

# Critical Information Summary

## ORIGIN BROADBAND FIBRE



### INFORMATION ABOUT THE SERVICE

#### Service Description

The Origin Fibre plans are delivered using the OptiComm Fibre to the Premises (FTTP) technology, to deliver broadband to your home. The Origin Fibre plans offer broadband data access at typical minimum download speeds as shown in the table below and are only available to residential customers for personal or domestic use. Your Origin Fibre plans include an unlimited data allowance and an optional home telephone service.

#### Service Availability

This service is only available within an OptiComm serviced area. To check for FTTP availability, please visit [www.originbroadband.com.au](http://www.originbroadband.com.au)

#### Minimum Term

All Origin Fibre plans have a minimum term of 1 month.

### INFORMATION ABOUT PRICING

Your minimum monthly charge and total minimum plan cost:

Plan Name	Monthly Included Data	Typical Evening Speed	Monthly Charge	Total Min. & Max. Charge (No lock-in Contract)
Basic Fibre 12/1	Unlimited	12Mbps	\$64.00	\$163.00
Everyday Fibre 25/5	Unlimited	25Mbps	\$74.00	\$173.00
Experience Fibre 50/20	Unlimited	50Mbps	\$84.00	\$183.00
Enthusiast Fibre 100/20	Unlimited	99Mbps	\$104.00	\$203.00
Enthusiast+ Fibre 100/40	Unlimited	99Mbps	\$114.00	\$213.00
Super Fast Fibre 250/25	Unlimited	248Mbps	\$134.00	\$233.00
Ultra Fast Fibre 1000/50	Unlimited	600Mbps	\$154.00	\$253.00

- The Total Minimum Charge for each plan is 1 month's charge. If you bundle your broadband service with a phone service, your monthly costs may be different.
- Typical evening speeds are based on customer averages between 7pm and 11pm and are not a guaranteed minimum.
- Opticomm will charge a \$99.00 connection fee for all activations. This will have to be paid upfront.
- If you're in a new development and not already connected to the OptiComm Network, OptiComm may charge an ONT installation charge of between \$150 and \$1500 to connect your premises to the OptiComm Network. If this charge is applicable, it will have to be paid upfront.
- If you're in a new development and not already connected to the OptiComm Network, Opticomm may charge a new development fee of \$300. If this charge is applicable, it will have to be paid upfront.

### Origin Broadband Bundle option

Eligible Origin Energy customers (i.e. electricity, gas or hot water customers) who sign up for a new Origin Broadband service will receive a discount off the monthly charge for their Opticomm 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. 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.

### Home Telephone Call Charges

Plan Name	Minimum Monthly Charge	Calls to other Origin VoIP services	Local Calls	National Calls	Calls to Mobiles	International	1300 & 13
Standard VoIP Plan	\$0.00	Included	15c untimed	15c untimed	22c per minute	Varies	35c untimed
Premium VoIP Plan	\$10.00	Included	Included	Included	Included	Varies	35c untimed

- International rates vary by destination; full rates are available at [www.originbroadband.com.au](http://www.originbroadband.com.au)

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### Early Termination Fee

Termination of your service can be requested at any time. The Early Termination Fees on a No lock-in contract is \$0.00.

### Equipment Required

You will need a suitable FTTP ready modem to use this service. Your modem will need to be VoIP enabled if you want to make use of your voice service. There is no modem included with this plan however Origin Broadband can provide an OptiComm approved modem if you'd prefer. Modem fees will be payable upfront prior to the modem being sent out.

The cost of an Origin modem is \$149.00 plus a delivery charge of \$15.00, \$20.00 or \$25.00 depending on the delivery method chosen.

### Installation

An Optical Network Termination Unit (ONT) and fibre lead-in cable will need to be installed prior to the provisioning of the service. You will need to contact OptiComm directly to arrange the service installation; and charges may apply. 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.

### 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 [www.originbroadband.com.au](http://www.originbroadband.com.au)

### Fees & Charges

There are no Origin Broadband fees to relocate your service in these circumstances, and your current contract will continue. However, 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; or
- 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 on your usage by contacting our Customer Service on 1300 980 711 or email [support@originbroadband.com.au](mailto:support@originbroadband.com.au)

### Can I change my speed at a later date?

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.

### 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](mailto: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 [www.originbroadband.com.au](http://www.originbroadband.com.au)

### 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](http://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](http://www.commsalliance.com.au/BEP)

**This CIS is a summary. The full legal terms for these plans are available at <https://online.originbroadband.com.au/custom/origin/broadband/orb/critical-information-summaries>**