

FttH[®] Key Facts Sheet



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

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	✗	✓

Typical Evening Speeds

Typical evening speeds is the average download speed a consumer can expect to receive during the busy period (between 7pm-11pm). Speeds experienced may be lower due to the factors listed below.

Factors that may affect your broadband speeds

The speed and performance of your connection may vary due to many different factors such as in-home wiring, Wi-Fi coverage within your home, modem configuration and location. Ensure that your Wi-Fi modem is centrally positioned in your home to maximise Wi-Fi coverage.

FttH Service and Power Outages

Your FttH service won't work during a power outage. This service does not include a battery backup power supply for either FttH's equipment or any customer hardware. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

Medical and Security Alarms

Before ordering a FttH service, if you have any medical or security alarm services, you should contact your current provider to check if your services are compatible with a FttH service and identify what alternatives are available if they are not.

Bolton Clarke InTouch alarms do not use the FttH and use the mobile network.

If you are considering purchasing a home phone with your FttH service and have a serious or life-threatening medical condition, the Bolton Clarke InTouch Internet Service may not be suitable for your needs.