

Leaptel ADSL Internet Plans



Information about the Service

Service Description

Leaptel's ADSL Internet Plan is delivered via our preferred network carrier (OnNet) and when that is not available we deliver the service via Telstra's ADSL Network (OffNet). This is not a Naked DSL Service, you will need to have an active phone line with another provider to be eligible for this Plan.

Leaptel's ADSL plan includes the following components:

- ADSL

Availability

All ADSL 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

You will need to have an active telephone line to connect to our ADSL Only plans. It is your responsibility to ensure that they telephone line stays active for the duration of your time at the address. If the telephone line is disconnected, the ADSL will be disconnected. You will be required to pay new connection fees to reconnect the service if your telephone line is cancelled.

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 devices to the Leaptel ADSL Internet service.

Minimum Term

Leaptel's ADSL Internet 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

Plan	Maximum Download Speed	Maximum Upload Speed	Monthly Data Quota	Monthly Charge
Onnet	24Mbps	1Mbps	Unlimited	\$49.95
Offnet	24Mbps	1Mbps	Unlimited	\$69.95

Once Off Fees	No lock-in contract
Setup Fee	\$90
Router	You can buy a modem for \$150 with \$15 delivery

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

