

Key Facts Sheet: NBN Services

NBN Plans	LeapCom 50Mbps/20Mbps	LeapCom 100Mbps/40Mbps	LeapCom 250Mbps/25 Mbps
Typical Speeds - Busy Hours* - Monday - Friday 19:00 - 23:00	46.3Mbps	84.3Mbps	245.8Mbps
Multiple Devices including people online at the same time	1-2	5+	5+
Emails and Browsing	✓	✓	✓
Voice Over IP (VOIP) Phones	✓	✓	✓
Online Gaming	✓	✓	✓
Video Streaming - SD, HD, 4K	✓	✓	✓
Uploads and Downloads - large file content	✓	✓	✓

Important Information for you to know

The speeds mentioned are the maximum achievable speeds during the non-busy or off-peak hours.

*busy hours – the busy hour speeds mentioned are from average download speeds published by Measuring Broadband Australia.

Technical Service Limitations

The performance of your service including speed are dependent on various factors such as quality of the router, existing cabling or signal interference from other equipment. We are happy to assist you with the queries regarding the quality of service and provide you with the best recommendations.

The services provided over NBN requires power supply to work. Any disruption in power will prevent you from accessing services including calls to emergency services. Our service doesn't include any battery backup to ensure the uninterrupted service.

Security and Medical Alarms

If you are using security systems or medical alarms over the existing service, you need to contact a suitable provider to discuss the compatibility of the existing services over NBN or your options for similar services that works with NBN.

Speeds and Service Delivery

The services mentioned in this key fact sheet are provided over the Fibre-to-the-Node, Fibre-to-the-Premise, Fibre-to-the-Curb and Fibre-to-the-Basement technologies over NBN. We aim to provide you with the speeds requested by you and will check the connection speeds on the date of activation of the service. If we are unable to meet the speed commitments, we will offer you a different plan with a lower speed or you can terminate the services with us at no cost.