

Key Facts Sheet for Standard Residential Services

Plan Name	STARTER	EVERYDAY	SUPERFAST	ULTRAFAST
Typical Evening Speed	49 Mbps	96 Mbps	246 Mbps	994 Mbps
Number of People Online at Same Time	3-4 People	4-6 People	6-9 People	9+ People
Voice Calls	✓	✓	✓	✓
SD Video Streaming	✓	✓	✓	✓
HD Video Streaming	X	✓	✓	✓
4K Video Streaming	✓	✓	✓	✓
8K Video Streaming	X	X	✓	✓
Online Gaming	✓	✓	✓	✓
Download Large Files	X	X	✓	✓
Multiple Devices Downloading Files	X	X	X	✓

Speeds May Be Lower Because

- The website you're visiting and their servers;
- Wi-Fi is less reliable than an Ethernet cable;
- The speed tier you are on;
- In-premise wiring;
- Network capacity and network traffic;
- Where your modem is located; and
- Your equipment and applications being used
- Interference from other devices

When performing speed and performance testing always use a device plugged directly into your modem via ethernet cable.