

# VoIP (SIP) Plans



## Information about the Service

This summary may not reflect any discounts or promotions which may apply from time to time

Plan	HomePhone-PAYG <sup>1</sup>	HomePhone-Basic	HomePhone-Ultimate
Monthly Charge	\$0	\$9.95	\$19.95
Local Calls (per minute)	\$0.10	Included	Included
National Calls (per minute)	\$0.10	Included	Included
Mobile Calls (per minute)	\$0.17	\$0.17	Included
13/1300 Number Calls (per call)	\$0.40	\$0.40	\$0.40
Calls are billed per second, minimum call cost is \$0.01 where call charges apply			
Minimum Cost, No Lock-in Contract	\$0	\$9.95	\$19.95

<sup>1</sup> - HomePhone-PAYG plan is only available to customers connecting on Frontier Networks

Once Off Fees	No lock-in contract
Upfront Fees	n/a
Analog Telephone Adaptor (ATA)	Price available on request

## Inclusions & Exclusions

### Service Description

LeapTel's VoIP (SIP) Service is a voice service where the call is carried over LeapTel's network to your phone termination device.

The service is supported on:

- ASN Telecom
- Frontier Networks
- Lightning Wholesale
- NBN™
- Opticomm
- Redtrain

The service is billed monthly with call charges charged in arrears and the service rental charged in advance.

Our VoIP (SIP) Services are not suitable for those looking for emergency phone connections. It will not work during a power or signal failure and it is not guaranteed to work during an emergency. If you require this sort of phone service we recommend you look at other alternatives.

### Availability

LeapTel VoIP (SIP) plans are available at addresses that have an active LeapTel internet service or are in the process of having LeapTel internet installed.

To check for availability, please use the address checker at [leaptel.com.au](http://leaptel.com.au)

### Customer Service Guarantee

CSG Waiver: The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG)

### Equipment required

You will need to provide your own phone for the VoIP Service. The phone will need to connect to an ATA or compatible voice port on a modem or router. If you want your phone located in a different location to your router you will need to organise internal wiring between the modem and the preferred phone location. LeapTel is not able to assist with this nor take responsibility for the internal wiring should it fail. Any cabling that is required beyond the Network Boundary is your responsibility to install and maintain.

### Minimum Term

LeapTel's VoIP (SIP) Service plans are supplied on a no lock-in contract term (the service automatically rolls over unless cancelled before the roll over date). 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, including call 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](https://members.leaptel.com.au)

Please note that these VoIP plans are for residential services only. If you are interested in VoIP for Business please contact us for more information. VoIP services require an active internet connection to work.

### 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)

**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.

### Customer Service Contact Details

You can contact Leaptel customer service for Support & Billing assistance via **1300 205 327** or emailing [support@leaptel.com.au](mailto:support@leaptel.com.au), or for Sales assistance via **1300 205 327** or emailing [sales@leaptel.com.au](mailto:sales@leaptel.com.au) or via appropriate contact form to the appropriate area at [leaptel.com.au/contact](https://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](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).

**Change of Plan Fee:** There is no fee to change your VoIP (SIP) plan. Plan changes can only occur at the end of your billing cycle, you need to advise us in advance so that your request can be processed. Plan changes are an ongoing change, and apply to your service for all future months unless another change of plan is submitted.

**Cancelling your VoIP (SIP) Service:** You can terminate your VoIP (SIP) service at anytime. It can take up to 5 business days for the cancellation to be completed. You will continue to be billed for the service during the cancellation period. Any outstanding call charges will be charged on the next invoice.

**Your phone number and cancellations:** Please be aware that when your service is disconnected your phone number will be returned to the system and can be allocated to a different address. If you were to reconnect your VoIP (SIP) service later you would receive a different number

### 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](mailto:support@leaptel.com.au)

