

## Speed Guide for our Epic Pay Monthly Plans (from 01.04.2024)

This speed guide is for Epic Basic, Epic Standard and Epic Extra Pay monthly plans (referred to as 'Tariff Plans') launched on the 1<sup>st</sup> April 2024 for the avoidance of any doubt this speed guide does not apply for any other Pay Monthly plan tariff. The Speed Guide serves for informational purposes only and its aim is to give you a clearer explanation on the speed experience of the Tariff 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 Unlimited products kindly visit page the tariff specific website page:

1. With the **Epic Basic** at up to 3Mbps upload and up to 60Mbps download speeds you can make an SD/HD video call, browse the internet excellently, catch up on social media, Play mobile games, browse through your emails & navigate through maps.
2. With **the Epic Standard and Epic Extra** at up to 90Mbps upload and full download speeds you can stream music, make an SD/HD video call, browse the internet excellently, catch up on social media, browse through your emails, stream your favourite sports game, video chat, download/upload files, stream 4K Video & navigate through maps.

	<b>Epic Basic (3Mbps upload and up to 60Mbps download speeds)</b>	<b>Epic Standard and Epic Extra (90Mbps upload and up to Full download speeds)</b>
<b>Web browsing</b>	Browsing experience with standard loading time	Super excellent browsing experience with fast loading time
<b>Music streaming (eg Spotify)</b>	Streaming music is unaffected, some in-app images/artwork may be a little slower to load	Streaming music is unaffected.
<b>Social media (eg Facebook)</b>	Loading of content should be unaffected. Some in-app images/artwork may be a little slower to load	Loading of content should be unaffected. Content fast to load

<b>Streaming Standard Definition (SD) video (eg youtube)</b>	Video is fast to start playing and images/artwork are immediately loaded Loading and playing of Video unaffected and similarly loading of images/artwork should be unaffected	Video is fast to start playing and images/artwork are immediately loaded Loading and playing of Video unaffected and similarly loading of images/artwork should be unaffected
<b>Streaming High Definition (HD) video (eg Netflix)</b>	Compatible with HD Video and most video services will automatically default to HD quality.	Compatible with HD Video and most video services will automatically default to HD quality.
<b>Streaming video at Ultra High Definition (UHD 4K &amp; 8K)</b>	Incompatible and most video services will automatically default to HD quality	Compatible with UHD Video and videos can be streamed unaffected
<b>Gaming on your mobile</b>	Not recommended as downloads of big games may be slow and experience may be affected	Ideal as this would have low latency and also you can enjoy full download speeds.
<b>Virtual Reality &amp; Authentic Reality on your mobile</b>	Not recommended as downloads may be slow and experience may be affected.	Ideal as this would have low latency and also you can enjoy full download speeds.
<b>Downloading/Uploading apps and files</b>	Downloading of Apps & Files should be unaffected. Big files may take longer to download.  Recommended for uploading files.	Recommended for downloading and uploading large files and documents
<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 plans	