

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:

- LBNCo
- NBN™
- OPENetworks
- Opticomm

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 LBNCo, NBN, OPENetworks & Opticomm and is delivered via a VoIP capable modem.

Inclusions & Exclusions

Service Speed & Guarantee

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 provide your own phone for the VoIP Service. If you want your phone located in a different location to your router you will need to organise internal wiring between the modem and the preferred phone location. Leaptel is not able to assist with this nor take responsibility for the internal wiring should it fail.

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

Minimum Term

Leaptel's VoIP plans are supplied on a no lock-in contract term (customers are able to 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

Call Type	\$9.95 Bundle	\$19.95 Bundle
Local Calls	Included	Included
National Calls to Landlines	Included	Included
Australian Mobile Calls	\$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 Number Calls	\$0.40 per call	\$0.40 per call
1800 Number Calls	Free	Free
19/1900 Number Calls	These depend on the operator	These depend on the operator

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	n/a
Minimum Call Charge	The minimum call charge per call is \$0.01 for non included calls.
Early Termination Charge	One months rental to give 30 days notice.

Please note that these VoIP plans are for residential services only. If you are interested in VoIP for Business please contact us 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 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

