Vision Network Key Facts Sheet

Plan	People Online	Evening Download	Evening Upload	[1]Basic Tasks	[2]Intensive Tasks
25 Vision	2	23 Mbps	8 Mbps	✔	✗
50 Vision	2+	48 Mbps	18 Mbps	✔	✔
100 Vision	3+	98 Mbps	27 Mbps	✔	✔
250 Vision	4+	209 Mbps	27 Mbps	✔	✔
Max Vision	10+	509 Mbps	27 Mbps	✔	✔

[1]Basic Tasks = VoIP Calling, Emails and Browsing, SD Video Streaming
[2]Intensive Tasks = Basic Tasks + HD/4K Video Streaming, Online Gaming, Downloading and Uploading Large Files

Important things to know

*Typical evening speed measures network speed to customer premises, it is not a measure of customers' received in-premises speed.

Technical limitations

Vision Network service will not work during power failures unless connected using FTTP and a battery backup power supply unit is installed and working. Your speed or performance may be reduced by other factors such as your in-home setup and wiring.

Talk to your provider about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects such as a fridge may be acting as a damper.

Medical alarms/security

Before entering into a consumer contract, you should find out if any medical or security alarm services you want to use are compatible with a Vision Network service. If your medical or security alarm services are not compatible with a Vision Network service, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service.

What happens if I can't get this speed at my house?

Your Fibre service can never go faster than the maximum line speed available at your home. If you're connected to the Vision Network via Fibre to the Premises, we test what speed your Vision Network line is capable of once you're connected. If your line can't deliver the speed plan you've ordered, you can exit your plan at no cost or drop to a lower speed plan at no cost.