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	Typical Evening Speed (mbps) 7pm-11pm		Min. Monthly Charge	Max. Monthly Charge*
			Download	Upload		
Everyday nbn	25/10	Unlimited	24	8	$74.00	$74.00
Experience nbn	50/20	Unlimited	48	16	$84.00	$84.00
FW Experience nbn	75/10	Unlimited	25	4	$84.00	$84.00
Enthusiast nbn	100/20	Unlimited	97	16	$104.00	$104.00
Enthusiast+ nbn	100/40	Unlimited	97	33	$114.00	$114.00
Super Fast nbn	250/25	Unlimited	243	21	$134.00	$134.00
Ultra Fast nbn	1000/50	Unlimited	600	42	$154.00	$154.00

*If you bundle your broadband service with a phone service or purchase equipment with a device payment plan, 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 your availability please visit www.originbroadband.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 NBN access type of your connection.

Typical evening speeds are based on customer averages between 7pm and 11pm and are not a guaranteed minimum.

The Origin nbn™ plans offer broadband 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. 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.

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.

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 online.originbroadband.com.au/info

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 or Google Nest if you'd prefer.

The cost of an Origin supplied modem is $179.00 plus a delivery charge of $20.00.

Critical Information Summary

You can choose to purchase equipment from us either upfront in full, or on a device payment plan. If you choose to cancel this service before your final device payment your remaining amounts will be charged as a single charge on your final bill.

Modem and delivery fees will be payable upfront prior to the modem being sent out. If you have selected the payment plan option only the first instalment and delivery fee will be charged 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 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're 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.

Other information

Usage Information
You can obtain information about your usage by contacting our Customer Service on 1300 980 711 or email support@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.

Customer Service Contact Details
Phone: 1300 980 711 | Email: support@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 online.originbroadband.com.au/info

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 online.originbroadband.com.au/info

Critical Information Summary

Origin Home Telephone

Information about the service

Service Description
This Fixed Telephony service is an optional add-on and is supplied on the National Broadband Network (nbn™) infrastructure (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) by VoIP technology. You must have an Origin Broadband service to add this service to, and payment is made via direct debit.

Minimum Term
All Origin Telephone plans have no lock-in contract.

Early Termination Fee
Termination of your service can be requested at any time. 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	Standard	Premium
Min Monthly Charge	$0.00	$10.00
Calls to other Origin VoIP services	Included	Included
Local Calls	15c untimed	Included
National Calls	15c untimed	Included
Calls to Mobiles	22c per minute *A 2-minute call to a standard national mobile number costs $0.44*	Included *A 2-minute call to a standard national mobile number is $0*
International	International rates vary by destination; full rates are available at online.originbroadband.com.au/info	
1300 & 13 Calls	35c untimed	35c untimed

Service and Plan Availability
Origin Home Telephone is not available at all locations or to all premises. You will need an active Origin nbn™ broadband service as part of this service. Further qualification checks will be required to determine the phone and broadband service available to you. To check your availability please visit www.originbroadband.com.au.

Please note that Origin does not supply UNI-V or 'Fiber' phone services.

Equipment Required
You will need a compatible handset to use this service. Please be aware that most handsets will plug into your Origin Broadband equipment, but we cannot guarantee that your existing handset will work.

You will also need a VoIP Analogue Telephone Adapter (ATA) or an approved router with a built in ATA. Origin can provide you with a compatible nbn™ approved modem that includes an inbuilt ATA and has 2 VoIP ports as an additional cost as part of your broadband service. .

Priority Assistance
Origin is not able to offer Priority Assistance. Origin recommends that you contact Telstra if you require a Priority Assistance service

Bundle Requirements
Origin Telephone is only available when bundled with an Origin nbn™ broadband service.

Service Constraints
This service may not be suitable if you require an uninterrupted supply due to a serious medical illness or condition. Some equipment like medical alarms may not be compatible with the nbn™. This service does not include a battery backup power supply.

You should contact your device supplier to find out if your device is compatible (including, but not limited to, fax machines, alarms, medical alerts, and EFTPOS machines) and will work before connecting to the nbn™ infrastructure.

We do not provide access to premium call services such as 1900 numbers. By default, access to calling international numbers are blocked to prevent bill shock. Once your service is active, you can request to access international numbers by calling our customer service team.

Critical Information Summary

Other information

Usage Information
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Billing
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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.

Customer Service Contact Details
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Complaints and Disputes
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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

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