exetel™ **Get things done.**

Other Fibre Broadband

Exetel Other Fibre Plans[2]				
Everyday 25/5 Mbps	Extra-value 50/20 Mbps	Family 100/20 Mbps	Power home 100/40 Mbps	Superfast 250/25 Mbps
Typical Evening Speed[2]				
25/4 Mbps Download/ Upload	50/17 Mbps Download/ Upload	100/17 Mbps Download/ Upload	100/34 Mbps Download/ Upload	225/21 Mbps Download/ Upload
What can you do at these speeds?				
2-3 People at the same time	3-4 People at the same time	5 People at the same time	5 People at the same time	6+ People at the same time
✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✗ Streaming HD/4K Video ✗ Online Gaming ✗ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✗ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files

[1] Typical evening speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Exetel does not monitor or maintain. WiFi connected devices may have slower speeds than Ethernet connected devices.

[2] Please visit the ACCC website for further information on plan names (standard, Standard Plus, and Premium) and what they mean at: Broadband speeds | ACCC

Things that can affect your fibre service speed

There are a number of factors that can impact the actual speed delivered by your fibre service:

- the fibre speed tier you have purchased
- where you have placed your WiFi modem
- how far your device is from your WiFi modem
- interference to your WiFi signal from other networks and electrical equipment
- the age and performance of the wiring in your home
- the capacity of the network and how much traffic it is carrying
- the type of technology connecting your home
- the speed of the website you're browsing

About power outages and your fibre service

Your fibre service will not function during a power failure. During a power outage your home phone and internet service delivered via the fibre service will not work because there will be no power to your modem. If this happens you will not be able to make or receive calls, including calls to Emergency Services. Your mobile phone should be fully charged just in case you need to make emergency calls. Your back-to-base alarm system or medical alarm which relies on an internet connection will not work.

Ways to improve the fibre speed you experience

There are a number of things you can do that may help improve the speed performance of your fibre service:

- connect your devices via Ethernet cable
- placing your modem in an optimal position
- keeping your modem away from other electrical devices
- installing a WiFi booster or mesh network
- using current hardware and devices with specifications suitable to your fibre technology
- Switching WiFi band to avoid interference

Information about medical and security alarms

Before ordering a Exetel fibre service you should determine whether any medical or security alarm service that you wish to continue using is compatible with the fibre service you are purchasing. You should speak to the provider of your medical or security alarm before we move you to your new fibre service, or your alarm may stop working.
Note that speed tier descriptors used in advertising and on our website represent the maximum possible speed available during off-peak.