

# OPENetworks Services



Information about OPENetworks services delivered by Leaptel

The below table indicates you typical OPENetworks plan download speeds and usage during busy periods:

Basic OPENetworks12 10Mbps <sup>1</sup>	Pronto OPENetworks25 22Mbps <sup>1</sup>	Accelerated OPENetworks50 45Mbps <sup>1</sup>	Full Throttle OPENetworks100 85Mbps <sup>1</sup>
1-2 simultaneous devices/users	1-3 simultaneous devices/users	3-6 simultaneous devices/users	6-9 simultaneous devices/users
<b>What can you do at your plan speed?</b>			
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

<sup>1</sup>Typical minimum speed during peak periods (7pm-11pm).

OPENetworks12, OPENetworks25, OPENetworks50 OPENetworks100 indicate the speed tier that you 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

## OPENetworks service during power outages:

During a power outage your OPENetworks service will not work. Your router will need power to connect to the internet and OPENetworks infrastructure in your area may also lose power. If you have a phone service that runs over your OPENetworks 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 OPENetworks 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.