Critical Information Summary: Origin Home Telephone

Information about the service

Service Description

This Fixed Telephony service is an optional add-on. 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	Unlimited
Min Monthly Charge	$10.00
Local Calls	Included
National Calls	Included
Calls to Mobiles	Included
International Calls	Unlimited calls to UK, New Zealand, USA, Germany, Hong Kong, Japan, France, Canada, China, Singapore, India and Croatia. For all other destinations please go to **originenergy.com.au/idd**
1300 & 13 Calls	Included

Bundle Requirements

Origin Home Telephone is only available when bundled with an Origin Broadband service.

Service and Plan Availability

Origin Home Telephone is not available at all locations or to all premises. You will need an active Origin 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 what's available to you please visit **www.originbroadband.com.au**

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

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® infrastructure. 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® or Opticomm infrastructure.

We do not provide access to premium call services such as 1900 numbers.

Priority Assistance

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

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

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 ZTE H1600 that includes an inbuilt ATA and has 2 VoIP ports as an additional cost as part of your broadband service.

Other information

Usage Information

You can obtain information about your usage by contacting our Customer Service on 1300 980 711 or email **hello@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: **hello@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/contact-us**

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