

# Key Facts Sheet: OptiComm Service

(All popular residential fixed line plans)

## How fast is the plan and what can it do?

OptiComm Plan	Basic Plus 25/10	Value 50/20	Fast 100/20	Super-Fast 250/25	Ultra-Fast 1000/50
People online at the same time on multiple devices	1-2	2-3	5-6	7+	7+
Typical evening <b>download</b> speeds (7pm-11pm)	<b>24Mbps</b>	<b>49Mbps</b>	<b>99Mbps</b>	<b>249Mbps</b>	<b>875Mbps</b>
Typical evening <b>upload</b> speeds (7pm-11pm)	<b>8Mbps</b>	<b>17Mbps</b>	<b>17Mbps</b>	<b>21Mbps</b>	<b>43Mbps</b>
Home VoIP phone	✓	✓	✓	✓	✓
Emails and web browsing	✓	✓	✓	✓	✓
Streaming HD Video	✓	✓	✓	✓	✓
Streaming UHD Online	✗	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓	✓
Download and Upload files	✓	✓	✓	✓	✓
Download and Upload large files	✗	✗	✓	✓	✓

## Important things to know.

\*Typical evening speed measures network speed to customer premises, it is not a measure of customers' received in premises speed and based on results from Measuring Broadband Australia as is the amount of people & devices online at the same time. Ultra-Fast results are based on customer results from 19/09/2024 - 02/10/2024 testing on eero routers. Tier speeds are the maximum possible download speeds available during off-peak periods.

### Technical limitations

- **OptiComm service will not work during power failures.** This service does not include a battery backup power supply for either OptiComm's equipment or any customer equipment. This also means you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.
- Your **speed or performance** may be reduced by a range of other factors such as a poor-quality router, Wi-Fi interference from electrical goods or neighbours, the type and source of the content being downloaded, how your device is connecting to the internet (when using Wi-Fi, you may experience slower speeds than what can be achieved by connecting your device(s) with a network cable), or old house wiring. We can work with you to help you find what may be causing these problems and suggest ways to fix them like where to place your modem/router to get the best performance. See [here](#) for further information.

### Medical alarms/security

- Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an OptiComm service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options

