



Information On Speeds

The speeds you receive can vary. Actual speeds may be lower than the advertised package you have chosen.

The speed specified on your contract is given as an 'upto' value, to show the maximum speeds your property can obtain. These speeds can fluctuate, and many factors can affect this such as additional mesh kits and the location of your router.

We use several monitoring systems to ensure you always receive the best speeds possible. Please note the broadband speed delivered shall be subject to our minimum speed guarantee. If at any point you confirm this speed is lower than this value, please raise this with us and we will rectify and troubleshoot to resolve.

More information on minimum speeds can be seen below:

<u>Package Speed</u>	<u>Minimum (Wired) Speed Guarantee</u>
200Mbps	110Mbps
400Mbps	220Mbps
1000Mbps	550Mbps

The table below shows the minimum broadband speeds you need for some common activities.

<i>Activity</i>	<i>Minimum broadband speed needed</i>
<i>Web browsing</i>	<i>1 Mbps (download)</i>
<i>HD video streaming</i>	<i>5 Mbps (download)</i>
<i>Ultra HD video streaming</i>	<i>30 Mbps (download)</i>
<i>Voice over IP</i>	<i>256Kbps (download and upload)</i>
<i>Real time online gaming</i>	<i>256Kbps (download) and 512Kbps (upload)</i>
<i>Video calling</i>	<i>1 Mbps (download and upload)</i>

Source (BT) - <https://www.bt.com/help/broadband/learn-about-broadband/broadband-speed/broadband-speed--what-is-it-and-how-does-it-work->

Please find below OFCOM's residential code to find out more information.



<https://www.ofcom.org.uk/siteassets/resources/documents/consultations/category-2-6-weeks/237423-updating-and-clarifying-customers-rights-to-exit-contracts-for-broadband-services/associated-documents/2022-voluntary-code-of-practice-residential.pdf?v=328459>