



# 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 | Fixed Wireless Fast <sup>1</sup> | Fixed Wireless Superfast <sup>1</sup> |
|---------------------------------------------|---------------------|----------------------------------|---------------------------------------|
| Minimum/Maximum Monthly Charge <sup>2</sup> | \$88.00             | \$97.00                          | \$108.00                              |
| Monthly Data Allowance                      | Unlimited           | Unlimited                        | Unlimited                             |
| Maximum Download Speed                      | 75-100Mbps          | 200-250Mbps                      | 300-400Mbps                           |
| Maximum Upload Speed                        | 8-20Mbps            | 8-20Mbps                         | 10-40Mbps                             |
| Typical Evening Download Speeds (7pm-11pm)  | 80Mbps              | 90Mbps                           | 120Mbps                               |
| Typical Evening Upload Speeds (7pm-11pm)    | 8Mbps               | 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](https://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.