



<b>Basic</b> (LBNCo tier 12 <sup>1</sup> )	<b>Standard</b> (LBNCo tier 25 <sup>1</sup> )	<b>Standard Plus</b> (LBNCo tier 50 <sup>1</sup> )	<b>Premium</b> (LBNCo tier 100 <sup>1</sup> )
 12Mbps typical evening speed <sup>2</sup>	 24Mbps typical evening speed <sup>2</sup>	 44Mbps typical evening speed <sup>2</sup>	 80Mbps typical evening speed <sup>2</sup>
 1—2 simultaneous users/devices	 1—3 simultaneous users/devices	 3—6 simultaneous users/devices	 6-9 simultaneous users/devices
<ul style="list-style-type: none"> <li>✓ Making phone calls (VoIP)</li> <li>✓ Emails &amp; web browsing</li> <li>✓ Social media</li> <li>✗ Online gaming</li> <li>✓ Standard Definition (SD) streaming on 1 device</li> <li>✗ High Definition (HD) streaming</li> <li>✗ UHD/4K streaming</li> </ul>	<ul style="list-style-type: none"> <li>✓ Making phone calls (VoIP)</li> <li>✓ Emails &amp; web browsing</li> <li>✓ Social media</li> <li>✓ Online gaming</li> <li>✓ Standard Definition (SD) streaming</li> <li>✓ High Definition (HD) streaming</li> <li>✗ UHD/4K streaming</li> </ul>	<ul style="list-style-type: none"> <li>✓ Making phone calls (VoIP)</li> <li>✓ Emails &amp; web browsing</li> <li>✓ Social media</li> <li>✓ Online gaming</li> <li>✓ Standard Definition (SD) streaming</li> <li>✓ High Definition (HD) streaming</li> <li>✗ UHD/4K streaming</li> </ul>	<ul style="list-style-type: none"> <li>✓ Making phone calls (VoIP)</li> <li>✓ Emails &amp; web browsing</li> <li>✓ Social media</li> <li>✓ Online gaming</li> <li>✓ Standard Definition (SD) streaming</li> <li>✓ High Definition (HD) streaming</li> <li>✓ UHD/4K streaming</li> </ul>

<sup>1</sup> This represents the underlying speed tier that your LBN plan is on and represents the maximum possible during off-peak periods. <sup>2</sup> 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.