Critical Information Summary: Origin Home Internet nbn®

Information about the service

Service Description

These Origin nbn plans are delivered using the National Broadband Network (nbn) infrastructure (FTTP, FTTB, FTTN, FTTC, or HFC) to deliver internet to your home. Origin nbn plans include an unlimited data allowance 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 with 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	$95.00	$95.00
Experience nbn	50/20	Unlimited	$109.00	$109.00
Enthusiast nbn	100/20	Unlimited	$114.00	$114.00
Extra Fast nbn	500/50	Unlimited	$114.00	$114.00
Ultra Fast nbn	1000/100	Unlimited	$144.00	$144.00

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.origininternet.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.

Origin Internet Acceptable Use Policy

The Origin Internet Acceptable Use policy applies to excessive and unreasonable use of this service. Further details on the Origin 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.. There is no modem included with this plan, however Origin can provide a TP-Link for $169.00 or a Eero 7 for $299.00. There is an additional delivery charge of $20.00 per modem. Modem and delivery fees will be payable upfront prior to the modem being sent out.

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.

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.

$0 Fibre Upgrade

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 nbn may require additional infrastructure (such as trenching or conduit), and any associated charges are payable by the customer. If you do not wish to pay these charges, you may cancel your upgrade request before any work begins

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 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

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**