Key Facts Sheet: Opticomm Services

Business Opticomm 25/10

Unlimited data · Standard support · Available on the Opticomm fibre network

This Key Facts Sheet explains the speed you can expect on this plan, what it can support and what can affect it, so you can compare broadband plans. Read it with this plan's **Critical Information Summary**.

1 Speed

Speed tier (download/upload)	Typical busy period download speed	Typical busy period upload speed	Busy period (every day)
25/10 Mbps	**23** Mbps	**9** Mbps	**7pm–11pm**

The speed tier is the maximum possible speed, available in off-peak periods. The typical busy period speed is what the average customer on this plan can expect from 7pm to 11pm, measured across the network that carries your service. Your equipment and in-premises setup also affect your speed; see sections 3 and 4.

2 What this plan supports during busy periods

Common activities at the same time, each person on their own device	About how many
Email, web browsing and cloud software such as Microsoft 365 or Xero	**Up to 3 people**
HD video calls on Teams or Zoom	**Up to 2 people**
4K video streaming	**Not recommended**
Calls on an internet (VoIP) phone system	**20+ calls**
Uploading a 1 GB file or backup at the typical upload speed	**About 15 minutes**

3 If your service is slower than expected

The Opticomm fibre network can deliver the full 25/10 tier to your connection box. If your speed stays well below the typical busy period speed, call us: we'll test the service and raise any network fault with Opticomm until it's fixed. If it still can't perform as it should, you can move to a lower speed tier at its lower price at any time.

4 Other things that affect your service

Your premises and equipment

Older routers, Wi-Fi range and interference, internal cabling and many devices in use at once can all reduce speed. Connect important devices by cable, place the router centrally and use one that supports this tier. Still slow? Call us and we'll check the line with Opticomm.

Power failures

This service will not work during a power failure, and nor will phone services that run over it. Keep a charged mobile phone for calls to 000.

Medical and security alarms

Before you sign up, ask your alarm provider whether your medical or security alarm will work on the Opticomm network and, if not, what alternatives are available.

5 How this plan compares with our other Opticomm speed tiers

Speed tier (Mbps)	25/10	50/20	100/20	100/40	250/25	250/100	500/50	500/200
Typical download	**23**	47	94	94	250	250	500	500
Typical upload	**9**	18	18	36	22	89	44	178

Typical busy period speeds in Mbps, 7pm–11pm. Not every tier is available at every address. **Need help choosing?** Call 07 3173 1445 or email accounts@aandstc.com.au, Monday to Friday, 8am–5pm AEST.