

Key Facts Sheet: Neoloop Fibre Services

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

Speed Tiers	25/25 Boost (Fibre 25)	100/20 Superfast (Fibre 100)	500/50 Turbo (Fibre 500)	750/50 Ultra (nbn 750)	1000/100 Lightning (Fibre 1000)
Typical Download Evening Speed	Currently Unavailable	Currently Unavailable	Currently Unavailable	Currently Unavailable	Currently Unavailable
Typical Upload Evening Speed					

*As these plans are new, we do not yet have enough data to provide a typical evening speed. This information will be updated when available.

Typical Evening Speed - The typical evening speed is between 7 pm – 11 pm which is a busy time for Internet traffic. The actual speed experienced depends on several factors – see Technical Limitations below.

	1 – 2 People	2 – 3 People	4 – 5 People	6 – 7 People	8+ People
Recommended Speed Tier	25/25 Boost (Fibre 25)	100/20 Superfast (Fibre 100)	500/50 Turbo (Fibre 500)	750/50 Ultra (Fibre 750)	1000/100 Lightning (Fibre 1000)
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:

Neoloop 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 Neoloop 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.