



Critical Information Summary



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 Sonic Unlimited
Minimum/Maximum Monthly Charge ¹	\$69.95	\$79.95	\$89.95	\$119	\$129
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	25Mbps	50Mbps	100Mbps	250Mbps	1000Mbps
Upload Speed	10Mbps	20Mbps	20Mbps	25Mbps	50Mbps

Plan	Full Throttle + Unlimited	Turbo Boost + Unlimited	Super Boost + Unlimited	Super Sonic + Unlimited
Minimum/Maximum Monthly Charge ¹	\$99.95	\$135	\$165	\$180
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	100Mbps	250Mbps	500Mbps	1000Mbps
Upload Speed	40Mbps	100Mbps	200Mbps	400Mbps

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
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. The above plans are not available on nbn's Fixed Wireless network. To check for availability, please use the address checker at leaptel.com.au

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.



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 will be required to be home on the day of installation for a technical visit. If we find that you will require a technical visit to perform the installation, we will advise you of the date and time after completing a signup. NBN Co 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.

You need an approved nbn™ compatible router to connect your devices to the Leaptel nbn™ Broadband service.

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 signup on a 50Mbps Fibre to the Node service the actual plan is 25Mbps-50Mbps or if you signup 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: nbn Fixed Wireless services have their own specific plans. Please refer to the nbn Fixed Wireless Critical Information Summary for information regarding nbn Fixed Wireless plans and services.

250Mbps, 500Mbps & 1000Mbps Plans: Our high upload speed (+) plans are only available on Fibre to the Premises (FTTP) services. Both Fibre to the Premises (FTTP) and Hybrid Fibre Coaxial (HFC) services are able to connect to the standard (non +) 250Mbps & 1000Mbps plans.

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.

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

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 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.

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