

Bolton Clarke InTouch internet service

Frequently asked questions – Residents and family

These FAQs have been developed to assist in answering common questions about The Bolton Clarke InTouch Internet Service - Fiber to the Home (FttH) solution.

See the Critical Information Sheet and Key Fact Sheet for more information

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 2 speed packages all with unlimited data and no fixed term</p> <ul style="list-style-type: none"> • Home Fast 100/1000mps \$70 per month • Superfast 250/100mps \$POR per month <p>A modem will be supplied as part of the service and are already installed. More details available at intouch.boltonclarke.com.au/internet in the Critical Information Summary and Key Fact Sheets</p> <p>intouch.boltonclarke.com.au/internet for communications, user guides, training and documents</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 and need access to your premises. • No upfront charge for the modem • No term the resident can cancel at anytime • Easy upgrades to higher level services • The service is fiber to the WiFi modem in the residence.
<p>Can I keep my email accounts?</p>	<p>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.</p> <p>There is an option to keep your BigPond email without any Telstra services see here Telstra Critical Information Summary Paid Email</p> <p>\$80 per year</p>

Question	Answer																																							
What are the different packages suitable for?	<p>There are 2 options available and residents can change these options at anytime. They are:</p> <table border="1"> <thead> <tr> <th>Plan</th> <th>Home Fast 100/20</th> <th>Superfast 250/25</th> </tr> </thead> <tbody> <tr> <td>Typical Evening Speeds*</td> <td>97Mbps</td> <td>245Mbps</td> </tr> <tr> <td>Number of concurrent users/devices</td> <td>6-9</td> <td>6-9</td> </tr> <tr> <td>Voice Calls</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Email and Browsing</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Social Media</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>SD Video Streaming</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>HD Video Streaming</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>4K Video Streaming</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Multiple Devices 4K Video Streaming</td> <td>✗</td> <td>✓</td> </tr> <tr> <td>Online Gaming</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Download and Upload Large Files</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Multiple Devices Download and Upload Large Files</td> <td>✗</td> <td>✓</td> </tr> </tbody> </table> <p>More details available at intouch.boltonclarke.com.au/internet in the Critical Information Summary and Key Fact Sheets</p>	Plan	Home Fast 100/20	Superfast 250/25	Typical Evening Speeds*	97Mbps	245Mbps	Number of concurrent users/devices	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	✗	✓
Plan	Home Fast 100/20	Superfast 250/25																																						
Typical Evening Speeds*	97Mbps	245Mbps																																						
Number of concurrent users/devices	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	✗	✓																																						

Question	Answer
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. • Fiber all the way to the residence with the ability to surge • WiFi available in the whole building which is not possible with NBN • Configured when the resident moves in, hassle free. • 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 <ul style="list-style-type: none"> • Supported by dedicated teams to handle network monitoring, troubleshooting, and customer support.
Can I use my own modem?	<ul style="list-style-type: none"> • There is no need as there is already one installed included with the service
Is there any Brochures, user guides or training material?	<p>There are fliers and brochures for residents on the Bolton Clarke SharePoint page as well as training material and user guides.</p> <ul style="list-style-type: none"> • intouch.boltonclarke.com.au/internet in the Critical Information Summary and Key Fact Sheets • intouch.boltonclarke.com.au/internet communications, user guides, training and documents
How do I order?	<p>Speak to the village manager or contact</p> <ul style="list-style-type: none"> • Intouch@boltonclarke.com.au • 1300 22 11 22
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"> • InTouch@boltonclarke.com.au • 1300 22 11 22
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"> • InTouch@boltonclarke.com.au • 1300 22 11 22
Is there 24X7 support?	<p>Yes, there is 24X7 support call or email</p> <ul style="list-style-type: none"> • Tech Support 1800 624 747 • Email support@ncisgroup.com.au
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.