



# Terms and Conditions



## nbn® Fibre Upgrade

### Eligible Addresses:

Leap Telecommunications (Leaptel) is offering upgrades to Fibre to the Premises (FTTP) connection technology for eligible Fibre to the Node (FTTN) and Fibre to the Curb (FTTC) homes across Australia under the nbn® Fibre Connect program. The program is a progressive rollout to upgrade the nbn® network to FTTP technology, and nbn® periodically releases new eligible addresses.

### Eligible Plans:

The below pricing is only available for addresses eligible to upgrade to FTTP via the nbn® Fibre Connect program. The full nbn® Fibre Upgrade promotion terms and conditions are published on the Leaptel website at [leaptel.com.au/nbn-promotion-tcs/#fibre-upgrade](http://leaptel.com.au/nbn-promotion-tcs/#fibre-upgrade)

Plans	Pronto <sup>1</sup>	Accelerated <sup>1</sup>	Fast	Superfast	Ultrafast	Hyperfast FTTP
Minimum/Maximum Monthly Charge <sup>2</sup>	\$75.00	\$88.00	\$97.00	\$108.00	\$119.00	\$170.00
Fibre Upgrade Offer <sup>3</sup>	\$25 discount for 12 months	\$23 discount for 12 months	\$27 discount for 12 months	\$29 discount for 12 months	\$30 discount for 12 months	\$25 discount for 12 months
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	25 Mbps	50 Mbps	500 Mbps	750 Mbps	1000 Mbps	2000 Mbps
Upload Speed	10 Mbps	20 Mbps	50 Mbps	50 Mbps	100 Mbps	200 Mbps

Plus Plans	Turbo Boost +	Fast +	Ultrafast +	Hyperfast +
Minimum/Maximum Monthly Charge <sup>2</sup>	\$110.00	\$130.00	\$150.00	\$225.00
Fibre Upgrade Offer <sup>3</sup>	\$25 discount for 12 months	\$25 discount for 12 months	\$25 discount for 12 months	\$20 discount for 12 months
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	250 Mbps	500 Mbps	1000 Mbps	2000 Mbps
Upload Speed	100 Mbps	200 Mbps	400 Mbps	500 Mbps

1. The Pronto and Accelerated plans are only eligible for nbn® Fibre Upgrade orders placed from 23 March 2026.
2. Maximum charge is the full cost of your monthly internet service. It does not include any additional fees outlined in the billing section of your plan's Critical Information Summary for non-payment of your monthly invoice or for service extras.
3. This is the monthly discount amount and duration that you will receive from the nbn® Fibre Upgrade promotion. If you change your plan the offer will change depending on the current offers for your new plan and eligibility requirements.

# Installation

## Requirements:

- Someone over the age of 18 must be home during the appointment window for any appointments.
- The Network Termination Device (NTD) will only be installed in a suitable location based on guidelines listed in the nbn FTTP installation guide [nbnco.com.au/residential/upgrades/more-fibre/step-by-step-guide](https://nbnco.com.au/residential/upgrades/more-fibre/step-by-step-guide).

## Important Notes:

- **Appointment Booking:** Leaptel will automatically book the first available appointment for your address. If the appointment time is not suitable, please contact Leaptel via [leaptel.com.au/contact-us](https://leaptel.com.au/contact-us) to reschedule your appointment.
- **Technician no-show:** If the technician misses the appointment window they may contact you to arrange a new appointment. If you have not heard from them and it is more than 30 minutes after the appointment window please contact Leaptel via [leaptel.com.au/contact-us](https://leaptel.com.au/contact-us).
- **Missed Appointment:** If you were unable to be present at your appointment, please notify Leaptel via [leaptel.com.au/contact-us](https://leaptel.com.au/contact-us).
- **Unable to Complete Installation:** If the technician is unable to complete the installation on the day, they are advised to explain to you why it cannot be completed and whether the required remediation works are nbn®'s responsibility or your responsibility. Once any issues are resolved the installation process can resume.
- **Fibre in a Day Installation:** Changing to FTTP can typically be done in one day. Please note, if there are unforeseen circumstances, additional works may be required. However, the nbn® technician attending will discuss this with you.
- **NTD Location:** If you are unhappy with the suggested installation location for the NTD you can ask the technician to not proceed with the installation. If you agree to the location and the NTD is installed, nbn will not come back and move it at a later date.

## Further Information:

There is further information available on the Fibre Connect process available on the nbn® website: [nbnco.com.au/residential/upgrades/more-fibre/faqs](https://nbnco.com.au/residential/upgrades/more-fibre/faqs)