

# Critical Information Summary

## Leaptel VoIP Home Phone Plans

### Information About Pricing

This summary reflects base plan pricing and does not include any discounts or promotions that may apply.

Prices are subject to change.



Plan	Home Phone PAYG	Home Phone Basic	Home Phone Ultimate
Minimum Monthly Charge <sup>1</sup>	\$0.00	\$9.95	\$19.95
Local Calls (per minute)	\$0.10	Included	Included
National Calls (per minute)	\$0.10	Included	Included
Mobile Calls (per minute)	\$0.17	\$0.17	Included
13/1300 Number Calls (per minute)	\$0.40	\$0.40	\$0.40
International Calls (per minute) <sup>2</sup>	Varies	Varies	Varies
Calls are billed per second, minimum call cost is \$0.01 where call charges apply			

1. Minimum charge is for your monthly Home Phone plan charge. It does not include any billed call charges or additional fees for non-payment of your monthly invoice outlined in the Billing section below.
2. International call rates vary by destination and are subject to change. A list of the international call rates is available at [leaptel.com.au/home-phone](http://leaptel.com.au/home-phone).

Once Off Fees	No lock-in contract
Setup Fee	\$0.00
Early Termination Charge	Not applicable.

## Inclusions & Exclusions

### Service Description

Leaptel's VoIP (SIP) Home Phone service is a voice service where the call is carried over Leaptel's network to your phone termination device. The Leaptel VoIP Home Phone service requires an active Leaptel internet connection to work.

### Availability

Leaptel's VoIP Home Phone services are available at addresses that have an active Leaptel internet service or that are in the process of having a Leaptel internet service connected. Leaptel VoIP Home Phone services will not work via alternative internet connections.

To check for availability, please use the address checker at [leaptel.com.au](http://leaptel.com.au).

Service availability is contingent on your agreement to waive the Customer Service Guarantee (CSG).

### Minimum Term

Leaptel's VoIP Home Phone plans are supplied on a no lock-in contract term (service automatically rolls over unless cancelled before the roll over date). The minimum total cost is the Minimum Monthly Charge applicable to the plan as listed in the Information About Pricing section.

Pro rata credits are applied upon request following the first month. No pro rata credits will be provided for the first month. Any post paid costs will also be applied.

### Equipment Required

You will need to provide your own phone device for the VoIP Home Phone service. The phone will need to connect to a compatible voice port on a modem or router, or via an Analog Telephone Adapter (ATA).

If you want your phone in a different location to your modem or router you will need to organise internal wiring between the modem or router and your preferred phone location. Leaptel is not able to assist with the installation of internal wiring nor take responsibility for the internal wiring should it fail. Any cabling that is required beyond the Network Boundary is your responsibility to install and maintain.

### Service Restrictions

The VoIP Home Phone service:

- Is for residential use only. If you require a VoIP phone service for business use please contact us for more information.
- Does not support Priority Assistance and is not suitable for customers with a life-threatening medical condition. If you require a home phone service that offers priority assistance support, Leaptel recommends contacting Telstra.
- The service will not work when you have no internet connection and is therefore not suitable for emergency phone connections. The service will not work during a power or signal failure and is not guaranteed to work during an emergency.
- Is not designed for use by medical devices.

## Other Information

### Usage Information

You can monitor your phone usage by logging into your Members Portal account online at [members.leaptel.com.au](http://members.leaptel.com.au).

### Customer Service Contact Details

If you have any queries about your service or account please contact Leaptel's Australian based customer service team via [leaptel.com.au/contact-us](http://leaptel.com.au/contact-us).

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [leaptel.com.au/complaints-escalation-process](http://leaptel.com.au/complaints-escalation-process).

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at [tio.com.au/complaints](http://tio.com.au/complaints).

### Cancelling Your Service

Please be aware that if your Leaptel VoIP Home Phone service is disconnected without being transferred (ported) to a new provider first, you will not be able to reconnect your service later with the same number.

### Billing

Your monthly service invoice is issued on the anniversary date of your connection going active. The service is billed monthly with call charges billed in arrears and the monthly service charge billed in advance. Your invoice is due 14 days after issue and can be paid via the payment methods on the invoice. Direct debit can be setup through the Members Portal at [members.leaptel.com.au](http://members.leaptel.com.au).

**Change of Plan Fee:** There is no fee to change your plan. It will take up to 5 business days to change your plan once the request is processed. Plan changes are ongoing and apply to your service for all future months unless another change of plan is submitted.

**Moving Address:** Service options at the new address are subject to availability. All relevant set up and connection fees apply. Request a move of address for your service by completing the form at [members.leaptel.com.au/moving-home](http://members.leaptel.com.au/moving-home).

**Late Payment Fee:** A \$15 fee will be applied when an invoice is not paid by the due date. If you find you are having issues meeting the due date on your invoice, please contact our Accounts & Billing department at least 2 days before the due date of your invoice to set up an alternative payment plan.

**Direct Debit Dishonour Fee:** A \$5 fee will be applied if a direct debit payment is rejected by your financial institution.