

This is essential information to help choose the right Fibre plan for you.

Our Speed Options	Fibre Standard ¹	Fibre Standard Plus ¹	Fibre Premium ¹	Fibre Superfast ¹	Fibre Ultrafast ¹
Typical Evening Download Speed	25 Mbps ²	48 Mbps ²	90 Mbps ²	200 Mbps ²	280 Mbps ²
Typical Evening Upload Speed	4 Mbps ²	17 Mbps ²	17 Mbps ²	21 Mbps ²	42 Mbps ²
Video streaming	SD streaming	HD streaming	4K streaming	8K streaming	8K streaming
Emails & social media	✓	✓	✓	✓	✓
Working or schooling from home	✓	✓	✓	✓	✓
Online gameplay		✓	Multiple players	Multiple players	Multiple players
Faster 'off peak' gaming downloads				✓	✓
Video Conferencing			✓	Multiple video conferences	Multiple video conferences

¹This is the maximum line speed possible outside of peak hours, it is unlikely that you will experience these speeds. Not all speeds available in all areas.

²Typical evening upload and download speed (7pm-11pm). Speed may vary due to various factors. We do not currently have specific typical evening speed data for customers on the Retrain network but are working to get this as soon as possible.

³Download speeds are subject to the distribution bandwidth offered by different gaming providers.

Important stuff

Your fibre service will not work in the event of a power outage. This will also prevent any associated VoIP or Home Phone service from working.

Medical and security alarms

If you have a medical or security alarm, check to see if they will work with a fibre connection before entering into a contract with us for a fibre service. If your medical or security alarm isn't compatible, see if there are any alternatives available by contacting your alarm supplier.

Factors that can impact broadband speeds in the home

- in-home wiring
- where your modem is located
- network capacity and network traffic
- the technology type at your home
- electrical and Wi-Fi interference from other devices

We can help you to maximise your performance, just give us a call 13 17 89.