

Leaptel PSTN Voice Service (Home Phone)

Information about the Service

Service Description

Leaptel's PSTN Voice Service is a voice service where the call is carried over the traditional telephone network via the copper between the customer's premises and the telephone exchange

The service is supported on:

- Anywhere a traditional PSTN voice service is available.

The service is billed monthly with call charges charged in arrears and the service rental charged in advance.

Availability

The service is available to anyone connected to a telephone exchange which supports the product.

Inclusions & Exclusions

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 a telephoneline 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.

A Standard Telephone is required in order to use the phone service.

Minimum Term

There is no contract term for this service. The service may be terminated by giving 30 days notice.

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/home-phone

This Critical Information Summary is current as of 05/10/2017 v17.4.1, is subject to change without notice and all prices quoted include GST

leaptel.com.au



Information about Pricing

Charge Type	Amount
Monthly Charge	\$29.95 per month
Upfront fees	If this is a new service, a telephone line connection fee may be required. The cost of this is: \$59 for an in-place install where no technical is required. \$129 when a technician is required to reconnect a line \$299 when a new telephone line is required
Cost for a 2 minute standard mobile call	\$0.50
Early termination charge	One months rental to give 30 days notice.

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

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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