

# Key Facts Sheet: Velocity Service

(All residential fixed line plans)

Velocity Plan	Iron Velocity 12/1	Bronze Velocity 25/5	Silver Velocity 50/20	Gold Velocity 100/20	Platinum Velocity 100/40	Diamond Velocity 250/25
Number of simultaneous users / devices	4	10	20	40	40	100
*Typical evening speeds (7pm – 11pm)	11Mbps	24Mbps	48Mbps	97Mbps	97Mbps	245Mbps
Phone calls (VoIP)	Yes	Yes	Yes	Yes	Yes	Yes
Emails and browsing	Yes	Yes	Yes	Yes	Yes	Yes
SD Video Streaming (480p)	Yes	Yes	Yes	Yes	Yes	Yes
HD Video Streaming (720p)	Yes	Yes	Yes	Yes	Yes	Yes
4K Video Streaming	No	Yes	Yes	Yes	Yes	Yes
Online Gaming	Yes	Yes	Yes	Yes	Yes	Yes

## Important things to know

\*Typical evening speed measures network speed to customer premises, it is not a measure of customers' received in-premises speed. Tier speeds are the maximum possible download speeds available during off-peak periods. The amount of simultaneous users is based on being able to provide HD 720p video to each user/device.

## Technical limitations

- Velocity service will not work during power failures. This service does not include a battery backup power supply for either Opticomm's equipment or any customer equipment. This also means you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.
- Your speed or performance may be reduced by a range of variables such as Home Computer, Home Wifi, Home Cabling, Home Modem/Router, and much more. We are experts in troubleshooting speed, performance, and dropout issues and will work with you to get them resolved.

## Medical alarms/security

- Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an Velocity service.