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Key Facts Sheet: SUPA Networks

The information detailed within the Key Facts Sheet is applicable to all consumer-grade SUPA Networks plans.

Speed Tiers		25/10 Boost (Fibre 25)	50/20 Boost Plus (Fibre 50)	100/40 Superfast (Fibre 100)	250/25 Rocket (Fibre 250)*	500/50 Turbo (Fibre 500)*	750/50 Ultra (Fibre 750)*	1000/50 Lightning (Fibre 1000)*
SUPA Networks	Typical Evening Speeds 7pm – 11pm	22.5 Mbps	45 Mbps	90 Mbps	216 Mbps	Currently Unavailable	Currently Unavailable	Currently Unavailable

Typical Evening Speed - The typical evening speed is between 7 pm – 11 pm which is a busy time for Internet traffic. It is not a guaranteed minimum speed. The actual speed experienced depends on several factors – see Technical Limitations below. Excludes FTTN/B lines with limited maximum line speeds.

Users	1–3 People	2–4 People	5+ People	5+ People	5+ People	5+ People	5+ People
Recommended Speed Tier	25/10 Boost (Fibre 25)	50/20 Boost Plus (Fibre 50)	100/40 Superfast (Fibre 100)	250/25 Rocket (Fibre 250)	500/50 Turbo (Fibre 500)	750/50 Ultra (Fibre 750)	1000/50 Lightning (Fibre 1000)
Emails & Browsing	Best	Best	Best	Best	Best	Best	Best
Standard Definition Music/Video Streaming	Best	Best	Best	Best	Best	Best	Best
High-Definition Music/Video Streaming	Good	Best	Best	Best	Best	Best	Best
Ultra-High/4K Definition Music/Video Streaming	Not Recommended	Good	Best	Best	Best	Best	Best
Online Gaming	Good	Best	Best	Best	Best	Best	Best
Download & Upload Large Files	Good	Best	Best	Best	Best	Best	Best

Technical Limitations/Factors Affecting Speed and Performance Include:

SUPA Networks Infrastructure:

The length and quality of the copper used.

Age and Quality of Hardware/Software:

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

Wi-Fi Signal Interference:

Wi-Fi signals may interrupt 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:

Fiber 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 SUPA Networks network and if not, what alternative solutions are available.

Priority Assistance:

If you need fiber or 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 fiber or telephone services with Priority

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