



Key Fact Sheet



nbn® Fixed Wireless Services

The below table indicates your typical nbn® plan download and upload speeds and usage during busy periods:

Plan	Fixed Wireless Plus
Maximum Plan Speed	75Mbps/10Mbps
Typical Evening Speed (7pm-11pm)	25Mbps/4Mbps ¹
How many simultaneous devices/ users can this speed support:	1-5 devices/users
What can you do at your plan speed?	Email & Browsing Voip Phone Calls Social Media SD streaming HD streaming Download and upload large files Online gaming

¹Speeds you experience may be lower and will vary through out the day, due to the various factors outlined below. Actual speeds may be impacted by weather, local area congestion and your usage, particularly during the evening period (7pm-11pm).

Common factors impacting performance:

Fixed Wireless speeds vary based on a variety of factors.

The speeds experienced can be impacted by factors such as:

- Signal strength
- Weather conditions
- Obstructions to the antenna's line of sight, including but not limited to:
 - o Vegetation growth
 - o Built obstacles
- Tower and network capacity
- Signal Interference
- nbn hardware limitations
- Customer equipment, including but not limited to
 - o Routers
 - o Internal cabling
 - o Individual device limitations
- nbn tower and network congestion, particularly during evening period (7pm-11pm)

Factors that can impact the performance of your connection at the premises:

Your speeds may be lower due to:

- Your own Wi-Fi capacity and coverage area
- Location of your router
- Internal wiring
- Network capacity and network traffic
- The website/content your accessing and their capacity and capability
- Ethernet cable is more reliable than Wi-Fi for connectivity

Your speeds may also be impacted by congestion at your local nbn Fixed Wireless Tower. If the local nbn Fixed Wireless tower is experiencing congestion, then you are likely to experience download speeds below 6Mbps. This will cause impacts to your connection and your ability to enjoy some online applications such as low quality or buffering for video streaming and/or slower browsing.

nbn® service during power outages:

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

Contact Us

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Opening Hours

Monday - Friday: 9:00am - 9:00pm

Saturday & Sunday: 9:00am - 7:00pm

All hours are in local Melbourne time.

Public Holiday Hours

Australian Public Holidays: Closed

Victorian Public Holiday: Weekend Hours