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SUPA Networks Key Facts Sheet

Plan	SUPA 25	SUPA 50	SUPA 500 Boost	SUPA 750 Boost	SUPA 1000 Boost	SUPA 2000 Boost
People online at the same time on multiple devices	1-4	5+	1-9	10+	10+	20+
*Typical evening download speeds (7pm –11pm)	24 Mbps	48 Mbps	450 Mbps	720 Mbps	800 Mbps	1600 Mbps
*Typical evening upload speeds (7pm –11pm)	8 Mbps	18 Mbps	450 Mbps	720 Mbps	800 Mbps	1600 Mbps
VoIP Calling	✔	✔	✔	✔	✔	✔
Emails and browsing	✔	✔	✔	✔	✔	✔
SD Video Streaming	✔	✔	✔	✔	✔	✔
HD Video Streaming	✕	✔	✔	✔	✔	✔
4K Video Streaming	✕	✕	✔	✔	✔	✔
Online Gaming	✕	✔	✔	✔	✔	✔
Download and Upload large files	✕	✕	✔	✔	✔	✔

Important things to know

*Typical evening speed measures network speed to customer premises, it is not a measure of customers' received in-premises speed.

Technical limitations

SUPA Networks service will not work during power failures unless connected using FTTP and a battery backup power supply unit is installed and working. Your speed or performance may be reduced by other factors such as your in-home setup and wiring.

Talk to your provider about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects such as a fridge may be acting as a damper.

Medical alarms/security

Before entering into a consumer contract, you should find out if any medical or security alarm services you want to use are compatible with a SUPA Networks service. If your medical or security alarm services are not compatible with a SUPA Networks service, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service.

What happens if I can't get this speed at my house?

Your Fibre service can never go faster than the maximum line speed available at your home. If you're connected to the SUPA Networks via Fibre to the Premises, we test what speed your SUPA Networks line is capable of once you're connected. If your line can't deliver the speed plan you've ordered, you can exit your plan at no cost or drop to a lower speed plan at no cost.