



Basic Speed (LBNC _o tier 12 ¹)	Standard Speed (LBNC _o tier 25 ¹)	Standard Plus Speed (LBNC _o tier 50 ¹)	Premium Speed (LBNC _o tier 100 ¹)
12Mbps typical busy period speed ²	24Mbps typical busy period speed ²	44Mbps typical busy period speed ²	80Mbps typical busy period speed ²
1–2 simultaneous users/devices	1–3 simultaneous users/devices	3–6 simultaneous users/devices	6–9 simultaneous users/devices
<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Website management & social media <input checked="" type="checkbox"/> Accessing cloud or server based services <input checked="" type="checkbox"/> Downloading/uploading large files such as cloud backups	<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Website management & social media <input checked="" type="checkbox"/> Accessing cloud or server based services <input checked="" type="checkbox"/> Downloading/uploading large files such as cloud backups	<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Website management & social media <input checked="" type="checkbox"/> Accessing cloud or server based services <input checked="" type="checkbox"/> Downloading/uploading large files such as cloud backups	<input checked="" type="checkbox"/> Making phone calls (VoIP) <input checked="" type="checkbox"/> Emails & web browsing <input checked="" type="checkbox"/> Website management & social media <input checked="" type="checkbox"/> Accessing cloud or server based services <input checked="" type="checkbox"/> Downloading/uploading large files such as cloud backups

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 9am and 5pm.

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

Improving performance

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

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.