

OptiComm Services

Information about OptiComm services delivered by Leaptel



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

Basic	Pronto	Accelerated	Full Throttle	Turbo Boost	Super Sonic
OptiComm12 12Mbps ¹	OptiComm25 25Mbps ¹	OptiComm50 50Mbps ¹	OptiComm100 100Mbps ¹	OptiComm250 upto 248Mbps ¹	OptiComm1000 upto 1000Mbps ¹
1 device/user	1-3 simultaneous devices/users	3-6 simultaneous devices/users	6-9 simultaneous devices/users	9+ simultaneous devices/users	9+ simultaneous devices/users
What can you do at your plan speed?					
Email & Browsing Voip Phone Social Media SD streaming	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	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).

OptiComm12, OptiComm25, OptiComm50, OptiComm100, OptiComm250 and OptiComm1000 indicate the speed tier that you plan is on and is the maximum possible speed you could achieve. OptiComm250 and OptiComm 1000 plans are only available in specific areas.

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

Opticomm service during power outages:

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