

# ADSL Services



## Information about ADSL services delivered by Leaptel

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

OnNet Upto 24Mbps <sup>1</sup>	OffNet Upto 20Mbps <sup>1</sup>
1-3 simultaneous devices/users	1-3 simultaneous devices/users
<b>What can you do at your plan speed?</b>	
Email & Browsing Voip Phone Social Media SD streaming <sup>2</sup> HD streaming <sup>2</sup> Download and upload large files <sup>2</sup> Online gaming <sup>2</sup>	Email & Browsing Voip Phone Social Media SD streaming <sup>2</sup> HD streaming <sup>2</sup> Download and upload large files <sup>2</sup> Online gaming <sup>2</sup>

<sup>1</sup>Maximum possible speed, speed varies depending on distance from the exchange and the quality of your phone line.

<sup>2</sup>These services may be useable depending on the speed of your connection.

OnNet and OffNet plans will depend on the equipment installed at your exchange.

### 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
- Distance from the exchange
- Quality of the copper line for your address.

### ADSL service during power outages:

During a power outage your ADSL service will not work. Your modem will need power to connect to the internet and ADSL infrastructure in your area may also lose power. Your home phone will continue to work as long as the exchange it is connected to has power, you will need a phone that draws power from the phone line, rather than a powerpoint. If your home phone does not work during a power outage you will need to use a mobile phone in these circumstances to contact emergency services if you require assistance.