



NBN Key Fact Sheet - Information provided is related to speeds available on the Flip Opticomm Network.

Speed Tier	25/10	50/20	100/20	500/50**	1000/50**
Plan	Premium	Family	Turbo Boost	Fast Speed	Ultra Speed
*Speed	25/8mbps	50/17mbps	100/17mbps	500/42mbps	850/42mbps
Users at the same time	1 to 3	1 to 6	1 to 9+	1 to 9+	1 to 9+
Making Voice Calls (VoIP)	Yes	Yes	Yes	Yes	Yes
Browsing, Social Media and Emails	Yes	Yes	Yes	Yes	Yes
SD Video	Yes	Yes	Yes	Yes	Yes
HD Video	Yes	Yes	Yes	Yes	Yes
UHD or 4k Video	No	Yes	Yes	Yes	Yes

*This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm–7pm).

** Fast & Ultra Speed plans are only available on OPTICOMM Fibre to the Premises Technologies.

Speed Restrictions: Quality of internal cabling. Type of technology connected to your address. Age of your Modem/Router. Interferences on the Wifi network by other electrical appliances. The number of Users/Devices connected to your Wifi network.

Tips to Improve Wifi Speed: You can utilize your router's Ethernet connection, Install Wifi boosters or Mesh system's to increase the signal and manage number of users according to the Speed option guides.

Power outages: Your service won't operate during a power outage. Keep a fully charged mobile phone on hand for emergency calls. Any back-to-base or medical alarm that relies on an internet connection will also stop working during a power failure.

Medical and security alarm services: Check with your device manufacturer/provider to find out if your alarm or other devices are compatible with the Opticomm™ network prior to connecting to the service with Flip and if not, to discuss alternatives