

Leaptel ADSL Unlimited Internet & Phone Bundle Plans

Information about the Service

Service Description

Leaptel's Unlimited ADSL Internet and Phone Bundle is delivered via our preferred network carrier (OnNet) and when that is not available we deliver the service via Telstra's ADSL Network (OffNet). Calls are carried over the conventional telephone network (POTS) via the local telephone exchange.

Leaptel's unlimited ADSL2+ with Home Phone Bundle includes the following components:

- ADSL 2+
- Home Phone Line Rental

Availability

All ADSL2+ Internet 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).

Minimum Term

Leaptel's ADSL Internet and Phone Bundle plans are supplied on either a no lock-in contract term (customers are permitted 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.

Equipment required

If you do not already have a telephonenumber installed inside your home, you or an authorised person over 18 years of age will be required to be home on the day of installation for a technical visit. If we find that you will require a technical visit to perform the installation, we will advise you of the date and time after registration. By completing a sign up with us you are giving your consent for a technician to access your property and install any equipment required to connect you to the network.

Any cabling that is required beyond the Network Boundary is your responsibility to install and maintain.

You need an approved ADSL2+ compatible router to connect your device to the Leaptel network. A Standard Telephone is required in order to use the phone service.

Other Information

Usage Information

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

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/adsl

This Critical Information Summary is current as of 05/10/2017 v17.4.2, 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 – month to month	Monthly charge – 24 month contract
OnNet	Upto 24Mbps	Upto 1Mbps	Unlimited	\$69.95	\$59.95
OffNet	Upto 24Mbps	Upto 1Mbps	Unlimited	\$89.95	\$79.95

Call Rates

Usage Type	Rate
Local Calls	\$0.20 per call
National Calls to Landlines	\$0.17 per minute (a 2 minute call costs \$0.34)
Australian Mobiles	\$0.25 per minute
International Calls	Refer to leaptel website for international call rates
13/1300 Calls	\$0.40 per call
18/1800 Calls	Free
19/1900 Calls	These depend on the operator
Directory Assistance – 1223	\$1.40 per call + \$0.99 connection fee

	No lock-in contract	24 month contract
ONCE OFF FEES:		
Setup Fee	\$90	\$0
Telephone Connection Fee	When there is no phone line currently active and connected to your home, a telephone connection fee applies. This ranges from \$59 to \$299 depending on the premises and you will be advised during the signup process.	
Router	You can buy a router for \$200 with \$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

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.

CONTACT US



By Phone

1300 205 327

9am-9pm AEDT Mon-Fri
9am-7pm AEDT Sat & Sun



Online

leaptel.com.au

9am-9pm AEDT Mon-Fri
9am-7pm AEDT Sat & Sun



By Email

support@leaptel.com.au

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