

Critical Information Summary

ORIGIN BROADBAND nbn™



INFORMATION ABOUT THE SERVICE

Service Description

The Origin nbn™ plans are delivered using the National Broadband Network (nbn™) infrastructure (e.g. fibre to the premises (FTTP), fibre to the building (FTTB), fibre to the node (FTTN), fibre to the curb (FTTC), cable (HFC) or fixed wireless (FW)) to deliver broadband to your home. FW technology, in most cases, is available when other nbn™ technologies are not, and is limited to a maximum speed of 75/10 Mbps. The Origin nbn™ 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. Origin nbn™ plans include an unlimited data allowance and an optional home telephone service.

Service Availability

This service is only available within an nbn™ serviced area. To check for nbn™ availability, please visit www.originbroadband.com.au

Minimum Term

All Origin nbn™ 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)
Everyday nbn25/10	Unlimited	25Mbps	\$74.00	\$74.00
Experience nbn50/20	Unlimited	50Mbps	\$84.00	\$84.00
FW Experience nbn75/10	Unlimited	Max of 75Mbps	\$84.00	\$84.00
Enthusiast nbn100/20	Unlimited	99Mbps	\$104.00	\$104.00
Enthusiast+ nbn100/40	Unlimited	99Mbps	\$114.00	\$114.00
Super Fast nbn250/25	Unlimited	248Mbps	\$134.00	\$134.00
Ultra Fast nbn1000/50	Unlimited	600Mbps	\$154.00	\$154.00

- 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.
- 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 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.
- For nbn™ FTTN, FTTBB and FTTC customers, you can request to find out what your maximum line sync speed will be once connected.
- If you are on a higher speed nbn™ plan, you may downgrade to a lower speed plan at no additional cost to you.

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 the customer purchases 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.

Home Telephone Call Charges

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

- International rates vary by destination; full rates are available at 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 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. 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. The cost of a Google Nest starts from \$249 (1 pack), \$399 (2 pack) and \$499 (3 pack) plus an a courier delivery charge of \$25.

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.

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

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 an address that 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; and
- If you are relocating to an address that is in a new development and not already connected to the nbn™, nbn™ may charge \$300 to connect your premises to the nbn™.

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 on 1300 980 711 or email 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

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

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 <https://online.originbroadband.com.au/custom/origin/broadband/orb/critical-information-summaries>