

Critical Information Summary

Bolton Clarke InTouch Internet Service (ISS) NBN



Plan Name	Typical Evening Speeds ¹ (7pm-11pm)	Monthly Included Data	Minimum Monthly Charge ²	Maximum Monthly Charge ²
Basic 12/1	Download 11 Mbps Upload 1 Mbps	Unlimited	\$70	\$70
Essentials 25/10	Download 24 Mbps Upload 8 Mbps	Unlimited	\$75	\$75
Everyday 50/20	Download 48 Mbps Upload 16 Mbps	Unlimited	\$90	\$90
Home Fast 100/20	Download 97 Mbps Upload 16 Mbps	Unlimited	\$95	\$95
Superfast 250/25	Download 245 Mbps Upload 20 Mbps	Unlimited	\$120	\$120

¹ Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network and the performance of third-party interconnection infrastructure that we do not monitor or maintain. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. Superfast is only available at FTTP and limited HFC locations. Wi-Fi connected devices may have slower speeds than Ethernet connected devices.

² All pricing is shown Inclusive of GST

This summary does not include any promotional offers, discounts or price alterations that may occur on occasion.

Information about the service

Service Description

Services are delivered using the National Broadband Network (nbn[®]) infrastructure (Fibre to the Premises, HFC, Fibre to the Curb, Fibre to the Node, Fibre to the Basement or Fixed Wireless) to deliver broadband to your home and offer unlimited data usage.

Where is it available?

These services are available anywhere where nbn has been rolled out – for more details please visit

<https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

Where applicable, nbn will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment. You will also need an NBN-ready modem/router (see “equipment fees”).

FTTC & FTTN Customers your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection. You may find that all phone sockets within your premises are disabled or a new line is required to be installed to your premises, this can be installed for a service fee of \$300.

Fibre Connect Upgrade

Your home may be eligible for an upgrade to fibre as part of the Fibre Connect Upgrade program. For more information, please contact us.

Installation

If the property is not already connected to the nbn, and you are not the property owner, you must obtain the written consent of the property owner (dated, signed and supplied to us upon request) to have the nbn installation performed. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable, permanent 240V AC power outlet.

Priority Assistance

Bolton Clarke ISS does not provide Priority Assistance. If you have a security alarm, medical equipment or similar device that requires Internet or telephone access, you should check with the supplier to ensure your equipment is compatible with the nbn network.

Carrier Grade Network Address Translation (CG-NAT)

Where CG-NAT is available your IP address will default to using CG-NAT. If you require a dynamic public IPV4 address (certain online gaming applications), this can be added at an additional cost of \$2 per month. Static IP's are not available with the service.

Acceptable Use

Our nbn plans are intended and tailored for personal household use only. It is not recommended to use the service for corporate or business purposes. Your use of the service is governed by our Acceptable Use Policy.

Information about pricing

Bundling

The service is a standalone internet only product and is not part of a bundle.

Minimum Term

Plans have a minimum term of one (1) month and are month-to-month with no fixed term.

Set-up fee

There is no set-up fee for this service.

Early Termination Fee

Termination of your service can be requested at any time by you on 30 days' notice to us. There are no early termination fees payable on a no lock-in contract.

Equipment fees

We can provide a new WiFi modem for \$140 purchase or \$3.00 per month rental. Should you have a modem and want to try and connect it to IIS we can assist with how to documents otherwise support is \$120 per hour. We recommend not using old modems as they may be old technology and slow.

Billing

Your first bill will include your minimum monthly charge in advance and may also include other charges such as New Development Fees, Modem and Delivery Fees. Should you cancel during a billing period, a 30-day notice period is required, and your service will continue to be billed up to the date of your cancellation request. Once your broadband service is connected, billing will begin, and your first bill will be issued.

Payments

Acceptable payment methods include: BPAY via internet or phone banking, Visa, Mastercard or American Express either online or over the phone, and direct debit via Visa, Mastercard, American Express or your Bank Account. We do not accept cheques or bank deposits. A surcharge of 0.5% applies for Visa and Mastercard, and 1% for American Express.

How to contact us

Bolton Clarke InTouch Internet Service

A.B.N 90 010 488 454

Phone 1300 306 331

Email support@internet.boltonclarke.com.au

Website www.boltonclarke.com.au/internet

Mail PO BOX 222
South Melbourne VIC 3205

Overdue Accounts

If your account is overdue and payment is not made by the due date, a late fee of \$10 will be applied. We may restrict or shape your service if your account remains overdue.

New Development Fee

The nbn may charge a \$300 new development fee or the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring an nbn connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Plan Changes

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro-rate refunds on plan downgrades.

Cancelling your plan

You can cancel your service at any time by providing Bolton Clarke 30 days' notice.

Usage Information

We can provide usage information on your service – please contact our Customer Service team on 1300 306 331.

Pricing changes

All plans are reviewed annually and are subject change with a minimum of 30 days' notice.

Complaints and Disputes

If you are not happy with your service, we encourage you to contact our support team so we can resolve your complaint. Our complaint handling process can be found on our website.

If you are still not happy with the outcome of your complaint after following our complaint handling process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

How to contact the TIO

Phone 1800 062 058

Website www.tio.com.au/making-a-complaint