Critical Information Summary

Leaptel Opticomm Internet Plans

Information About Pricing

This summary reflects base plan pricing and does not include any discounts or promotions that may apply.
Prices are subject to change.

Plan	Pronto Unlimited	Accelerated Unlimited	Full Throttle Unlimited	Turbo Boost Unlimited	Fast Unlimited	Superfast Unlimited	Ultrafast Unlimited
Minimum/Maximum Monthly Charge[1]	$69.95	$82.95	$92.95	$119.00	$94.95	$119.00	$129.00
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	25Mbps	50Mbps	100Mbps	250Mbps	500Mbps	750Mbps	1000Mbps
Upload Speed	10Mbps	20Mbps	20Mbps	25Mbps	50Mbps	50Mbps	100Mbps

Plan	Full Boost Unlimited	Turbo Boost + Unlimited	Fast + Unlimited	Ultrafast + Unlimited
Minimum/Maximum Monthly Charge[1]	$99.95	$120.00	$140.00	$180.00
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 for non-payment of your montly invoice outlined in the Billing section below.

Once Off Fees	No lock-in contract
Setup Fee	$0.00
Opticomm New Development Charge	Additional once off $300.00 charge, payable on signup. 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 (address classified as Class 5).
Opticomm Equipment Installation Charge	Additional once off charge that varies by premises from $0-550.00, payable on signup. Applies if your premises requires installation of equipment by Opticomm (address classified as Class 2). More information at: **leaptel.com.au/opticomm-equipment-charges**
Router	Router options available vary by service technology and plan, refer to Hardware CIS for pricing and details.
Early Termination Charge	Not applicable.

This documentation is a summary only. Full Terms & Conditions of this service can be found on the Leaptel website.

Inclusions & Exclusions

Service Description

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

The Opticomm Internet service includes the following components:
• Opticomm Broadband

Availability

All Opticomm Internet plans are available at selected coverage areas and are subject to infrastructure availability at your premises. To check for availability, please use the address checker at **leaptel.com.au**.

250-1000Mbps & + Plans: Our high download speed plan and high upload speed (+) plan availability is limited based on the Opticomm network connection to your premises.

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 than the listed plan speed and could vary due to many factors including type or 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 or by Powerline Adaptors may experience slower speeds than those connected by Ethernet cable.

Equipment Required

If you do not already have the required Opticomm equipment installed inside your home, you will be required to be home on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after completing a signup. Opticomm retains ownership of any equipment they install. Equipment installed by Opticomm will be maintained and serviced by Opticomm.

If you 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 Opticomm compatible router to connect your devices to the Leaptel Opticomm Broadband service.

Other Information

Usage Information

You can monitor your internet usage by logging into your Members Portal account online at **members.leaptel.com.au**.

Customer Service Contact Details

If you have any queries about your service or account please contact Leaptel's Australian based customer service team via **leaptel.com.au/contact-us**.

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 by visiting the TIO website at **tio.com.au/complaints**.

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**.

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 the Members 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. Plan speed changes are an ongoing change and apply to your service for all future months unless another change of plan is submitted.

Moving Address: Service options at the new address are subject to availability. All relevant set up and connection fees apply. Request a move of address for your service by completing the form at **members.leaptel.com.au/moving-home**.

Late Payment Fee: A $15 fee will be applied when an invoice is not paid by 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 fee will be applied if a direct debit payment is rejected by your financial institution.

Opticomm charges: See Once Off Fees table for Opticomm charges that may apply.

Leaptel