



# 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.

| Plans                                                       | Pronto                   | Accelerated              | Full Throttle     | Full Boost        | Turbo Boost +      | Fast              | Fast +             | Superfast         | Ultrafast           | Ultrafast +         | Hyperfast HFC                   | Hyperfast FTTP                   | Hyperfast +                      |
|-------------------------------------------------------------|--------------------------|--------------------------|-------------------|-------------------|--------------------|-------------------|--------------------|-------------------|---------------------|---------------------|---------------------------------|----------------------------------|----------------------------------|
| Maximum Plan Speed (Download/Upload)                        | 25 Mbps/ 10 Mbps         | 50 Mbps/ 20 Mbps         | 100 Mbps/ 20 Mbps | 100 Mbps/ 40 Mbps | 250 Mbps/ 100 Mbps | 500 Mbps/ 50 Mbps | 500 Mbps/ 200 Mbps | 750 Mbps/ 50 Mbps | 1000 Mbps/ 100 Mbps | 1000 Mbps/ 400 Mbps | 2000 Mbps/ 100 Mbps             | 2000 Mbps/ 200 Mbps              | 2000 Mbps/ 500 Mbps              |
| Typical Evening Speed (7pm-11pm) <sup>1</sup>               | 25 Mbps/ 8 Mbps          | 50 Mbps/ 16 Mbps         | 100 Mbps/ 16 Mbps | 100 Mbps/ 36 Mbps | 250 Mbps/ 84 Mbps  | 500 Mbps/ 42 Mbps | 500 Mbps/ 170 Mbps | 700 Mbps/ 42 Mbps | 880 Mbps/ 42 Mbps   | 880 Mbps/ 336 Mbps  | 1700 Mbps/ 84 Mbps <sup>2</sup> | 1700 Mbps/ 170 Mbps <sup>2</sup> | 1700 Mbps/ 425 Mbps <sup>2</sup> |
| How many simultaneous devices/users can this speed support? | 2                        | 2+                       | 3+                | 3+                | 4+                 | 6+                | 6+                 | 6+                | 6+                  | 6+                  | 10+                             | 10+                              | 10+                              |
| Available on these <b>nbn®</b> technologies <sup>3</sup>    | FTTN/B/C<br>FTTP,<br>HFC | FTTN/B/C<br>FTTP,<br>HFC | FTTN/B/C          | FTTN/B/C          | FTTP, HFC          | FTTP, HFC         | FTTP               | FTTP, HFC         | FTTP, HFC           | FTTP                | HFC                             | FTTP                             | FTTP                             |

### 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. 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 local area congestion, your usage and by other factors as outlined below.

2. Typical evening speed estimates are not yet available for this plan, actual speeds will be lower than the listed maximums.

3. Plan availability varies by the **nbn®** technology at your address, check availability at [leaptel.com.au](https://leaptel.com.au).

### 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.

### Line speed tests for FTTN, FTTB, FTTC

Leaptel will perform a service assurance line test when **nbn®** Fibre to the Curb (FTTC), Fibre to the Node (FTTN) and Fibre to the Basement (FTTB) services are first connected. If the line speed download or upload test results do not meet the Maximum Plan Speed, our customer service team will contact you to advise of the results and you will be given the option of changing to a lower speed plan or canceling the service at no cost.

### More information

If you have any queries please contact Leaptel's Australian based customer service team via [leaptel.com.au/contact-us](https://leaptel.com.au/contact-us)

This documentation is a summary only. Full Terms & Conditions of this service are available on the Leaptel website.

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