

# Terms and Conditions



## nbn® Fibre Upgrade

### Eligible Addresses:

Leap Telecommunications (Leaptel) is offering upgrades to Fibre to the Premises (FTTP) connection technology for eligible homes across Australia under nbn's Fibre Connect program. The Program is a progressive rollout to upgrade the nbn network to FTTP technology, and nbn release new eligible addresses every month.

### Eligible Plans:

Plan	Full Throttle Unlimited	Full Throttle + Unlimited	Turbo Boost Unlimited	Turbo Boost + Unlimited	Super Boost + Unlimited	Super Sonic Unlimited	Super Sonic + Unlimited
Maximum Monthly Charge <sup>1</sup>	\$89.95	\$99.95	\$119	\$135	\$165	\$129	\$245
Fibre Upgrade Offer <sup>2</sup>	\$64.95	\$74.95	\$79	\$110	\$140	\$89	\$220
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	100Mbps	100Mbps	250Mbps	250Mbps	500Mbps	1000Mbps	1000Mbps
Upload Speed	20Mbps	40Mbps	25Mbps	100Mbps	200Mbps	50Mbps	400Mbps
Fibre to the Node Eligible Speed	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Fibre to the Curb Eligible Speed	No	No	Yes	Yes	Yes	Yes	Yes

The above pricing is only available for addresses eligible to upgrade to FTTP via nbn's Fibre Connect program.

1. 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 plans Critical Information Summary for non-payment of your monthly invoice or for service extras.

2. This price is the monthly price you will pay including any and all discounts, offers & promotions. It does not include any additional fees outlined in the billing section of your plans Critical Information Summary for non-payment of your monthly invoice or for service extras. 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 location that meets the following conditions:
  - Within 3m of an existing power point outlet - this will be shortened to 1.8m if battery backup is requested.
  - Near the nbn® utility box - this is usually installed outside on an external wall in an easily accessible front area of your premises
  - Where there is suitable space below and above the nbn® NTD for easy access – this generally means at least 1.8m below the finished floor level or ceiling.
  - Away from hazards and busy areas where it may be easily knocked or damaged.
  - A cool, dry, ventilated area away from direct sunlight.
  - There may be additional requirements specific to your 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.

### Important Notes:

- Appointment Booking:** Leaptel will automatically book the first available appointment for your address. If the appointment time is not suitable, please contact us via LiveChat, phone or email 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 LiveChat, phone or email.
- Missed Appointment:** If you were unable to be present at your appointment, please contact Leaptel via LiveChat, phone or email to book a new appointment.
- 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 if the pending works are nbn's responsibility or your responsibility to get fixed. Once the issues are resolved the installation process can resume.
- Fibre to the Node:** Changing to FTTP from this technology type typically can be done in one day unless there are unforeseen circumstances that require additional works
- Fibre to the Curb:** Changing to FTTP from this technology type typically requires two appointments to complete the installation unless there are unforeseen circumstances that require additional works.

### Contact Us

P: 1300 205 327

W: [leaptel.com.au](http://leaptel.com.au)

E: [support@leaptel.com.au](mailto: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

Our Full Terms & Conditions of this service can be found on our website. Pricing on our website is inclusive of all promotions and discounts. Further information: [leaptel.com.au/nbn/free-fibre-upgrade/](http://leaptel.com.au/nbn/free-fibre-upgrade/)

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