

Leaptel Lightning Wholesale 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 | 25/25 Unlimited | 50/50 Unlimited | 75/75 Unlimited | 100/100 Unlimited | 200/200 Unlimited | 300/300 Unlimited | 500/500 Unlimited |
|--------------------------------------|---|--------------------|--------------------|----------------------|----------------------|----------------------|----------------------|
| Monthly Charge | \$59.95 | \$74.95 | \$84.95 | \$89.95 | \$119 | \$129 | \$149 |
| Monthly Data Allowance | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Speed | 25Mbps | 50Mbps | 75Mbps | 100Mbps | 200Mbps | 300Mbps | 500Mbps |
| Router | Router options available, refer to Hardware CIS for pricing and details | | | | | | |
| Minimum Cost, No Lock-in Contract | \$59.95 | \$74.95 | \$84.95 | \$89.95 | \$119 | \$129 | \$149 |

| Once Off Fees | No lock-in contract |
|--|---|
| Setup Fee | \$0 |
| Lightning Wholesale New Development Charges | Lightning Wholesale charge a \$300 New Development Charge that applies to the initial connection at a new address. The charge is payable via Leaptel. |
| Router | Router options available, refer to Hardware CIS for pricing and details |
| Early Termination Charge | n/a |

Inclusions & Exclusions

Service Description

Leaptel's Lightning Wholesale internet service is delivered via the Lightning Wholesale network to the network boundary point of your premises (normally an ethernet port in your property).

The Lightning Wholesale Internet service includes the following components:

- Broadband

Availability

All Lightning Wholesale 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

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.

Minimum Term

Leaptel's Lightning Wholesale 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.

Information about Pricing

See Plan Table at start of Critical Information Summary

Other Information

Usage Information

You can monitor your internet usage by logging into your Account online at members.leaptel.com.au

200Mbps, 300Mbps & 500Mbps Plans: Only available in locations where Lightning Broadband can deliver these speeds.

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

Customer Service Contact Details

You can contact Leaptel customer service for Support & Billing assistance via **1300 205 327** or emailing support@leaptel.com.au, or for Sales assistance via **1300 205 327** or emailing sales@leaptel.com.au or via appropriate contact form to the appropriate area at 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.

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.

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

Change of Plan Fee (Speed): There is no fee to change your speed plan. Changing to a lower speed plan occurs from the start of your next month. Upgrading to a higher speed plan can occur at any point of your current month. 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.

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

