



# Critical Information Summary



## Leaptel nbn® Fixed Wireless 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                                        | Fixed Wireless Plus Unlimited |
|---------------------------------------------|-------------------------------|
| Minimum/Maximum Monthly Charge <sup>1</sup> | \$79.95                       |
| Monthly Data Allowance                      | Unlimited                     |
| Maximum Download Speed                      | 100Mbps                       |
| Maximum Upload Speed                        | 20Mbps                        |
| Typical Evening Download Speeds (7pm-11pm)  | 25Mbps                        |
| Typical Evening Upload Speeds (7pm-11pm)    | 4Mbps                         |

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® Fixed Wireless 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](http://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.

### 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.

### Equipment required

If you do not already have the required nbn® equipment installed inside your home and an external antenna, 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](https://members.leaptel.com.au)

**Fixed Wireless limitations:** Speed and capacity on the nbn® Fixed Wireless network can be impacted and effected by a variety of factors including but not limited to:

- nbn® tower and network capacity
- Local weather
- Signal strength, interference and obstructions
- Customer equipment limitations
- Local tower congestion

### 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](https://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](https://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](https://tio.com.au/making-a-complaint).

### 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](https://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](https://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

### Contact Us

P: 1300 205 327  
W: [leaptel.com.au](https://leaptel.com.au)  
E: [support@leaptel.com.au](mailto: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