

Bolton Clarke InTouch internet service

Frequently asked questions – Clients and family

These FAQs have been developed to assist in answering common questions about The Bolton Clarke InTouch Internet Service - NBN.

Question	Answer
Internet Service	
<p>How much does it cost and is it competitive?</p>	<p>The InTouch Internet Service pricing is very competitive, hassle free, will be available when you move in and has local support.</p> <p>There are 4 speed packages all with unlimited data and no fixed term</p> <ul style="list-style-type: none"> • Basic 12/1mps \$70 per month • Essential 25/10mps \$75 per month • Everyday 50/20mps \$90 per month • Home Fast 100/20mps \$95 per month • Superfast 250/25mps \$120 per month <p>A modem will be supplied at a rental of \$3 per month or purchased for \$140</p> <p>More details available at intouch.boltonclarke.com.au/intouch in the Critical Information Summary and Key Fact Sheets</p>
<p>Are there any additional fees or loop holes?</p>	<p>The pricing and packaging are very simple with no hidden tricks.</p> <ul style="list-style-type: none"> • There is no installation cost for Bolton Clarke InTouch Internet Service. Other providers may need to charge an installation fee • No upfront charge for the modem only minimal \$3.00 monthly fee • No term the resident can cancel at anytime • Easy upgrades to higher level services

Question	Answer																																																																														
What are the different packages suitable for?	<p>There are 5 options available and residents can change these options at anytime. They are:</p> <table border="1"> <thead> <tr> <th>Plan</th> <th>Basic 12/1</th> <th>Essentials 25/10</th> <th>Everyday 50/20</th> <th>Home Fast 100/20</th> <th>Superfast 250/25</th> </tr> </thead> <tbody> <tr> <td>Typical Evening Speeds*</td> <td>12Mbps</td> <td>24Mbps</td> <td>48Mbps</td> <td>97Mbps</td> <td>245Mbps</td> </tr> <tr> <td>Number of concurrent users/devices</td> <td>1</td> <td>1-2</td> <td>4-6</td> <td>6-9</td> <td>6-9</td> </tr> <tr> <td>Voice Calls</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Email and Browsing</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Social Media</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>SD Video Streaming</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>HD Video Streaming</td> <td>X</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>4K Video Streaming</td> <td>X</td> <td>X</td> <td>X</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Multiple Devices 4K Video Streaming</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>✓</td> </tr> <tr> <td>Online Gaming</td> <td>X</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Download and Upload Large Files</td> <td>X</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Multiple Devices Download and Upload Large Files</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>✓</td> </tr> </tbody> </table> <p>More details available at intouch.boltonclarke.com.au/intouch in the Critical Information Summary and Key Fact Sheets</p>	Plan	Basic 12/1	Essentials 25/10	Everyday 50/20	Home Fast 100/20	Superfast 250/25	Typical Evening Speeds*	12Mbps	24Mbps	48Mbps	97Mbps	245Mbps	Number of concurrent users/devices	1	1-2	4-6	6-9	6-9	Voice Calls	✓	✓	✓	✓	✓	Email and Browsing	✓	✓	✓	✓	✓	Social Media	✓	✓	✓	✓	✓	SD Video Streaming	✓	✓	✓	✓	✓	HD Video Streaming	X	✓	✓	✓	✓	4K Video Streaming	X	X	X	✓	✓	Multiple Devices 4K Video Streaming	X	X	X	X	✓	Online Gaming	X	✓	✓	✓	✓	Download and Upload Large Files	X	✓	✓	✓	✓	Multiple Devices Download and Upload Large Files	X	X	X	X	✓
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Why would residents want it?	<p>The resident would benefit by:</p> <ul style="list-style-type: none"> • The simplicity of ordering and deployment of the service for the resident. A simple tick in the box. • Installed when the resident moves in, hassle free. (if it was ordered on the application form) • Competitive pricing for the internet speeds • Easy upgrades to higher level services • Residents have a single Australian supplier and support for their Bolton Clarke InTouch Internet service to investigate and rectify problems with the service • Being supplied a service that is compliant with the necessary telecommunications legal and regulatory frameworks • Supported by dedicated teams to handle network monitoring, troubleshooting, and customer support. 																																																																														
Can I use my own modem?	<ul style="list-style-type: none"> • To keep our service reliable and consistent and to offer superior support Bolton Clarke Internet Service supplies a standard modem for \$3.00 per month rental or purchase for \$140 																																																																														
Is there any Brochures, user guides or training material?	<p>There are fliers, brochures and user guides for residents on the Bolton Clarke webpage.</p> <ul style="list-style-type: none"> • www.boltonclarke.com.au/internet 																																																																														
How do I order?	<p>Speak to the village manager or contact</p> <ul style="list-style-type: none"> • Enquiries@internet.boltonclarke.com.au • 1300 306 331 																																																																														

Question	Answer
How do we pay	<ul style="list-style-type: none"> • Payment can be by Direct Debit or Credit Card
Is there sales support and enquiries contact details	<p>For sales enquiries and support contact</p> <ul style="list-style-type: none"> • Enquiries@internet.boltonclarke.com.au • 1300 306 331
Is there any local support	<p>The InTouch Internet Service is supported locally with a dedicated team. Contact</p> <ul style="list-style-type: none"> • support@internet.BoltonClarke.com.au • 1300 306 331
Is there 24X7 support?	<p>Yes, there is 24X7 call or email</p> <ul style="list-style-type: none"> • support@internet.BoltonClarke.com.au • Call 1300 306 331 for afterhours NBN support
What does support cover?	<ul style="list-style-type: none"> • Support covers technical connection to the internet through the supplied router. • Application training and how to use the internet is not included.