

Residential/Personal HIR Internet Plans (Information on speed tiers)

The following information relates to Residential or Personal InfiNET HIR internet plans that are delivered over the HIR private network. The information is to assist in understanding and making informed choices about HIR services offered by InfiNET Broadband. The information will help you prepare to migrate to the HIR network.

InfiNET Broadband offer a range of HIR speed tiers. A speed tier is a theoretical maximum speed that is available during off-peak periods. The actual speed that you experience may be less, especially during busy periods.

	InfiNET 25/10	InfiNET 50/20	InfiNET 100/40	InfiNET 250/50	InfiNET 1000/50
InfiNET Plan Name	InfiNET HIR 25/10Mbps Unlimited	InfiNET HIR 50/20Mbps Unlimited	InfiNET HIR 100/40Mbps Unlimited	InfiNET HIR 250/25Mbps Unlimited	InfiNET HIR 1000/50Mbps Unlimited
Typical Speed (Peak) 19:00 – 23:00	25Mbps Download* 10Mbps Upload*	50Mbps Download* 20Mbps Upload*	100Mbps Download* 40Mbps Upload*	250Mbps Download* 50Mbps Upload*	1000Mbps Download* 50Mbps Upload*
Typical Speed (Off Peak) 23:00 – 19:00	25Mbps Download* 10Mbps Upload*	50Mbps Download* 20Mbps Upload*	100Mbps Download* 40Mbps Upload*	250Mbps Download* 50Mbps Upload*	1000Mbps Download* 50Mbps Upload*
Suitable use for:	1-3 Users	3-4 Users	5 Users	5+ Users	7+ Users
Usage:	Social Media Emails & Web browsing	Social Media Emails & Web browsing Online Gaming	Social Media Emails & Web browsing HD Video Ultra HD + 4K Videos	Social Media Emails & Web browsing, Online Gaming, HD Video Ultra HD + 4K Videos	Social Media Emails & Web browsing, Online Gaming, HD Video Ultra HD + 4K Videos
Access Technologies:	HIR Network	HIR Network	HIR Network	HIR Network	HIR Network

* Actual speeds may vary for a number of reasons. Some include: Poor-quality routers, distance from the router using Wi-Fi or interference, old or inferior cabling/wiring. InfiNET Broadband will be able to help find or rule out some of the issues that might be causing these problems & suggest ways to fix them. InfiNET will continue to collect data & our Key Facts sheet will be updated to reflect peak speeds as they change.

Technical limitations:

- InfiNET HIR internet services will not function during a power failure unless the service is connected with a battery backup power supply unit.
- Speed or performance can be affected by the standard of cabling, router quality, electrical interference, physical distance between the router and Wi-Fi devices. InfiNET can help discover and resolve these performance issues

Medical alarms/security:

If there are any medical/security alarm services you want to use, they must be checked for compatibility with an InfiNET HIR internet service. Please contact the provider of your medical or security alarm service to advise on options.