

## Summit Internet Key Facts Sheet

Plan	CLIMBING THE SUMMIT	REACH THE SUMMIT	CONQUER THE SUMMIT
People online at the same time	1-4	5+	1-9
*Typical evening down speeds (7pm -11pm)	25 Mbps	50 Mbps	100 Mbps
*Typical evening up speeds (7pm -11pm)	5 Mbps	20 Mbps	40 Mbps
VoIP Calling	✓	✓	✓
Emails and browsing	✓	✓	✓
SD Video Streaming	✓	✓	✓
HD Video Streaming	✗	✓	✓
4K Video Streaming	✗	✗	✓
Online Gaming	✗	✓	✓
Download and Upload 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

Summit Internet service will not work during power failures unless connected 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 Summit Internet service. If your medical or security alarm services are not compatible with a Summit Internet 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 service can never go faster than the maximum line speed available at your home. If you're connected to the Summit Internet via Fixed Wireless, we test what speed your Summit Internet 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.