



# Terms and Conditions



## nbn® Fixed Wireless Upgrade

### Eligible Addresses:

Leap Telecommunications (Leaptel) is offering upgrades to Fixed Wireless homes across Australia under nbn's Fixed Wireless high speed tier upgrade program. The program is a progressive rollout to upgrade the nbn® Fixed Wireless network, and nbn® release new eligible addresses every month.

### Eligible Plans:

Plan	Fixed Wireless Plus Unlimited	Fixed Wireless Fast Unlimited <sup>1</sup>	Fixed Wireless Superfast Unlimited <sup>1</sup>
Minimum/Maximum Monthly Charge <sup>2</sup>	\$79.95	\$89.95	\$99.95
Monthly Data Allowance	Unlimited	Unlimited	Unlimited
Maximum Download Speed	75-100Mbps	200-250Mbps	400Mbps
Maximum Upload Speed	8-20Mbps	8-20Mbps	10-40Mbps
Typical Evening Download Speeds (7pm-11pm)	43Mbps	90Mbps	120Mbps
Typical Evening Upload Speeds (7pm-11pm)	5Mbps	8Mbps	8Mbps

1. Only available for properties located in an eligible nbn® location.

2. Minimum/Maximum charge is for your monthly internet charge. It does not include any additional fees outlined in the billing section below for non-payment of your monthly invoice

## Installation

### Requirements:

- Someone over the age of 18 must be home during the appointment window for any appointments.
- The Wireless Network Termination Device (WNTD) will only be installed in a suitable location based on nbn's current guidelines: [nbnco.com.au/learn/network-technology/fixed-wireless-explained](http://nbnco.com.au/learn/network-technology/fixed-wireless-explained)

### Important Notes:

- **Appointment Booking:** Leaptel will automatically book the first available appointment for your address. If the appointment time is not suitable, please contact us via LiveChat, phone or email to reschedule your appointment.
- **Technician no-show:** If the technician misses the appointment window they may contact you to arrange a new appointment. If you have not heard from them and it is more than 30 minutes after the appointment window please contact Leaptel via LiveChat, phone or email.
- **Missed Appointment:** If you were unable to be present at your appointment, please contact Leaptel via LiveChat, phone or email to book a new appointment.
- **Unable to Complete Installation:** If the technician is unable to complete the installation on the day, they are advised to explain to you why it cannot be completed and if the pending works are nbn's responsibility or your responsibility to get fixed. Once the issues are resolved the installation process can resume.
- **WNTD Location:** If you are unhappy with the suggested installation location for the WNTD you can ask the technician to not proceed with the installation. If you agree to the location and the WNTD is installed, nbn will not come back and move it at a later date.

### Contact Us

P: 1300 205 327

W: [leaptel.com.au](http://leaptel.com.au)

E: [support@leaptel.com.au](mailto:support@leaptel.com.au)

### Opening Hours

Monday - Friday: 9:00am - 9:00pm

Saturday & Sunday: 9:00am - 7:00pm

All hours are in local Melbourne time

### Public Holiday Hours

Australian Public Holidays: Closed

Victorian Public Holiday: Weekend Hours

Our full Terms & Conditions of this service can be found on our website. Pricing on our website is inclusive of all promotions and discounts. Further information: [leaptel.com.au/fixed-wireless/](http://leaptel.com.au/fixed-wireless/)

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