

## SPEED Guide for our Genius Plans

This speed guide is for Genius plan launched on the 10th January 2019 and Family Lite Plans launched on the 6th November 2019, for the avoidance of any doubt this speed guide does not apply for any other Pay Monthly plan tariff. The Speed Guide for informational purposes only and its aim is to give you a clearer explanation on the speed experience of Genius Plans. Remember that the actual speeds you reach will continually vary depending on many factors such as device capabilities, location, network congestion, network coverage and if you are roaming.

For the details about the Genius products kindly visit page: [Here](#)

We've put together a table showing you the experience you may have during different types of activities you might have whilst using mobile data:

**1. With Genius Plan** at up to 2Mbps upload and download speeds you can stream music and watch standard definition video, make a video call, browse the internet and catch up on social media.

Activity	Data at Streaming Speed at up to 2Mbps (upload and download speed) with the Genius Plan
<b>Web browsing</b>	Content may be a little slower to load
<b>Music streaming (eg Spotify)</b>	Streaming music is unaffected, some in-app images/artwork may be a little slower to load
<b>Social media (eg Facebook)</b>	Content may be a little slower to load.
<b>Streaming Standard Definition (SD) video (eg youtube)</b>	Video may be slower to start playing and images/artwork may be slower to load
<b>Streaming High Definition (HD) video (eg Netflix)</b>	Incompatible and most video services will automatically default to SD quality
<b>Streaming video at Ultra High Definition (UHD 4K &amp; 8K)</b>	Incompatible hence videos may not play and most video services will automatically default to SD quality
<b>Gaming on your mobile</b>	Incompatible, downloads would buffer and experience would be poor.
<b>Virtual Reality &amp; Authentic Reality on your mobile</b>	Incompatible, downloads would buffer and experience would be poor.
<b>Downloading apps and files</b>	Apps and files may be slower to download
<b>Tethering</b>	Tethering is suitable for single use only. If multiple devices are running together, videos will most likely be restricted to SD, may be slower to load and/or buffer and web pages and content may be slower to load. This is applicable for all Unlimited and Family plans