

LBNCo Services



Information about LBNCo services delivered by Leaptel

The below table indicates your typical LBNCo plan download speeds and usage during busy periods:

| Basic Ibnco12 10Mbps ¹ | Pronto Ibnco25 22Mbps ¹ | Accelerated Ibnco50 45Mbps ¹ | Full Throttle Ibnco100 85Mbps ¹ |
|---|---|--|--|
| 1-2 simultaneous devices/users | 1-3 simultaneous devices/users | 3-6 simultaneous devices/users | 6-9 simultaneous devices/users |
| What can you do at your plan speed? | | | |
| Email & Browsing Voip Phone Social Media SD streaming HD streaming (1 device) | Email & Browsing Voip Phone Social Media SD streaming HD streaming 4K streaming (1 device) Download and upload large files Online gaming | Email & Browsing Voip Phone Social Media SD streaming HD streaming 4K streaming Download and upload large files Online gaming | Email & Browsing Voip Phone Social Media SD streaming HD streaming 4K streaming Download and upload large files Online gaming |

¹Typical minimum speed during peak periods (7pm-11pm).

Ibnco12, Ibnco25, Ibnco50, Ibnco100 indicate the speed tier that your plan is on and is the maximum possible speed you could achieve.

Factors that can impact the performance of your connection:

- Connecting via Wi-Fi rather than ethernet cable can lower your internet speed due to the power and quality of the wireless signal, environmental factors and interference from other signals in your area.
- Location of your router
- Internal wiring
- Technical capabilities of the sites you are trying to access
- Technology type of your nbn connection

LBNCo service during power outages:

During a power outage your LBNCo service will not work. Your router will need power to connect to the internet and LBNCo infrastructure in your area may also lose power. If you have a phone service that runs over your LBNCo service this will not work during a power outage and you will not be able to make emergency "000" calls. You will need use a mobile phone in these circumstances to contact emergency services if you require assistance.

Medical and Security Alarms:

Please ensure you have confirmed that your medical or security alarm is compatible with LBNCo before switching over. Leaptel does not guarantee that your medical or security alarm will work on our network. If you require priority assistance or have life critical medical equipment that require an internet connection Leaptel recommends you find a different provider that supports these services.