

Residential/Personal NBN Plans (Information on speed tiers)

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

InfiNET Broadband offer a range of OptiComm 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.

	25/5	50/20	100/20	100/40	250/25	1000/50
InfiNET Plan Name	InfiNET OptiComm 25/10Mbps Unlimited	InfiNET OptiComm 50/20Mbps Unlimited	InfiNET OptiComm 100/20Mbps Unlimited	InfiNET OptiComm 100/40Mbps Unlimited	InfiNET OptiComm 250/25Mbps Unlimited	InfiNET OptiComm 1000/50Mbps Unlimited
Typical Speed (Peak) 19:00 – 23:00	25Mbps Download* 5Mbps Upload*	50Mbps Download* 20Mbps Upload*	100Mbps Download* 20Mbps Upload*	100Mbps Download* 40Mbps Upload*	250Mbps Download* 25Mbps Upload*	1000Mbps Download* 50Mbps Upload*
Typical Speed (Off Peak) 23:00 – 19:00	25Mbps Download* 5Mbps Upload*	50Mbps Download* 20Mbps Upload*	100Mbps Download* 20Mbps Upload*	100Mbps Download* 40Mbps Upload*	250Mbps Download* 25Mbps Upload*	1000Mbps Download* 50Mbps Upload*
Suitable use for:	2-3 Users	3-4 Users	5 Users	5 Users	5+ Users	5+ 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 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:	OptiComm	OptiComm	OptiComm	OptiComm	OptiComm	OptiComm

* 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 OptiComm Key Facts sheet will be updated to reflect peak speeds as they change.

Technical limitations:

- OptiComm services will not function during a power failure unless the OptiComm 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 OptiComm service. Please contact the provider of your medical or security alarm service to advise on options.