.au/contact](https://www.agl.com.au/contact). You can review our Complaints Handling Policy. It'll step you through the process, so you know what will happen and how quickly we can put things right. We hope that'll get things back on track. But if that's not the case, you can always take things further by calling the Telecommunications Industry Ombudsman on **1800 062 058** or visiting [tio.com.au](https://www.tio.com.au).



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



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