



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	Fixed Wireless Fast Unlimited ¹	Fixed Wireless Superfast Unlimited ¹
Minimum/Maximum Monthly Charge ²	\$79.95	\$89.95	\$99.95
Monthly Data Allowance	Unlimited	Unlimited	Unlimited
Maximum Download Speed	75-100Mbps	200-250Mbps	400Mbps
Maximum Upload Speed	8-20Mbps	8-20Mbps	10-40Mbps
Typical Evening Download Speeds (7pm-11pm)	43Mbps	90Mbps	120Mbps
Typical Evening Upload Speeds (7pm-11pm)	5Mbps	8Mbps	8Mbps

1. Only available for properties located in an eligible **nbn**® location.

2. 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

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 WNTD, you will need to organise internal wiring between the WNTD 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

High speed tier plans: Fixed Wireless Fast and Superfast plans are available only in eligible **nbn**® locations. Customers without the required version of the nbn WNTD will need an appointment to have their WNTD upgraded.

Fixed Wireless limitations: Speed and capacity on the **nbn**® Fixed Wireless network can be impacted and affected 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

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 the 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

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