Critical Information Summary: Origin Home Broadband nbn®

Information about the service

Service Description

These Origin nbn plans are delivered using the National Broadband Network (nbn) infrastructure (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) to deliver broadband to your home. Origin nbn plans include an unlimited data allowance and an optional home telephone service and require that payment is made via direct debit.

Minimum Term

All Origin nbn plans are monthly plans with no lock-in contracts.

Early Termination Fee

Termination of your service can be requested at any time by you on 30 days' notice to us. There are no early termination fees payable on a no lock- in contract.

Information about pricing

Your minimum monthly charge and total minimum plan cost:

Plan Name	Speed Tier	Monthly Included Data	Minimum Monthly Charge	Maximum Monthly Charge*
Everyday nbn	25/10	Unlimited	$89.00	$89.00
Experience nbn	50/20	Unlimited	$103.00	$103.00
Fixed Wireless Experience nbn	75/10	Unlimited	$105.00	$105.00
Enthusiast nbn	100/20	Unlimited	$107.00	$107.00
Enthusiast+ nbn	100/40	Unlimited	$119.00	$119.00
Extra Fast nbn	500/50	Unlimited	$107.00	$107.00
Super Fast nbn	750/50	Unlimited	$129.00	$129.00
Ultra Fast nbn	1000/100	Unlimited	$139.00	$139.00

*If you bundle your broadband service with a phone service or purchase equipment, your monthly costs may be different.

Service and Plan Availability

Origin nbn is not available at all locations or to all premises. Further qualification checks will be required to determine the service available to you. To check what is available to you please visit **www.originbroadband.com.au.**

There may be technical reasons that affect our ability to provide a connection at your address. Until it is connected Origin cannot guarantee that the service can be installed at your premises. Your available plan will depend on the nbn access type of your connection.

Typical evening speeds are based on customer averages between 7pm and 11pm and are not a guaranteed minimum. You can see the latest typical evening speeds at **originenergy.com.au/speed**

For nbn FTTN, FTTB and FTTC customers, you can request to find out what your maximum line sync speed will be once connected.

Fixed Wireless technology, in most cases, is available when other nbn technologies are not, and is limited to a maximum speed of 75/10 Mbps.

Origin Broadband Internet Acceptable Use Policy

The Origin Broadband Internet Acceptable Use policy applies to excessive and unreasonable use of this service. Further details on the Origin Broadband Internet Acceptable Use policy can be found at **originenergy.com.au/fair-use**

Equipment Required

You will need a suitable nbn ready and approved modem to use this service. Your modem will need to be VoIP enabled if you want to make use of a voice service. There is no modem included with this plan, however Origin Broadband can provide you with a nbn approved modem if you'd prefer.

The cost of a TP-Link is $169.00 plus a delivery charge of $20.00.

The cost of a Eero 6+ is $145.00 plus a delivery charge of $20.00.

Modem and delivery fees will be payable upfront prior to the modem being sent out.

Origin Broadband Bundle option

Eligible Origin Energy customers (i.e., electricity, gas, LPG, or hot water customers) who sign up for a new Origin Broadband service will receive a discount off the monthly charge for their nbn plan. The discount is a minimum of $10.00 each month and will appear as a credit against the broadband monthly access fee for as long as the relevant energy product remains active (which for LPG customers, means purchasing an LPG cylinder at least once every 18 months). The discount is not available in conjunction with select other Origin offers and may be withdrawn at any time. If this happens, we will let you know.

The bundle offer is optional, and you will not be required to have an active energy account with Origin to sign up to any of our Broadband plans.

Installation

You must obtain the consent of the property owner to have the nbn installation performed. If you are not the property owner, you will need to obtain the property owner's written consent (dated and signed) and be able to provide that to us upon request. Any cabling that's required in your premises beyond the Network Boundary Point is your responsibility, as is the provision of a suitable, permanent 240V AC power outlet, and you will need to pay any associated costs. If you are an Origin nbn FTTC customer and do not connect the supplied nbn FTTC Network Connection Device (NCD) and your Origin Home Gateway or your own modem within 30 days of your activation date, nbn will cancel your order.

If your address qualifies for a FTTN, FTTB or FTTC service, and you do not have an active fixed voice service in place that we can connect to, there will be a $297.00 charge to connect a new or activate an existing copper pair on site. We will debit this charge upfront before your service is activated.

If you are in a new development and not already connected to the nbn, nbn may charge $300.00 to connect your premises to the nbn. If this charge is applicable, we will debit this charge upfront prior to commencement of your service.

If your premises is in an FTTC or FTTN area where nbn has confirmed that it is eligible for an upgrade to a Fibre connection you can request an upgrade of your access technology. There is no initial cost for this installation, however you must remain on the Enthusiast, Enthusiast+, Super Fast or Ultra Fast plan with Origin for a minimum of 12 months at that premises for FTTN, or +, Super Fast or Ultra Fast plan with Origin for a minimum of 12 months at that premises for FTTC. If you do not do so a $200 fee will be applicable.

Can I change my speed later?

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorate refunds on plan downgrades.

Relocations

There are no Origin Broadband fees to relocate your service in most circumstances, and your current agreement will continue.

If you are relocating to a nbn serviceable address, there might be an associated new line or development connection or nbn fees.

If you are relocating to a Opticomm serviceable address, Opticomm may charge new installation, new development, and connection fee to connect your premises to the Opticomm Network.

We will advise you in advance if any of these fees apply to you.

Other information

Usage Information

You can obtain information about your usage by contacting our Customer Service on 1300 980 711 or email **help@originbroadband.com.au**

Billing

When you first start a plan or change your plan part way through a billing period, your first bill may have additional charges. It will include your minimum monthly charge in advance and may also include other charges such as new development fees, new line activation fees and setup fees.

Once your broadband service is activated, billing will begin, and we'll issue your first bill. You will need to pay your bill by direct debit from your credit/debit card or from your bank account.

To see the applicable merchant and paper invoice fees please see **originenergy.com.au/internet-fees**

Customer Service Contact Details

Phone: 1300 980 711
Email: **help@originbroadband.com.au**

Complaints and Disputes

If you have a complaint or a dispute, please call us on 1300 980 711. You can read all about our complaints handling policy at **originenergy.com.au/chp**

Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Origin Broadband, you may contact the Telecommunications Industry Ombudsman on 1800 062 058. Full contact details are available at **www.tio.com.au/about-us/contact-us.**

Broadband Education Information

For more information about broadband technologies and the factors that can influence the performance of your broadband service, please visit **www.commsalliance.com.au/BEP.**

This CIS is a summary. The full legal terms for these plans are available at **originenergy.com.au/importantinfo**