

# Leaptel Frontier Networks Internet Plans



## Information about the Service

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

Plan	25/5 Unlimited	50/20 Unlimited	100/40 Unlimited	250/50 Unlimited	500/50 Unlimited
Monthly Charge	\$59.95	\$79.95	\$89.95	\$109	\$119
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	25Mbps	50Mbps	100Mbps	250Mbps	500Mbps
Upload Speed	5Mbps	20Mbps	40 Mbps	50 Mbps	50Mbps
Router	Router options available, refer to Hardware CIS for pricing and details				
Minimum Cost, No Lock-in Contract	\$59.95	\$74.95	\$89.95	\$119	\$129

Once Off Fees	No lock-in contract
Setup Fee	\$0
Frontier Networks New Development Charges	A \$300 charge applies if your order is identified by Frontier Networks as being the first connection at a new development dwelling. A fee of \$330 applies if your order is identified as being the first connection at an address that has an NTD, or a \$550 applies fee if your order is the first connection at an address that has an NTD that includes a MATV receiver.
Router	Router options available, refer to Hardware CIS for pricing and details
Early Termination Charge	n/a

## Inclusions & Exclusions

### Service Description

Leaptel's Frontier Networks Internet service is delivered via Frontier Networks to the network boundary point of your premises.

The Frontier Networks Internet service includes the following components:

- Frontier Networks Broadband

### Availability

All Frontier Networks 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)

### 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.

### Information about Pricing

See Plan Table at start of Critical Information Summary

### Equipment required

If you do not already have the required Frontier Networks 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 Frontier Networks 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. Frontier Networks retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by Frontier Networks.

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 Frontier Networks compatible router to connect your devices to the Leaptel Frontier Networks Broadband service.

### Minimum Term

Leaptel's Frontier Networks Internet plans are supplied on a no lock-in contract term (service automatically rolls over unless cancelled before the roll over date). See the Minimum Total Cost applicable to each plan in the information about pricing section. Pro-rata credits are applied upon request following the first month. No pro-rata credits will be provided for the first month. Any post paid costs will also be applied.

## Other Information

### Usage Information

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

### 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)

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

**Change of Plan Fee (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:** 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.

**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.

**Frontier Networks charges:** Frontier Networks may charge additional fees when applicable. Leaptel will only collect the fee where applicable and at cost (including GST).

A \$300 charge applies if your order is identified by Frontier Networks as being the first connection at a new development dwelling.

A fee of \$330 applies if your order is identified as being the first connection at an address that has an NTD, or a \$550 applies fee if your order is the first connection at an address that has an NTD that includes a MATV receiver.

### 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](mailto:support@leaptel.com.au)

