

Leaptel Redtrain 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	Accelerated Unlimited	Full Throttle Unlimited	Full Throttle w/ Upload Boost Unlimited
Monthly Charge	\$74.95	\$89.95	\$99.95
Monthly Data Allowance	Unlimited	Unlimited	Unlimited
Speed	50Mbps	100Mbps	100Mbps
Upload Speed	20Mbps	20Mbps	40Mbps
Router	Router options available, refer to Hardware CIS for pricing and details		
Minimum Cost, No Lock-in Contract	\$74.95	\$89.95	\$99.95

Once Off Fees	No lock-in contract
Setup Fee	\$25 \$0
Redtrain New Development Charge	Redtrain charge a \$300 New Development Charge that applies to the initial connection at a new address. The charge is payable via Leaptel.
Router	Router options available, refer to Hardware CIS for pricing and details
Early Termination Charge	n/a

1. Setup fee waived on No Lock-in contract. Any New Development Charges still apply

Inclusions & Exclusions

Service Description

Leaptel's Redtrain Internet service is delivered via the Redtrain network to the network boundary point of your premises (normally a device in your garage).

The Redtrain Internet service includes the following components:

- Broadband

Availability

All Redtrain 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.

Equipment required

If you do not already have the required Redtrain equipment installed inside your home, you will need to complete the New Install form from Redtrain redtrain.com.au. This process is managed directly by Redtrain and does not involve Leaptel. Redtrain retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by Redtrain.

If you choose to install the router for your internet in a place other than next to the NTD, you will need to organize 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 Redtrain compatible router to connect your device to the Leaptel Redtrain Internet service.

Minimum Term

Leaptel's Redtrain Internet plans are supplied on either 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.

Information about Pricing

See Plan Table at start of Critical Information Summary

Other Information

Usage Information

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

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

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.

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.

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

Change of Plan Fee (Speed): There is no fee to change your speed plan. Changing to a lower speed plan occurs from the start of your next month. Upgrading to a higher speed plan can occur at any point of your current month. 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. Talk to us about what options are available to you in moving your service to your new 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.

Contact Us

By Phone

1300 205 327
9am-9pm Mon-Fri
9am-7pm Sat & Sun
Times are Melbourne local time.



Online

leaptel.com.au
9am-9pm Mon-Fri
9am-7pm Sat & Sun
Times are Melbourne local time.



Public Holiday Hours

Australian Public Holidays: Closed
Victorian Public Holiday: Weekend Hours

By Email

support@leaptel.com.au

