

# Business Inbound Voice Plans



## Information about the Service

This summary may not reflect any discounts or promotions which may apply from time to time

| Plan                                                      | 13 Number                  | 1300 Number                | 1800 Number |
|-----------------------------------------------------------|----------------------------|----------------------------|-------------|
| Monthly Charge                                            | \$10                       | \$10                       | \$10        |
| Government Annual Charge, paid monthly                    | \$650 (per month)          | n/a                        | n/a         |
| Calls Terminating On A Fixed Line - Local (per minute)    | \$0.08 (First 20 min free) | \$0.08 (First 20 min free) | \$0.08      |
| Calls Terminating On A Fixed Line - National (per minute) | \$0.10                     | \$0.10                     | \$0.10      |
| Calls Terminating On A Fixed Line - Mobile (per minute)   | \$0.16                     | \$0.16                     | \$0.16      |
| Calls Terminating On A Mobile (per minute)                | \$0.40                     | \$0.40                     | \$0.40      |
| Calls are billed per second, minimum call cost is \$0.01. |                            |                            |             |
| Minimum Cost, 12 Month Contract                           | \$7920                     | \$120                      | \$120       |

| Once Off Fees            | 12 Month Contract                                                           |
|--------------------------|-----------------------------------------------------------------------------|
| Porting Charges          | \$0                                                                         |
| Early Termination Charge | Payout of remaining monthly fees (minimum cost above) + call costs incurred |

## Inclusions & Exclusions

### Service Description

Leaptel's Business Inbound Voice service enable your business flexible solutions to receiving calls, they come standard with a single landing point, but can be configured in complex arrangements upon request.

The Business Inbound Voice service includes the following components as standard:

- 13/1300/1800 number
- Single landing point
- Priority business support via dedicated business support line and email.

### Availability

Leaptel Business Inbound Voice plans are available across Australia. You will need to either already have an Inbound Voice number to port or new Inbound Voice number can be arranged. Certain new Inbound Voice numbers may incur fees to secure.

### Customer Service 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. The phone will need to connect to an ATA or compatible voice port on a modem or router. 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.

### Government Annual Charge

Due to the limited number of 13 Numbers available, there is a Government Annual Charge that is payable to anyone that has a 13 Number. We split this payment over the 12 Month Contract term. Early Termination requires the remaining amount to be paid.

### Minimum Term

Leaptel's Inbound Voice plans are supplied only on 12 month contract. Early termination will require the payout of the remaining monthly charges. Any post paid costs will also be applied.

### Information about Pricing

See Plan Table at start of Critical Information Summary

## Other Information

### ABN

To be able to order a Leaptel Business plan we require you to provide your current Australian Business Number before we can connect the service

### Usage Information

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

Business Inbound Voice with a single landing point. If you require complex configuration you will need to request a quote.

Inbound Voice services operate on an automatic renewal of the contract period.

### 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](https://members.leaptel.com.au)

**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.

**Direct debit dishonour fee:** A \$5 dishonour fee is applicable to direct debits that are rejected by the customer's financial institution.

### 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](https://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](https://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](https://www.tio.com.au/making-a-complaint).

## Contact Us

### By Phone

**1300 205 327**  
9am-9pm Mon-Fri  
9am-7pm Sat & Sun  
Times are Melbourne local time.



### Online

**[leaptel.com.au](https://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](mailto:support@leaptel.com.au)

