

INFORMATION ON SPEEDS

Fusion Fibre Group networks

- **Advertised (headline) upload/download speed**
 - **200 Mbps**
 - **300 Mbps**
 - **400 Mbps**
 - **1000 Mbps**
- **Average download speed**
 - 100 Mbps
 - 200 Mbps
 - 300 Mbps
 - 400 Mbps
 - 900 Mbps
- **Average upload speed**
 - 100 Mbps
 - 200 Mbps
 - 300 Mbps
 - 400 Mbps
 - 900 Mbps
- **Minimum download speed**
 - 40 Mbps (wired)
 - 80 Mbps (wired)
 - 120 Mbps (wired)
 - 160 Mbps (wired)
 - 400 Mbps (wired)
- **Minimum upload speed**
 - 40 Mbps (wired)
 - 80 Mbps (wired)
 - 120 Mbps (wired)
 - 160 Mbps (wired)
 - 400 Mbps (wired)
- **Maximum upload speed**
 - 100 Mbps
 - 200 Mbps
 - 300 Mbps
 - 400 Mbps
 - 1000 Mbps
- **Maximum download speed**
 - 100 Mbps
 - 200 Mbps
 - 300 Mbps
 - 400 Mbps
 - 1000 Mbps

* These figures are quoted from Fusion Fibre Group's own network.

Information:

- Actual speeds may be lower than the estimations shown above, and speeds can vary.
- Speeds may vary depending on the size of your home or business, how many devices and users are online at any one time. Speed will also depend on any additional mesh kits installed, the location of the router, the distance of the router from connected devices, and the time of day (high use vs low use time periods). [Visit our website](#) to find more information on how you can [improve your speeds](#).
- The speed specified on your chosen contract shall be delivered as advertised, measurable with a wired connection to the ONT.
- The broadband speed delivered shall be subject to our minimum guaranteed speeds and our average speeds as stated above and on our website.
- If your broadband connection, and your speed as measured by a wired connection into your ONT falls below our minimum speeds, notify us as soon as this becomes apparent and we shall carry out troubleshooting in order to resolve.

Speed required for common uses

- Web browsing – 1 Mbps (download)
- HD video streaming – 5 Mbps (download)
- Ultra HD video streaming – 30 Mbps (download)
- Voice over IP – 256 Kbps (download and upload)
- Real time online gaming – 256 Kbps (download) and 512Kbps (upload)
- Video calling – 1 Mbps (download and upload)

Data source: BT ([source](#))

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