

# Leaptel Supplied Hardware



## Information about the Service

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

Routers	Upfront	12-Month Payment Plan	24-Month Payment Plan
TP-Link VX230v	\$150 upfront	\$12 per month	\$6 per month
	Total cost: \$150	Total cost: \$144	Total cost: \$144
eero 6+	\$150 per unit, upfront	\$12 per unit, per month	\$6 per unit, per month
	Total cost: \$150 per unit	Total cost: \$144 per unit	Total cost: \$144 per unit
Once Off Fees	Upfront	12-Month Payment Plan	24-Month Payment Plan
Delivery Fee	\$20 per order	\$20 per order	\$20 per order

## Inclusions & Exclusions

### Availability

Leaptel can supply hardware to new customers during the signup process and to existing customers with an active service.

### Service Speed & Guarantee

Actual throughput speeds depend on your internet plan selected and 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.

### Minimum Term

Hardware supplied by Leaptel in three different ways; Upfront, 12-Month Payment Plan and 24-Month Payment Plan. If you select to purchase hardware with a payment plan, you will be required to payout the remaining cost if you cancel your internet service during the payment plan period.

### Information about Pricing

See Pricing Table at start of Critical Information Summary

## Other Information

### 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.

**eero specific requirement:** To be able to setup and make use of your eero router you will need to use their smart phone app. This will require an up to date Android or iOS device.

### 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).

### Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at [commsalliance.com.au/bep](https://commsalliance.com.au/bep)