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	
How much does it cost and is it competitive?	The InTouch Internet Service pricing is very competitive, hassle free, will be available when you move in and has local support. There are 4 speed packages all with unlimited data and no fixed term • 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 A modem will be supplied at a rental of $3 per month or purchased for $140 More details available at intouch.boltonclarke.com.au/intouch in the Critical Information Summary and Key Fact Sheets
Are there any additional fees or loop holes?	The pricing and packaging are very simple with no hidden tricks. • 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
Can I keep my email accounts?	This service does not supply an email so you can keep using the one you have such as Most emails can be used with the Bolton Clarke InTouch Internet Service such as @gmail.com and @outlook.com.au etc. If you are using Bigpond then you will need to create a new open email like @gmail.com and @outlook.com.au and then send an email to your Bigpond contacts telling them you have changed emails. During your change over period, you can also forward all your Bigpond emails to the new account. There is an option to keep your BigPond email without any Telstra services see here Telstra Critical Information Summary Paid Email $80 per year

Question	Answer
What are the different packages suitable for?	There are 5 options available and residents can change these options at anytime. They are:

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	✗	✓	✓	✓	✓
4K Video Streaming	✗	✗	✗	✓	✓
Multiple Devices 4K Video Streaming	✗	✗	✗	✗	✓
Online Gaming	✗	✓	✓	✓	✓
Download and Upload Large Files	✗	✓	✓	✓	✓
Multiple Devices Download and Upload Large Files	✗	✗	✗	✗	✓

More details available at intouch.boltonclarke.com.au/intouch in the Critical Information Summary and Key Fact Sheets |
| Why would residents want it? | The resident would benefit by:
- 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? | - 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? | There are fliers, brochures and user guides for residents on the Bolton Clarke webpage.
- www.boltonclarke.com.au/internet |
| How do I order? | Speak to the village manager or contact
- Enquiries@internet.boltonclarke.com.au
- 1300 306 331 |

Question	Answer
How do we pay	• Payment can be by Direct Debit or Credit Card
Is there sales support and enquiries contact details	For sales enquiries and support contact • Enquiries@internet.boltonclarke.com.au • 1300 306 331
Is there any local support	The InTouch Internet Service is supported locally with a dedicated team. Contact • support@internet.BoltonClarke.com.au • 1300 306 331
Is there 24X7 support?	There are extended hours support for residents to support call or email • support@internet.BoltonClarke.com.au • Call 1300 306 331 for afterhours NBN support Support hours (Monday-Friday 8am-9pm Saturday-Sunday 9am-9pm AEST excluding National Public Holidays)
What does support cover?	• Support covers technical connection to the internet through the supplied router. • Application training and how to use the internet is not included.