PENTANET

Key Facts Sheet:
Pentanet Opticomm Plans

Plan and speed tier	Family (Opticomm tier 100/20[1])	Pro+ (Opticomm tier 100/40[1])	Family+ (Opticomm tier 500/50[1])	Elite (Opticomm tier 750/50[1])	Prime (Opticomm tier 1000/100[1])
Typical evening speed[2]	80Mbps	80Mbps	420Mbps	600Mbps	800Mbps
Simultaneous users/devices	6-9	6-9	9+	9+	10+
Making phone calls (VoIP)	✓	✓	✓	✓	✓
Emails and web browsing	✓	✓	✓	✓	✓
Social media	✓	✓	✓	✓	✓
Online gaming	✓	✓	✓	✓	✓
Standard definition (SD) streaming	✓	✓	✓	✓	✓
High definition (HD) streaming	✓	✓	✓	✓	✓
UHD/4K streaming	✓	✓	✓	✓	✓
UHD/4K streaming Upload (Twitch/Youtube)	x	✓	✓	✓	✓
8K streaming	x	x	✓	✓	✓

[1] This represents the underlying speed tier that your Opticomm plan is on and represents the maximum possible during off-peak periods.
[2] This represents the average measured download speeds between 7pm and 11pm.

FTTP/HFC speeds

Until your service is activated, we are unable to confirm your maximum attainable speed. If it is found that the network infrastructure underlying your connection to Opticomm is not capable of providing the speed tier you have nominated, you can change your plan to a lower speed tier or cancel your service at no cost.

Power outages

The Opticomm service will not function during a power outage.

Medical and security alarms

Before entering into a consumer contract, you should first contact your alarm provider to assess whether your alarm is compatible with a Opticomm service. If your alarm is not compatible, you'll need to identify what alternatives are available with your alarm provider.

Factors affecting performance in the home

Your speed or performance may be reduced by other factors such as:

- Set up at your premises (such as modem/router location and/or internal wiring);
- The number of simultaneous users/devices at the premises;
- The type of Opticomm technology available to you;
- Hardware and software configuration;
- Whether your device is connected by Wi-Fi rather than Ethernet cable;
- The type/source of content being downloaded;
- Limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use;
- Current local Opticomm traffic.

Improving performance in the home

To improve performance, we recommend placing your modem/router in a central position, away from electric appliances and connecting your devices via ethernet cable where possible.