Opticomm
Key Facts Sheet

The below table indicates your maximum and typical Opticomm plan download/upload speeds and the type of activities you can use each plan for

Plan											
Maximujm Plan Speed	25 Mbps/ 10 Mbps	50 Mbps/ 20 Mbps	100 Mbps/ 20 Mbps	100 Mbps/ 40 Mbps	250 Mbps/ 25 Mbps	250 Mbps/ 100 Mbps	500 Mbps/ 50 Mbps	500 Mbps/ 200 Mbps	750 Mbps/ 50 Mbps	1000 Mbps/ 100 Mbps	1000 Mbps/ 400 Mbps
Typical Evening Speeds (7pm - 11pm)[1] Download/Upload	25 Mbps/ 8Mbps	50 Mbps/ 16 Mbps	100 Mbps/ 16 Mbps	100 Mbps/ 133x Mbps	248 Mbps/ 21 Mbps	248 Mbps/ 84 Mbps	496 Mbps/ 42 Mbps	496 Mbps/ 170 Mbps	700 Mbps/ 42 Mbps	880 Mbps/ 84 Mbps	880 Mbps/ 336 Mbps
How many users/devices can be simultaneously supported?	2	2+	3+	3+	4+	4+	6+	6+	6+	6+	6+
Available on these technologies [2]	All	All	All	All	FTTP	FTTP	FTTP	FTTP	FTTP	FTTP	FTTP

What can you do at your plan speed?

Email & Web browsing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
VoIP phone calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Social Media	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HD Streaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4K Streaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Work from Home	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Download & Upload large files	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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1. **Speeds you experience may be lower and vary throughout the day. Most often in the evening period of 7pm – 11pm. Actual speeds may be impacted by congestion, your usage and other factors below.**

2. **Plan availability varies by the technology at your address and additional restrictions of the Opticomm network may limit availability.**

Factors that can impact the performance of your connection at the premise

- Your own Wi-Fi capacity and area of coverage
- Where your router is located
- Your internal wiring
- Network capacity and network traffic
- The website/ content you are accessing in addition to its capacity and capability
- Wired connections are more reliable than Wi-Fi for connectivity

Service during a power outage

Unfortunately, when there is a power outage, your Opticomm service will not work. Your internet connection works through your router which requires power to operate. In addition to this, Opticomm infrastructure in your area may lose power further affecting your connection. If your phone service runs over your Opticomm connection, this will also cease to work during a power outage. You will not be able to make 000 calls. A mobile phone will need to be used during these circumstances to contact emergency services.

Medical and security alarms

Nexstream can not guarantee a medical or security alarm will work on our network. If you require priority assistance or have life critical medical equipment that requires an internet connection, we recommend a provider that supports these services. You will need to confirm that your medical or security alarm is compatible with Opticomm before switching your service.

Contact Us

If you have any further queries or enquiries, please contact us at
Nexstream.com.au/contact-us

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