



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	Fixed Wireless Fast ¹	Fixed Wireless Superfast ¹
Maximum Plan Speed	75-100Mbps/8-20Mbps	200-250Mbps/8-20Mbps	300-400Mbps/10-40Mbps
Typical Evening Speed (7pm-11pm)	43Mbps/5Mbps ²	90Mbps/8Mbps ²	120Mbps/8Mbps ²
How many simultaneous devices/ users can this speed support:	3+ devices/users	4+ devices/users	5+ devices/users
What can you do at your plan speed?	Email & Browsing Voip Phone Calls Social Media SD streaming HD streaming Work from home Online gaming	Email & Browsing Voip Phone Calls Social Media HD streaming 4K streaming Work from home Online gaming	Email & Browsing Voip Phone Calls Social Media HD streaming 4K streaming Work from home Online gaming

1. Only available for properties located in an eligible **nbn®** location.

2. Speeds 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). Further factors are outline below.

Common factors impacting performance:

Fixed Wireless speeds vary based the **nbn®** WNTD version installed at your property as well as a number of other factors such as:

- Signal strength
- Weather conditions
- Obstructions to the antenna's line of sight, including but not limited to:
 - Vegetation growth
 - Built obstacles
- Tower and network capacity
- Signal Interference
- **nbn®** hardware limitations
- Customer equipment, including but not limited to:
 - Routers
 - Internal cabling
 - Individual device limitations
- **nbn®** tower and network congestion, particularly during the 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 you're accessing and its capacity and capability
- Wired connections is more reliable than Wi-Fi for connectivity

Your speeds may also be impacted by congestion on your local **nbn®** Fixed Wireless tower. If your local **nbn®** Fixed Wireless tower is experiencing congestion, or has not yet been upgraded, then you may experience slower speeds during busy periods.

nbn® service during power outages:

Please note that during a power outage your **nbn®** service will not work. Your internet connection works through your router which requires power to operate. Further, **nbn®** infrastructure in your area may also lose power which will affect your connection, too. If you have a phone service that runs over you **nbn®** service, this will also not work during a power outage and will not be able to make emergency '000' calls. You will need to use a mobile phone in these circumstances to contact emergency services.

Medical and Security Alarms:

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 requires an internet connection, we recommend that you use a provider that supports these services. You must confirm that your medical or security alarm is compatible with **nbn®** before switching your service to Leaptel.

Contact Us

P: 1300 205 327

W: leaptel.com.au

E: support@leaptel.com.au

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

This documentation is a summary only. Full Terms & Conditions of this service can be found on our website.

Prices are subject to change.

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