

Redtrain Services



Information about Redtrain services delivered by Leaptel

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

Accelerated	Full Throttle
Redtrain50 50Mbps ¹	Redtrain100 100Mbps ¹
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 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).

Redtrain50 and Redtrain100 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

Redtrain service during power outages:

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