

Critical Information Summary

Bolton Clarke InTouch Internet Service (ISS) Fiber to the Home (FttH)

Plan Name	Typical Evening Speeds ¹ (7pm-11pm)	Monthly Included Data	Minimum Monthly Charge ²	Maximum Monthly Charge ²
Home Fast 100/100	Download 97Mbps Upload 97 Mbps	Unlimited	\$80	\$80
Superfast 250/100	Download 245 Mbps Upload 245 Mbps	Unlimited	POR	POR

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. 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 NCIS GPON infrastructure (Fibre to the Premises), to deliver broadband to your home and offer unlimited data usage.

Where is it available?

These services are available anywhere in Bolton Clarke residents that off this service.

What do I need to access the service?

The equipment is already installed in the Bolton Clarke residences so only an agreement and payment is needed and the service can be activated.

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

The equipment is already installed so it only needs, payment activation and passwords and login details.

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 FttH network.

Acceptable Use

Our FttH 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.

Billing

Your first bill will include your minimum monthly charge in advance. 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.

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.

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 22 11 22.

Pricing changes

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

How to contact us

Bolton Clarke InTouch Internet Service

A.B.N 90 010 488 454

Phone 1300 22 11 22

Email intouch@boltonclarke.com.au

Website www.boltonclarke.com.au/internet

Mail PO BOX 222
South Melbourne VIC 3205

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