

Frontier Networks Key Facts Sheet

Plan	Frontier Home Basic Inc GB	Frontier Home Standard Inc GB	Frontier Home Fast Inc GB	Frontier Home SuperFast Inc GB	Frontier UltraFast Inc GB
People online at the same time on multiple devices	1-4	5+	1-9	10+	10+
*Typical evening download speeds (7pm -11pm)	24 Mbps	48 Mbps	96 Mbps	189 Mbps	489 Mbps
*Typical evening upload speeds (7pm -11pm)	4 Mbps	18 Mbps	38 Mbps	48 Mbps	48 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

Frontier 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 Frontier Networks service. If your medical or security alarm services are not compatible with a Frontier 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 Frontier Networks via Fibre to the Premises, we test what speed your Frontier 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.