



Critical Information Summary



Leaptel Opticomm 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	\$74.95	\$89.95	\$119	\$149
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	10Mbps	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
Opticomm New Development Charge	This is a once off charge that applies if your premises is identified by Opticomm as being within the site boundary of a new development and Opticomm have already preinstalled their equipment (Class 5). The charge is \$300.
Opticomm Equipment Installation Charge (OEIC)	This is a once off charge for premises that require an installation of the Opticomm equipment (Class 2). This charge varies across different locations between \$0 - \$550.
Router	Router options available, refer to Hardware CIS for pricing and details
Early Termination Charge	n/a

Inclusions & Exclusions

Service Description

Leaptel's Opticomm Internet service is delivered via the Opticomm network to the network boundary point of your premises.

Availability

All Opticomm 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 Opticomm 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 Opticomm equipment installed inside your home, you will need to contact Opticomm to install the ONT. Opticomm can be contacted on 1300 137 800. Opticomm retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by Opticomm.

If you choose to install the router for your internet in a place other than next to the ONT, you will need to organize internal wiring between the ONT 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 Opticomm compatible router to connect your device to the Leaptel Opticomm Internet service.

Other Information

Usage Information

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

250Mbps & 1000Mbps Plans: Only in approved Opticomm areas. Please check our website to find out if this plan is available at your address.

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/complaints

Customer Service Contact Details

You can contact Leaptel customer service for assistance via 1300 205 327 or emailing support@leaptel.com.au, or via the 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. You are only able to downgrade your plan speed at the end of your billing period.

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.

Opticomm charges: If Opticomm has classed your address as "Class 5" they will collect a \$300 New Development Charge when the first services is ordered, rather than when the equipment is installed.

If Opticomm has classed your address as "Class 2" we will collect a \$0-\$550 (location dependent) Opticomm Equipment Installation Charge when the first service is ordered, more information is available at leaptel.com.au/opticomm-equipment-charges

If applicable, Leaptel would collect these charges when you place an order for a service with Leaptel.

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