

Key Facts Sheet: Other Fibre Services

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

Our Speed Options

Online Activity	Fibre Standard ¹	Fibre Standard Plus ¹	Fibre Premium ¹	Fibre Superfast ¹	Fibre Ultrafast ¹
Typical Evening Speed ² Download/Upload	25 Mbps 5 Mbps	50 Mbps 20 Mbps	100 Mbps 20 Mbps	240 Mbps 25 Mbps	540 Mbps 50 Mbps
Browsing & Music		 	  	  	  
Online Gameplay	 	  	  	  	  
Std Def Video	 	  	  	  	  
High Def Video			  	  	  
4K Video			 	  	  

 May be supported if there's no other activity on the line at the same time.

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 download and upload speeds (7pm-11pm). Speed may vary due to various factors. We do not currently have specific typical evening speed data for customers on the Redtrain 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 a contract with us for a fibre service. If your medical or security alarm is not compatible, see if there are any alternatives available by contacting your alarm supplier.

Factors that can impact broadband speeds:

- In-home wiring
- The modem you are using
- 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 on 13 17 89.