

Business NBN Internet Plans



Information about the Service

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

Plan	Business50	Business100
Monthly Charge	\$89.95	\$109.95
Monthly Data Allowance	Unlimited	Unlimited
Speed	50/20Mbps	100/40Mbps
Router	Included for customers on a 24 Month Contract, \$150 + \$15 postage for No Lock-in Contract customers	
Minimum Cost, 24 Month Contract	\$2158.80	\$2638.80
Minimum Cost, No Lock-in Contract	\$89.95	\$109.95

Once Off Fees	No lock-in contract	24 month contract
Activation Fee	\$0	\$0
NBN™ 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.	
NBN™ Additional Connection	Additional concurrent connections to the NBN network may incur a subsequent install charge of \$300	
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

Inclusions & Exclusions

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
- Static IP Address if required
- nbn™ Phone (SIP) if required
- Priority business support via dedicated business support line and email.

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

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 and Powerline Adaptors 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 address, you or an authorised person over 18 years of age will be required to be onsite 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 next 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. No pro-rata credits or refunds are offered for services cancelled mid-month, 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

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.

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

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.

Change of Plan Speed: There is no fee to change your plan 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.

Moving Address – 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 Address – 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.

Cancelling during 24 month contract: If you terminate your services with Leaptel during your 24 month contract period you will be charged an Early Termination Charge. The Early Termination Charge is calculated as your monthly cost by the remaining months on your contract, capped at a cost of \$200.

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.

NBN Phone (SIP): The Business NBN Phone (SIP) that is included with this plan if required is the single number PAYG Plan (value \$9.95).

The call costs for this phone plan are:
Local & National calls - \$0.10 per minute
Mobile Calls - \$0.17 per minute
13/300 Numbers - \$0.40 per call
Minimum call cost \$0.01

For full Business NBN Phone (SIP) terms and conditions refer to the Business NBN Phone (SIP) Critical Information Summary.

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

