

Key Facts Sheet: Fibre Services



The information detailed within the Key Facts Sheet is applicable to all consumer Fibre plans.

Speed Tiers		Basic (Fibre 12)	Boost (Fibre 25)	Boost Plus (Fibre 50)	Super Fast (Fibre 100)
Fixed Line Fibre Networks FttP, FttN, FttB, FttR	Typical Evening Speeds 7pm–11pm	8–10 Mbps	20–22 Mbps	40–45 Mbps	82–90 Mbps
	Maximum Off-peak Speed	11 Mbps	23 Mbps	48 Mbps	95 Mbps

Typical Evening Speed

The typical expected experience between 7pm–11pm which is the busy time for Internet traffic. It is not a guaranteed minimum speed.

The actual speed experienced depends on a number of factors – see Technical Limitations below. Excludes FTTN/B lines with limited maximum line speeds.

Fibre to the Node/Building

Your Fibre service can never go faster than the maximum line speed available at your home. You will have your line speed confirmed by Fibre when it becomes available to us. If the plan have chosen can't be supported by the line, your choices are:

- Moving to a lower plan without charge
- Remaining on your current plan with no refund

	1–2 People	1–3 People	2–4 People	5+ People
Recommended Speed Tier	Basic (Fibre 12)	Boost (Fibre 25)	Boost Plus (Fibre 50)	Super Fast (Fibre 100)
Emails & Browsing	Best	Best	Best	Best
Standard Definition Music/Video Streaming	Best	Best	Best	Best
High Definition Music/Video Streaming	Not Recommended	Good	Best	Best
Ultra High / 4K Definition Music/Video Streaming	Not Recommended	Not Recommended	Good	Best
Online Gaming	Not Recommended	Good	Best	Best
Download & Upload Large Files	Not Recommended	Good	Best	Best

Technical Limitations/Factors Affecting Speed and Performance Include:

Fibre Infrastructure:

The length and quality of the copper used.

Age and Quality of Hardware/Software:

This may include your modem, WiFi routers and whether you connect to the internet via Ethernet or WiFi.

WiFi Signal Interference:

WiFi signals may be interrupted if positioned too close to other devices like a security camera or cordless telephones.

Network Congestion:

There are times when more people are using the network at the same time.

Where's the Content Coming From?

Content that comes from overseas and content from servers that aren't able to cope with demand.

Number of Connected Devices:

The number of devices being used at the same time.

Power Failure:

Fibre service will not work during power failures.

Medical/Security Alarms:

You should contact your device provider to find out if your alarm or other devices will work before connecting to the Fibre network and if not, what alternative solutions are available.

Priority Assistance:

If you need telephone service but have a life-threatening medical condition, or live with someone that does, please seek a provider that can offer you a service with Priority Assistance. OCCOM does not offer telephone services with Priority Assistance.