# Critical Information Summary: Origin Home Internet Opticomm & $0 Eero 7

## Information about the service

### Service Description

These Origin Opticomm plans are delivered using the Opticomm infrastructure through Fibre to the Premises (FTTP) technology to deliver internet to your home. Origin Opticomm plans include an unlimited data allowance and require that payment is made via direct debit via a debit card or credit card. Origin has also provided an eero7 as part of this offer when you stay with Origin Internet for 24 months.

### Minimum Term

All Origin Opticomm plans are monthly plans with no lock-in contract.

### Early Termination Fee

Termination of your service can be requested at any time by you with 30 days' notice to us. There is no early termination fee 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 | Recurring Monthly Charge | Minimum Total Cost with $0 eero7# |
|---|---|---|---|---|
| **Everyday Opticomm** | 25/10 | Unlimited | $98.00 | $422.00 |
| **Experience Opticomm** | 50/20 | Unlimited | $114.00 | $438.00 |
| **Enthusiast Opticomm** | 100/20 | Unlimited | $118.00 | $442.00 |
| **ExtraFast Opticomm** | 500/50 | Unlimited | $118.00 | $442.00 |
| **Ultra Fast Opticomm** | 1000/100 | Unlimited | $148.00 | $472.00 |

#Maximum Monthly Charge if you cancel within your first month. Includes the $5 activation fee, $299 modem cost and $20 shipping fee, and 1 month plan fee.

### Service and Plan Availability

Origin Opticomm 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's available to you please visit **www.origininternet.com.au.**

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

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

The Origin Opticomm plans offer internet data access at typical minimum download speeds as shown in the table above

and are only available to residential customers for personal or domestic use. You can request to find out what your maximum line sync speed will be once connected.

### Activation Fee

There is an upfront fee of $5 to activate your service. This will have to be paid upfront.

### Origin Acceptable & Fair Use Policy

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

### Equipment Required

The Eero 7 is included with this plan for $0 when you stay with Origin Internet for 24 months.

If you cancel your service before 24 months, you are required to pay $12.45 (incl GST) for every month still remaining as a lump sum.

A delivery fee of $20 will be payable upfront prior to the modem being sent out.

### 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.

### Installation

If you're in a new development and not already connected to the Opticomm network, an Optical Network Termination Unit (ONT) and fibre lead-in cable will need to be installed prior to the provisioning of the service. There may be a charge for the ONT installation. This will be payable upfront, and we will let you know what this cost will be in advance. You must obtain the consent of the property owner to have the Opticomm FTTP Optical Network Termination Unit (ONT) installed.

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're in a premises where the ONT and Fibre lead-in cable has been installed but has never been connected to the Opticomm network, there may be an additional once off fee of $300 that will need to be paid upfront. We will advise you if this fee is applicable to you.

### Relocations

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

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.

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

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 team

### Customer Service Contact Details

**Phone:** 1300 980 711

**Message Us: m.origin.com.au/e/chat-internet**
**Email:** help@origininternet.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 internet 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 internet fees such as the paper invoice fees please see **originenergy.com.au/internet-fees**

### 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 Internet, you may contact the Telecommunications Industry Ombudsman on 1800 062 058. Full contact details are available at **www.tio.com.au/**

### Broadband Education Information

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

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