

Product Definition NBN

For Bolton Clarke InTouch Internet Service

Bolton Clarke

ABN 90 010 488 454

Address Level 44 Musk Avenue Kelvin Grove 4059 QLD

How to contact us:

Phone 1300 306 331

Email Support@internet.boltonclarke.com.au

Website www.boltonclarke.com.au/internet

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Product Terms & Definition

1. Data Services – NBN

This product refers to:

- A National Broadband Network (“NBN”) service delivered into our Next Generation Network Platform (NGN), via a variety of access tails and/or speeds, or; “NGN nbn™”.

Product Details & Specifications

- The NGN nbn service provides you with access to the government owned National Broadband Network as built by NBN Co. The aim of the nbn is to provide equal and ubiquitous internet access to Australian consumers and businesses.
- Please note this product is a best effort, Traffic Class 4 or TC4, consumer grade offering – and should not be used for real-time, latency sensitive business applications.
- NGN nbn connectivity may be provisioned using optical fibre cable, coaxial cable, copper pair usually used as a standard telephone line or fixed wireless technology depending on the technology available at the customers premises.
- NGN nbn is offered using shared access networks. Data transfer rates, latency, latency variation (jitter) and line attenuation are dependent upon many factors, and may vary during the day, location or other factors. NGN nbn may not be suited to some applications that are sensitive to such network parameters. Unless your Service specifies a static (i.e. non-changing) IPv4 address, we may provide it using dynamic IPv4 addresses, CG-NAT or equivalent service that may change periodically. The periodic changing of dynamic IPv4 addresses is normal network behaviour and not a fault.
- For Business Customers, static IPv4 addresses are available at an additional cost as per your application form. Static IPv4 addresses are not available for consumer customers.
- There are no further IPv4 addresses available to an individual service from us. IPv4 addresses supplied by us remain our property and cannot be transferred to your new provider.
- Our nbn service can be provided with a WiFi modem for purchase or per month rental. Should you have a modem and want to try and connect it to this nbn service 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.
- If your nbn service is delivered on nbn FTTB/N/C and is not capable of delivering the top speed for your plan, we will send you an email stating your line speed as determined by nbn within 3 weeks of your service being active. We will provide you with the option to downgrade to a lower plan (if possible), or cancel your plan, in each case without charge.
- Your nbn service will not operate in the event of a power outage unless your nbn service is connected using FTTP and a nbn battery backup unit is installed and working. nbn battery backup is not available with this nbn service.
- Before ordering an nbn service, if you have any medical or security alarm services, you should contact your current provider to check if your services are compatible with an nbn service and identify what alternatives are available if they are not.
Bolton Clarke InTouch alarms do not use the nbn and use the mobile network.

If you are considering purchasing a home phone with your nbn service and have a serious or life-threatening medical condition, this nbn Service may not be suitable for your needs.

Service Access Types

The NGN nbn is delivered to customers using a mix of technology types. The type of technology that will connect your customers to the nbn network depends on your location.

The access methods available for this service are as follows:

- Fibre to the Premises (FTTP)
- Fibre to the Node (FTTN)
- Fibre to the Building (FTTB)
- Fibre to the Curb (FTTC)
- Hybrid Fibre Coaxial (HFC)

Available nbn Speeds

Speed (Mbps)*	FTTP	FTTB/N/C & HFC^
Up to 12M/1M	Yes	Yes 12M/1M
Up to 25M/5M	Yes	Yes 25M/5M
Up to 25M/10M	Yes	25M/5M-10M
Up to 50M/20M	Yes	Yes 25M-50M/5M-20M
Up to 100M/20M	Yes	Yes 25M-100M/5M-20M
Up to 100M/40M	Yes	Yes 25M-100M/5M-40M
Up to 500M/25M	Yes	Yes 250M-500M/5M-25M
Up to 1000M/40M	Yes	Yes 500M-1000M/25M-40M

* The advertised speeds offer the theoretical speed options for the Service via the nbn UNI-D port on a Fibre to the Premise or Fixed Wireless service, and the line rate on a VDSL modem on a FTTB/N/C service. FTTB/N/C and HFC services have a speed range. For FTTB/N/C and HFC services nbn will only provide support for an End Users Service line rate speed that is below the bottom of the range (i.e. experiencing less than 25Mbps downstream on a 25-50/5-20 Mbps service).

** For customers with an Existing nbn Fixed Wireless NTD, who wish to order a 25-50/5-20 service upgrade, this will only be available if a compatible NTD is available

^ Battery Backups are not included on all nbn access types - FTTP, FTTB/N/C, HFC or Fixed Wireless

*** Fixed Wireless Plus services are capable of delivering speeds of up to 75Mbps – however anything above 25Mbps is on a best efforts basis only

NBN New Development Fee

The Australian Government have released a policy regarding charges for building new telecommunications infrastructure in development areas. Previously nbn were responsible for meeting the cost of providing fibre to new developments, however, this new policy stipulates the cost will now be passed onto both the developers and actual households that are being connected.

As of 1st April 2016, nbn will implement a \$300.00 fee for all connections made in areas they have identified as being within the boundary of a new development. If you are in a greenfield or new development area, as determined by nbn, and want to get connected to the nbn network, then the \$300.00 fee will apply.

The new development fee will apply in the following cases:

- The first connection at a premises in a newly developed area (i.e. a suburb with no pre-existing telecommunications infrastructure).
- The first connection(s) at a premises in an established area in the rare instance that a developer has increased the number of dwellings on the same plot of land (e.g. demolished a single house and built a block of units).
- New customers signing up for Fibre to the Premises (FTTP) services where there is no connection that has been established. In most cases these would be in newly developed areas.

Service Activation & Transfer of Services

- For NBN FTTB/N/C - if there are no vacant or inactive copper lines to your premises, you can nominate a compatible phone line to be sacrificed for your nbn service. Once the phone line has been sacrificed, you will no longer be able to use it as a voice line and you may lose the telephone number. Otherwise, a new line can be connected for your nbn and there will be a once-off installation charge of \$299.00.
- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an early termination fee).
- We will provide the service from the date the activation takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your service from another provider. The date the service is transferred or activated with us is the date the contract period of the service begins.

Email Addresses & Outgoing Mail Server

An email address and outgoing mail (SMTP) server is not provided with this service.

Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

For NGN nbn

- If the service is within contract, an early termination fee of \$180.00 applies.
- A 30-day cancellation fee (total minimum monthly cost of service) applies from service cancellation date (The day we accept your cancellation request).

For Business Broadband

- If the service is within contract, an early termination fee of the monthly plan cost times the number of remaining months in the contract.
- A 30-day cancellation fee (total minimum monthly cost of service) applies from service cancellation date (The day we accept your cancellation request).

For Consumer Broadband

- If the service is within contract, an early termination fee of \$185.00 applies.
- A 30-day cancellation fee (total minimum monthly cost of service) applies from service cancellation date (The day we accept your cancellation request).

Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee applies as detailed below. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in “Service Cancellation” above apply.

For NGN nbn

- A withdrawal fee of \$60.50 applies.

For Business Broadband

- A withdrawal fee of \$99.00 applies.

For Consumer Broadband

- A withdrawal fee of \$99.00 applies.

Service Relocation

You can relocate your service any anytime by providing a request in writing.

- Relocation may result in an increase in your monthly price if you are serviced by a different upstream carrier than currently provides your service.
- The Relocation of a service will result in a new contract period applying from the date the new service is activated for the term selected by you.
- If we are unable to relocate your service, early termination fees (ETF) will apply. Refer to Service Cancellation.

For NGN nbn

- A relocation fee of \$180.00 applies.

For Business Broadband

- A relocation fee of \$165.00 applies.

For Consumer Broadband

- A relocation fee of \$185.00 applies.

Faults

- The speed and performance of your connection may vary due to many different factors such as the nbn speed tier you are on, the length and quality of copper cabling used within the nbn network, in-home/business wiring, WiFi coverage within your home/business, modem configuration and location. nbn Fixed Wireless services are also affected by obstructions to line of sight, weather conditions and distance from transmission tower. Ensure that your WiFi modem is centrally positioned in your home/business to maximise WiFi coverage.
- The actual speed you will receive depends on several factors, including but not limited to, distance from the exchange, quality of the copper path, the equipment you have connected and traffic in external networks.
- The service provided is a best-efforts service. There are no financial rebates available for service performance, uptime or fault conditions.
- We are unable to make guarantees to the speed you will receive on the nbn. Any speed descriptions are port speed only, not the speeds you will necessarily receive.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- In the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.
- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$132.00, plus \$38.50 per 15 minutes or part thereof may apply.
- You are responsible for providing appropriate, correctly configured hardware (modem, router, etc.) as required to use your service. Approved hardware is available for purchase directly from us.

2. Other Information

Billing and Payments

All accounts will be electronic direct debits. To set up Direct Debit please contact your Village Manager.

Complaints

Technical Support

1300 306 331

Email

support@internet.boltonclarke.com.au

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. To lodge a complaint with the TIO you can call on 1800 062 058 or visit the website www.tio.com.au or write to:

TIO
PO Box 276
Collins Street West
MELBOURNE VIC 8007

Customer Support

Email: support@internet.boltonclarke.com.au

Phone: 1300 306 331

FAQ: www.boltonclarke.com.au/internet

Product Details: www.boltonclarke.com.au/internet

Technical Support : 1300 306 331

Email Tech Support support@internet.boltonclarke.com.au

“Our Customer Terms” are available at www.boltonclarke.com.au/internet

We're here to help

If you would like to find out more about the InTouch Internet Service, talk to our friendly team today or talk to your building manager

 **1300 22 11 22**

 Intouch@boltonclarke.com.au

 www.boltonclarke.com.au/internet