



Critical Information Summary



Leaptel Lynham Networks (Lightning) 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	100/100 Unlimited	200/200 Unlimited	500/500 Unlimited
Minimum/Maximum Monthly Charge ¹	\$59.95	\$74.95	\$89.95	\$119	\$149
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	25Mbps	50Mbps	100Mbps	200Mbps	500Mbps
Upload Speed	25Mbps	50Mbps	100Mbps	200Mbps	500Mbps

1. 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

Once Off Fees	No lock-in contract
Setup Fee	\$0
Lynham Networks (Lightning) New Development charge	Lynham Networks (Lightning) 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 Lynham Networks (Lightning) internet service is delivered via their network to the network boundary point of your premises.

The Lynham Networks (Lightning) internet service includes the following components:

- Lynham Networks (Lightning) Broadband

Availability

All Lynham Networks (Lightning) 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

Minimum Term

Leaptel's Lynham Networks (Lightning) 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.

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.



Other Information

Usage Information

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

250Mbps & 500Mbps Plans: Only available in locations where Lynham Networks (Lightning) can deliver these speeds.

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

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.

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.

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 Members Portal at members.leaptel.com.au

Change of Plan Fee: 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. To move address fill in the form at leaptel.com.au/moving-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.

Lynham Network (Lightning) charges: Additional once off \$300 charge applies if your premises is identified by Lynham Networks (Lightning) as being within the site boundary of a new development.

Contact Us

P: 1300 205 327
W: leaptel.com.au
E: support@leaptel.com.au

Opening Hours

Monday - Friday: 9:00am - 9:00pm
Saturday & Sunday: 9:00am - 7:00pm
All hours are in local Melbourne time.

Public Holiday Hours

Australian Public Holidays: Closed
Victorian Public Holiday: Weekend Hours