

## Key Facts Sheet: Community Connect Plans

The information detailed within the Key Facts Sheet is applicable to all Community Connect plans.

Speed Tiers	Typical Evening Speed	Included Data	12/1 Basic (Fibre 12)	25/10 Boost (Fibre 25)
Fixed Line Networks FTTP, FTTB, FTTN, FTTC, HFC	Download	150 GB	12 Mbps	25 Mbps
	Upload	150 GB	0.9 Mbps	8 Mbps

### 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.

### 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 Carrier when it becomes available to us. If the plan you 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
Recommended Speed	12/1 Basic (Fibre 12)	25/10 Boost (Fibre 25)
Emails & browsing	✓	✓
Social media	✓	✓
Standard Definition Music/ Video Streaming	✓	✓
High-Definition Music/ Video Streaming	✗	✓
Online Gaming	✗	✗
Ultra-High/4K Definition Music/Video Streaming	✗	✗
Download & Upload Large Files	✗	✗

## 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, 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:**

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 Seniors & Pensioner's network and if not, what alternative solutions are available.

### **Priority Assistance:**

If you need fibre or telephone services 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 fibre or telephone services with Priority Assistance.