



Basic Speed (LBNC _o tier 12/1 ¹)	Standard Speed (LBNC _o tier 25/5 ¹)	Standard Plus Speed (LBNC _o tier 50/20 ¹)	Premium Speed (LBNC _o tier 100/40 ¹)	Premium Plus Speed (LBNC _o tier 250/100 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"/> Making phone calls (VoIP)	<input checked="" type="checkbox"/> Making phone calls (VoIP)	<input checked="" type="checkbox"/> Making phone calls (VoIP)	<input checked="" type="checkbox"/> Making phone calls (VoIP)
<input checked="" type="checkbox"/> Emails & web browsing	<input checked="" type="checkbox"/> Emails & web browsing	<input checked="" type="checkbox"/> Emails & web browsing	<input checked="" type="checkbox"/> Emails & web browsing	<input checked="" type="checkbox"/> Emails & web browsing
<input checked="" type="checkbox"/> Social media	<input checked="" type="checkbox"/> Social media	<input checked="" type="checkbox"/> Social media	<input checked="" type="checkbox"/> Social media	<input checked="" type="checkbox"/> Social media
<input checked="" type="checkbox"/> Online gaming	<input checked="" type="checkbox"/> Online gaming	<input checked="" type="checkbox"/> Online gaming	<input checked="" type="checkbox"/> Online gaming	<input checked="" type="checkbox"/> Online gaming
<input checked="" type="checkbox"/> Standard Definition (SD) streaming on 1 device	<input checked="" type="checkbox"/> Standard Definition (SD) streaming on 1 device	<input checked="" type="checkbox"/> Standard Definition (SD) streaming on 1 device	<input checked="" type="checkbox"/> Standard Definition (SD) streaming on 1 device	<input checked="" type="checkbox"/> Standard Definition (SD) streaming on 1 device
<input checked="" type="checkbox"/> High Definition (HD) streaming	<input checked="" type="checkbox"/> High Definition (HD) streaming	<input checked="" type="checkbox"/> High Definition (HD) streaming	<input checked="" type="checkbox"/> High Definition (HD) streaming	<input checked="" type="checkbox"/> High Definition (HD) streaming
<input checked="" type="checkbox"/> UHD/4K streaming	<input checked="" type="checkbox"/> UHD/4K streaming	<input checked="" type="checkbox"/> UHD/4K streaming	<input checked="" type="checkbox"/> UHD/4K streaming	<input checked="" type="checkbox"/> UHD/4K streaming

¹This represents the underlying speed tier that your LBNC_o plan is on and represents the maximum possible during off-peak periods. ²This represents the likely download speed you can expect 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 LBNC_o 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.

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 LBNC_o service. If your alarm is not compatible, you'll need to identify what alternatives are available to you with your alarm provider.

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.

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 LBNC_o 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 LBNC_o traffic.

Power outages

The LBNC_o service will not function during a power outage.