



Key Facts Sheet

nbn® Services



The below table indicates your maximum and typical **nbn®** plan download/upload speeds and the types of activities you can use each plan for.

Plan	Fixed Wireless Plus	Fixed Wireless Fast ¹	Fixed Wireless Superfast ¹
Maximum Plan Speed (Download/Upload)	75-100 Mbps / 8-20 Mbps	200-250 Mbps / 8-20 Mbps	300-400 Mbps / 10-40 Mbps
Typical Evening Speed (7pm-11pm) ²	80 Mbps / 8 Mbps	90 Mbps / 8 Mbps	120 Mbps / 8 Mbps
How many simultaneous devices/users can this speed support?	3+	4+	5+
What can you do at your plan speed?			
Email & web browsing	✓	✓	✓
VoIP phone calls	✓	✓	✓
Social media	✓	✓	✓
HD streaming	✓	✓	✓
4K streaming	✓	✓	✓
Work from home	✓	✓	✓
Online gaming	✓	✓	✓
Download and upload large files	✗	✗	✓

1. Only available at eligible **nbn®** locations.

2. Speeds you experience may be lower and will vary throughout the day, particularly during the evening period (7pm-11pm). Actual speeds may be impacted by common factors that impact Fixed Wireless performance, local area congestion, your usage and by other factors as outlined below. Fixed Wireless Plus typical evening speed based on measurements in the **ACCC Measuring Broadband Australia** performance report (05/12/24), speeds for Fixed Wireless Fast and Fixed Wireless Superfast are indicative estimates from **nbn®** only.

Common factors impacting Fixed Wireless

- The **nbn®** WNTD version installed at your property
- Obstructions to the **nbn®** Fixed Wireless antenna's line of sight, such as vegetation or built obstacles
- Upgrade status of the **nbn®** Fixed Wireless tower
- Other **nbn®** Fixed Wireless network or hardware limitations
- Congestion on the **nbn®** Fixed Wireless tower
- Signal strength to the **nbn®** Fixed Wireless tower
- Signal interference in your local area

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

- 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 are more reliable than Wi-Fi for connectivity

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. If you have a phone service that runs over your **nbn®** service, this will also not work during a power outage and you 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.

More information

If you have any queries please contact Leaptel's Australian based customer service team via leaptel.com.au/contact-us