

Critical Information Summary



Leaptel Supplied Hardware

Information About Pricing

This summary reflects base plan pricing and does not include any discounts or promotions that may apply.

Prices are subject to change.

Payment Option	eero 7	eero Pro 7	TP-Link VX 230v
Upfront payment, per unit	\$199.00	\$279.00	\$160.00
12-month payment plan, per unit	\$17.00 per month	\$24.00 per month	\$14.00 per month
24-month payment plan, per unit	\$8.50 per month	\$12.00 per month	\$7.00 per month
Payment plan minimum total cost, per unit	\$204.00	\$288.00	\$168.00

Once Off Fees	
Delivery Fee	\$25.00 per order
Early Termination Fee (Applies to 12-month and 24-month payment plan options)	If you cancel your Leaptel broadband service before completing the Leaptel supplied hardware payment plan, you will be required to pay the remainder of the minimum total cost of the payment plan.

Inclusions & Exclusions

Service Description

Leaptel supplied hardware includes modems/routers intended for use with the technology of your Leaptel broadband internet service.

Availability

Leaptel supplied hardware is available to new Leaptel customers and customers with an active Leaptel broadband internet service.

The hardware available varies based on the technology type of the Leaptel broadband internet service, optional inclusion of a Leaptel SIP Phone service and hardware stock levels. To check availability, please use the address checker at leaptel.com.au.

Minimum Term

Leaptel's Hardware is supplied with an Upfront payment, 12-month payment plan and 24-month payment plan options.

Service Speed & Guarantee

Actual broadband internet speeds could vary due to many factors including the type or 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 or by powerline adaptors may experience slower speeds than those connected by Ethernet cable.

Other Information

Customer Service Contact Details

If you have any queries about your Leaptel supplied hardware or account please contact Leaptel's Australian based customer service team via leaptel.com.au/contact-us.

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 by visiting the TIO website at tio.com.au/complaints.

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.

Billing

For Upfront plans, the full cost and the Delivery Fee is paid on signup.

For hardware purchased on a 12-month or 24-month plan, the first monthly payment and Delivery Fee is paid on signup. Subsequent monthly plan fees are issued on the anniversary date of your broadband service 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 the Members Portal at members.leaptel.com.au.

Moving Address: Service options at the new address are subject to availability and the compatibility of your Leaptel supplied hardware with the broadband internet technology available at your new address is not guaranteed. Request a move of address for your service by completing the form at members.leaptel.com.au/moving-home.

Late Payment Fee: A \$15 fee will be applied when an invoice is not paid by 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 fee will be applied if a direct debit payment is rejected by your financial institution.

This documentation is a summary only. Full Terms & Conditions of this service can be found on the Leaptel website.

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