

Frontier Networks Services

Information about Frontier Networks services delivered by Leaptel



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

25/5	50/20	100/40	250/50	500/50
25Mbps ¹	50Mbps ¹	100Mbps ¹	250Mbps ¹	500Mbps ¹
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 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 Foxtel IQ4	Email & Browsing Voip Phone Social Media SD streaming HD streaming 4K streaming Download and upload large files Online gaming Foxtel IQ4 & IQ5	Email & Browsing Voip Phone Social Media SD streaming HD streaming 4K streaming Download and upload large files Online gaming Foxtel IQ4 & IQ5	Email & Browsing Voip Phone Social Media SD streaming HD streaming 4K streaming Download and upload large files Online gaming Foxtel IQ4 & IQ5

¹Typical minimum speed during peak periods (7pm-11pm). 500/50Mbps 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

Frontier Networks service during power outages:

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