



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 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 ¹	Full Throttle + Unlimited ¹	Turbo Boost Unlimited	Turbo Boost + Unlimited	Super Boost + Unlimited	Super Sonic Unlimited	Super Sonic + Unlimited
Maximum Monthly Charge ²	\$89.95	\$99.95	\$104	\$120	\$140	\$114	\$180
Fibre Upgrade Offer ³	\$64.95	\$74.95	\$79	\$100	\$120	\$89	\$155
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

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

- For FTTC to FTTP upgrades, these speeds are only eligible for orders placed after 3rd July 2024.
- 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.
- 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 suitable location based on guidelines listed in the nbn FTTP installation guide 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 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 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.

Contact Us

P: 1300 205 327
W: leaptel.com.au
E: 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/

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