

Leaptel NBN 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	Pronto Unlimited	Accelerated Unlimited	Full Throttle Unlimited	Turbo Boost Unlimited	Super Boost + Unlimited	Super Sonic Unlimited
Monthly Charge	\$69.95	\$74.95	\$89.95	\$119	\$165	\$129
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Upload Boost Available	No	No	Yes	Yes	No	Yes
Download Speed	25Mbps	50Mbps	100Mbps	250Mbps	500Mbps	1000Mbps
Upload Speed	10Mbps	20Mbps	20Mbps ¹	25Mbps ²	200Mbps	50Mbps ³
Router	Router options available, refer to Hardware CIS for pricing and details					
Minimum Cost, No Lock-in Contract	\$69.95	\$74.95	\$89.95	\$119	\$165	\$129

1- Upload Boost for Full Throttle - Boost from 20Mbps to 40Mbps upload for \$10/month extra

2- Upload Boost for Turbo Boost - Boost from 25Mbps to 100Mbps upload for \$16/month extra

3- Upload Boost for Super Sonic - Boost from 50Mbps to 400Mbps upload for \$116/month extra

Once Off Fees	No lock-in contract
Setup Fee	\$0
nbn™ New Development charge	Additional once off \$300 charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
Router	Router options available, refer to Hardware CIS for pricing and details
Early Termination Charge	n/a

Inclusions & Exclusions

Service Description

Leaptel's nbn™ Internet service is delivered via the National Broadband Network (nbn™) to the network boundary point of your premises.

The nbn™ Internet service includes the following components:

- nbn™ Broadband

Availability

All nbn™ 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.

Information about Pricing

See Plan Table at start of Critical Information Summary

Equipment required

If you do not already have the required nbn™ 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 NBN Co 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. NBNco retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by NBN Co.

If you choose to install the router for your 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 nbn™ compatible router to connect your devices to the Leaptel nbn™ Broadband service.

Minimum Term

Leaptel's NBN™ 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

Fibre to the Node limitations: If you sign up on a 50Mbps Fibre to the Node service the actual plan is 25Mbps-50Mbps or if you sign up on a 100Mbps Fibre to the Node service the actual plan is 25Mbps-100Mbps. If you are on Fibre to the Node, your service may be subject to co-existence, if your service is subject to co-existence, nbn™ only guarantee 12Mbps. Non co-existence services have an nbn™ guarantee of 25Mbps.

Fixed Wireless limitations: If you sign up on a 50Mbps Fixed Wireless service the actual plan is 25Mbps-50Mbps. 100Mbps is not available on Fixed Wireless.

250Mbps, 500Mbps & 1000Mbps Plans: The 250Mbps & 1000Mbps upload boost and the Super Boost + Plans are available only on Fibre to the Premises (FTTP). The 250Mbps and 1000Mbps non upload boost plans are only available on Fibre to the Premises (FTTP) & Hybrid Fibre Coaxial (HFC) services.

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.

Upload Boost: For the Full Throttle plan you have the choice to upgrade the upload speed on your plan.

Full Throttle - boost from 20Mbps to 40Mbps upload for \$10/month extra
Turbo Boost - boost from 25Mbps to 100Mbps upload for \$16/month extra
Super Sonic - boost from 50Mbps to 400Mbps upload for \$116/month extra

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. 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.

NBN charges: Additional once off \$300 charge applies if your premises is identified by nbn™ as being within the site boundary of a new development. Other nbn™ charges may also apply to some Fibre to the Node/Basement and Fibre to the Curb addresses where a copper line needs to be installed or nbn™ are unable to validate an existing line; or if you select to have an nbn™ professional installation rather than a self install for some Fibre to the Curb or Hybrid Fibre Coaxial addresses.

Additional concurrent connections to the NBN network may incur a subsequent install charge of \$300

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

