

Leaptel OPENetworks Internet Plans

Information about the Service

Service Description

Leaptel's OPENetworks Internet service is delivered via the OPENetworks network to the network boundary point of your premises (normally a device in your garage).

The OPENetworks Internet service includes the following components:

- Broadband

Availability

All OPENetworks plans are available at selected coverage areas and subject to infrastructure availability at customer's premises. To check for availability, please use the address checker at leaptel.com.au

Inclusions & Exclusions

Service Speed & Guarantee

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Leaptel. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

CSG Waiver: The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

Equipment required

If you do not already have the required OPENetworks equipment installed inside your home to connect to the network. OPENetworks retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by OPENetworks.

If you choose to install the router for your internet in a place other than next to the NTD, you will need to organize internal wiring between the NTD and the router. Leaptel is not able to assist with this 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.

You need an approved OPENetworks compatible router to connect your device to the Leaptel OPENetworks Internet service.

Minimum Term

Leaptel's Opticomm Internet plans are supplied on either a no lock-in contract term (customers are permission to terminate the service by giving 30 days' notice), or 24 month contract term (early termination fees apply). See the Minimum Total Cost applicable to each plan in the information about pricing section.

Other Information

Usage Information

You can monitor your internet usage by logging into your Account online at simplicity.xi.com.au

Data Limit on 250GB and 1000GB Plans: Speed is limited to 256Kbps for downloads and 64Kbps for upload once the Data Limit has been reached. Both your downloads and uploads count towards your data limit.

Customer Service Contact Details

You can contact Leaptel customer service for Support & Billing assistance via **1300 205 327** or emailing support@leaptel.com.au, or for Sales assistance via **1300 205 327** or emailing sales@leaptel.com.au or via appropriate contact form to the appropriate area at leaptel.com.au/contact.

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.

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 visiting the TIO website at www.tio.com.au/making-a-complaint.

This is a summary only – the full terms and conditions for this service are available at leaptel.com.au/legal.

Further information: www.leaptel.com.au/opennetworks

This Critical Information Summary is current as of 22/06/2018 v18.1, is subject to change without notice and all prices quoted include GST

leaptel.com.au



Information about Pricing

Plan	Maximum Download Speed	Maximum Upload Speed	Monthly Data Quota	Monthly Charge	Minimum Total Cost 24 month contract
12M	12Mbps	1Mbps	250 GB	\$49.95	\$1198.80
12M	12Mbps	1Mbps	Unlimited	\$59.95	\$1438.80
25M	25Mbps	5Mbps	250 GB	\$59.95	\$1438.80
25M	25Mbps	5Mbps	Unlimited	\$69.95	\$1678.80
50M	50Mbps	20Mbps	250 GB	\$79.95	\$1918.80
50M	50Mbps	20Mbps	Unlimited	\$89.95	\$2158.80
100M	100Mbps	40Mbps	250 GB	\$89.95	\$2158.80
100M	100Mbps	40Mbps	Unlimited	\$99.95	\$2398.80

No lock-in contract

24 month contract

ONCE OFF FEES:

Setup Fee	\$59	\$0
OPENetworks New Connection Charge	Additional one off charges apply if your premises is identified by OPENetworks as being a new connection to their network	
Router	You can buy a modem for \$150 and \$15 delivery	We can provide a router for \$5 a month (Total cost \$120) and \$15 delivery
Early Termination Charge	n/a	Contract payout fee up to \$350

Change of Plan Fee (Speed): A fee of \$30 applies to change your plan to a lower speed, there is no charge to change your plan to a higher speed. It will take up to 5 business days to change the speed of your plan once the request is processed. Speed plan changes are an ongoing change, and apply to your service for all future months unless another change of plan is submitted.

Change of Plan Fee (Data): There is no fee to change your data plan. Changing to a lower data plan occurs from the start of your next month. Upgrading to a higher data plan can occur at any point of your current month. It will take up to 5 business days to increase the data limit of your plan once the request is processed. Data plan changes are an ongoing change, and apply to your service for all future months unless another change of plan is submitted.

Moving Home – No lock-in contract: If we can provide a service at the new address, you will need to pay any relevant set up fees and connections fees required for your new address. Talk to us about what options are available to you in moving your service to your new address.

Moving Home – 24 Month contract: If we can provide a service to your new address we will waive the cancellation fee when you connect up at your new address on new contract. You will need to pay any relevant set up and connection fees for the new service. Talk to us about what options are available to you in moving your service to your new address. If you move house to an area we cannot provide an internet service to, you will be charged the early termination charge.

Late payment fee: A fee of \$15 may apply to those who pay their invoice after 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.

CONTACT US



By Phone

1300 205 327

9am-9pm Mon-Fri

9am-7pm Sat & Sun

Times are Melbourne local time.



Online

leaptel.com.au

9am-9pm Mon-Fri

9am-7pm Sat & Sun

Times are Melbourne local time.

Public Holiday Hours

Australian Public Holidays: Closed
Victorian Public Holiday: Weekend Hours



By Email

support@leaptel.com.au

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