

Leaptel VoIP Service

Information about the Service

Service Description

LeapTel's VoIP Sip Service is a voice service where the call is carried over LeapTel's network to your phone termination device.

The service is supported on:

- LBNC0
- Opticomm
- NBN - All connection Types

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 on LBNC0, NBN, Opticomm and is delivered via a VoIP capable modem.

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

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/voip

This Critical Information Summary v18.1 is current as of 18/04/2018, is subject to change without notice and all prices quoted include GST

leaptel.com.au



Information about Pricing

Charge Type	Amount
Monthly Charge	Bundle 1 - \$9.95 includes Phone Number, as well as local and national calls. Bundle 2 - \$19.95 includes Phone Number, as well as local, national and Australian mobile calls.
Upfront fees	None
Early termination charge	One months rental to give 30 days notice.

Call Rates

Usage Type	Rates - Bundle 1	Rates - Bundle 2
Local Calls	Included	Included
National Calls to Landlines	Included	Included
Australian Mobiles	\$0.17 per minute, charged per second	Included
International Calls	Refer to LeapTel website for international call rates	Refer to LeapTel website for international call rates
13/1300 Calls	\$0.40 per call	\$0.40 per call
18/1800 Calls	Free	Free
19/1900 Calls	These depend on the operator	These depend on the operator

Please note that these VoIP plans are for residential services only. If you are interested in VoIP for Business please head to our Business SIP Page for more information.

VoIP services require an active internet connection to work.

Our Residential VoIP services are not suitable for those looking for emergency phone connections. It will not work during a power or signal failure and it is not guaranteed to work during an emergency. If you require this sort of phone service we recommend you look at other alternatives

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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