

Leaptel ADSL Bundle Service



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 ADSL with Home Phone Bundle includes the following components:

- ADSL
- 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).

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 ADSL compatible router to connect your device to the Leaptel network. A Standard Telephone is required in order to use the phone service.

Minimum Term

Leaptel's ADSL Internet and Phone Bundle plans are supplied on a no lock-in contract term (customers can terminate the service by giving 30 days' notice).

Other Information

Usage Information

You can monitor your internet usage by logging into your Account online at members.leaptel.com.au

Billing

Your monthly service invoice is issued on the anniversary date of your connection going active. 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 our portal at members.leaptel.com.au. A late payment fee of \$15 will apply to invoices paid past the invoice due date.

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.

Information about Pricing

Call Rates

Plan	Maximum Download Speed	Maximum Upload Speed	Monthly Data Quota	Monthly Charge
Onnet	24Mbps	1Mbps	Unlimited	\$69.95
Offnet	24Mbps	1Mbps	Unlimited	\$89.95

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

Charge Type	Amount
Setup fee	\$90
Connection 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 \$300 when a new telephone line is required
Router	You can buy a modem for \$150 with \$15 delivery
Early Termination Charge	One months rental to give 30 days notice.

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.

Late payment fee: A fee of \$15 applies 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

