



Basic (LBNCo tier 12 ¹)	Standard (LBNCo tier 25 ¹)	Standard Plus (LBNCo tier 50 ¹)	Premium (LBNCo tier 100 ¹)	Premium Plus (LBNCo tier 250 ¹)
12Mbps	24Mbps	44Mbps	80Mbps	TBA
typical evening speed ²	typical evening speed ²	typical evening speed ²	typical evening speed ²	
1—2 simultaneous users/devices	1—3 simultaneous users/devices	3—6 simultaneous users/devices	6-9 simultaneous users/devices	9-12 simultaneous users/devices
<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Social media <input checked="" type="checkbox"/> Online gaming <input checked="" type="checkbox"/> Standard Definition (SD) streaming on 1 device <input checked="" type="checkbox"/> High Definition (HD) streaming <input checked="" type="checkbox"/> UHD/4K streaming	<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Social media <input checked="" type="checkbox"/> Online gaming <input checked="" type="checkbox"/> Standard Definition (SD) streaming <input checked="" type="checkbox"/> High Definition (HD) streaming <input checked="" type="checkbox"/> UHD/4K streaming	<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Social media <input checked="" type="checkbox"/> Online gaming <input checked="" type="checkbox"/> Standard Definition (SD) streaming <input checked="" type="checkbox"/> High Definition (HD) streaming <input checked="" type="checkbox"/> UHD/4K streaming	<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Social media <input checked="" type="checkbox"/> Online gaming <input checked="" type="checkbox"/> Standard Definition (SD) streaming <input checked="" type="checkbox"/> High Definition (HD) streaming <input checked="" type="checkbox"/> UHD/4K streaming	<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Social media <input checked="" type="checkbox"/> Online gaming <input checked="" type="checkbox"/> Standard Definition (SD) streaming <input checked="" type="checkbox"/> High Definition (HD) streaming <input checked="" type="checkbox"/> UHD/4K streaming

¹ This represents the underlying speed tier that your LBN plan is on and represents the maximum possible during off-peak periods. ² This represents the average measured download speeds between 7pm and 11pm.

FTTP/HFC speeds

Until your service is activated we are unable to confirm your maximum attainable speed. If it is found that the network infrastructure underlying your connection to the LBNCo is not capable of providing the speed tier you have nominated, we will inform you and offer to change your plan to a lower speed tier.

Improving performance in the home

To improve performance, we recommend placing your modem/router in a central position, away from electric appliances and connecting your devices via ethernet cable where possible.

Medical and security alarms

Before entering into a consumer contract, you should first contact your alarm provider to assess whether your alarm is compatible with an nbn service. If your alarm is not compatible, you'll need to identify what alternatives are available with your alarm provider.

Factors affecting performance in the home

Your speed or performance may be reduced by other factors such as:

- Set up at your premises (such as modem/router location and/or internal wiring);
- The number of simultaneous users/devices at the premises;
- The type of LBNCo technology available to you;
- Hardware and software configuration;
- Whether your device is connected by Wi-Fi rather than Ethernet cable;
- The type/source of content being downloaded;
- Limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use;
- Current local LBNCo traffic.

Power outages

The LBN service will not function during a power outage.