



Basic Speed (LBNCo tier 12/1 ¹)	Standard Speed (LBNCo tier 25/5 ¹)	Standard Plus Speed (LBNCo tier 50/20 ¹)	Premium Speed (LBNCo tier 100/40 ¹)	Premium Plus Speed (LBNCo 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"/> Website management & social media	<input checked="" type="checkbox"/> Website management & social media	<input checked="" type="checkbox"/> Website management & social media	<input checked="" type="checkbox"/> Website management & social media	<input checked="" type="checkbox"/> Website management & social media
<input checked="" type="checkbox"/> Accessing cloud or server based services	<input checked="" type="checkbox"/> Accessing cloud or server based services	<input checked="" type="checkbox"/> Accessing cloud or server based services	<input checked="" type="checkbox"/> Accessing cloud or server based services	<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"/> Downloading/ uploading large files such as cloud backups	<input checked="" type="checkbox"/> Downloading/ uploading large files such as cloud backups	<input checked="" type="checkbox"/> Downloading/ uploading large files such as cloud backups	<input checked="" type="checkbox"/> Downloading/ uploading large files such as cloud backups

¹This represents the underlying speed tier that your LBNCo 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 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.

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 LBNCo 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 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 LBNCo service will not function during a power outage.