

# Leaptel NBN Internet Plans



## Information about the Service

### Service Description

Leaptel's nbn™ Internet service is delivered via the National Broadband Network (nbn™) to the network boundary point of your premises.

The nbn™ Internet service includes the following components:

- nbn™ Broadband

### Availability

All nbn™ 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](http://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.

#### Equipment required

If you do not already have the required nbn™ equipment 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. By completing a sign up with us you are giving your consent for NBN Co to access your property and install any equipment required to connect you to the network. 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. NBNco retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by NBN Co.

If you choose to install the router for you internet in a place other than net to the NTD, you will need to organise internal wiring between the NTD and the router. 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.

You need an approved nbn™ compatible router to connect your devices to the Leaptel nbn™ Broadband service.

#### Minimum Term

Leaptel's NBN™ Internet plans are supplied on either a no lock-in contract term (customers are able to terminate the service by giving 30 days' notice), or 24 month contract term (early termination fees apply). See the Minimum Total Cost applicable to each plan in the information about pricing section.

### Other Information

#### Usage Information

You can monitor your internet usage by logging into your Account online at [members.leaptel.com.au](http://members.leaptel.com.au)

**Fibre to the Node limitations:** If you sign up on a 50M/20M Fibre to the Node service the actual plan is 25M-50M/5M-20M or if you sign up on a 100M/40M Fibre to the Node service the actual plan is 25M-100M/5M-40M. If you are on Fibre to the Node, your service may be subject to co-existence, if your service is subject to co-existence, nbn™ only guarantee 12M/1M.

**Fixed Wireless limitations:** If you sign up on a 50M/20M Fixed Wireless service the actual plan is 25M-50M/5M-20M. 100/40 is not available on Fixed Wireless.

**Data Limit only on 250GB and 500GB Plans:** Speed is limited to 256Kbps for downloads and 64Kbps for upload once your Data Limit has been reached. Both your downloads and uploads count towards your data limit.

#### 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 set up through our portal at [members.leaptel.com.au](http://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](mailto:support@leaptel.com.au), or for Sales assistance via **1300 205 327** or emailing [sales@leaptel.com.au](mailto:sales@leaptel.com.au) or via appropriate contact form to the appropriate area at [leaptel.com.au/contact](http://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](http://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](http://www.tio.com.au/making-a-complaint).

## Information about Pricing

Plan	Maximum Download Speed	Maximum Upload Speed	Monthly Data Quota	Monthly Charge	Minimum Total Cost 24 month contract
25M/5M	25Mbps	5Mbps	250 GB	\$59.95	\$1438.80
25M/5M	25Mbps	5Mbps	Unlimited	\$69.95	\$1678.80
50M/20M	50Mbps	20Mbps	500 GB	\$69.95	\$1678.80
50M/20M	50Mbps	20Mbps	Unlimited	\$79.95	\$1918.80
100M/40M	100Mbps	40Mbps	500 GB	\$89.95	\$2158.80
100M/40M	100Mbps	40Mbps	Unlimited	\$99.95	\$2398.80

Once Off Fees	No lock-in contract	24 month contract
Setup Fee	\$0	\$0
<b>NBN™</b> New Development charge	Additional once off \$300 charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.	
Router	You can buy a modem for \$150 with \$15 delivery	We can provide a router for \$0 a month with free delivery
Early Termination Charge	n/a	Contract payout fee up to \$200

**Change of Plan Fee (Speed):** A fee of \$30 applies to change your plan to a lower speed, there is no charge to change your plan to a higher speed. It will take up to 5 business days to change the speed of your plan once the request is processed. Speed plan changes are an ongoing change, and apply to your service for all future months unless another change of plan is submitted.

**Change of Plan Fee (Data):** There is no fee to change your data plan. Changing to a lower data plan occurs from the start of your next month. Upgrading to a higher data plan can occur at any point of your your current month. It will take up to 5 business days to increase the data limit of your plan once the request is processed. Data plan changes are an ongoing change, and apply to your service for all future months unless another change of plan is submitted.

**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.

**Moving Home – 24 Month contract:** If we can provide a service to your new address we will waive the cancellation fee when you connect up at your new address on new contract. You will need to pay any relevant set up and connection fees for the new service. Talk to us about what options are available to you in moving your service to your new address. If you move house to an area we cannot provide an internet service to, you will be charged the early termination charge.

**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.

**NBN charges:** Additional once off \$300 charge applies if your premises is identified by nbn™ as being within the site boundary of a new development. Other nbn™ charges may also apply to some Fibre to the Node addresses where a copper line needs to be installed or nbn™ are unable to validate an existing line.

## 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

