

# Product Definition Fiber to the Home

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 22 11 22

Email [Intouch@boltonclarke.com.au](mailto:Intouch@boltonclarke.com.au)

Website [www.boltonclarke.com.au/internet](http://www.boltonclarke.com.au/internet)

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## Product Terms & Definition

### 1. Data Services – Fibre to the Home

This product refers to:

- A Fibre to the Home service provided by NCIS via a Juniper MIST WAP's Wireless Access Points with Bluetooth Low Energy WiFi modem

Plan details	Fast Broadband
Product	InTouch Internet Fibre to the Home
Speeds	100Mbps Download 100Mbps Upload
Monthly Price	\$70.00 per month
Data Quota	Unlimited
Modem costs	No charge as the WiFi modem is already installed in the Bolton Clarke building
Term	No fixed term
Installation and Set Up Costs	No Charge, the modems are already installed in the residences
Payment options and bills	Payment options are Direct Debit or Credit Card. All bills will be electronic and are paid monthly in advance
Leaving charge	No Charge
Upgrades	The internet service can be upgraded at anytime

## Product Details & Specifications

- 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 the FttH service and identify what alternatives are available if they are not.  
Bolton Clarke InTouch alarms do not use the FttH network 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, this FttH Service may not be suitable for your needs.

## 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. There is no charge.

## Inclusions and Exclusions

Non-commercial purposes: The service is for residential consumers and used for personal or domestic purposes only.

## Acceptable and Fair Use Policies

Bolton Clarke adhere to defined Acceptable and Fair use policies and our clients must also comply with the policies and not use the services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. Bolton Clarke may take action if you breach the Fair Use or Acceptable Use Policies, including suspending or cancelling your service. The detailed policies are available at *"Our Customer terms"*.

## Faults

- The speed and performance of your connection may vary due to many different factors such as the, WiFi coverage within your home/business, modem configuration and location. Ensure that your WiFi modem is centrally positioned in your home/business to maximise WiFi coverage.
- The actual speed you will receive depends on a number of factors, including but not limited to, 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 internet. 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.

## 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 24X7 and support:

Free Call 1800 624 747

Email

Intouch@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](http://www.tio.com.au) or write to:

TIO  
PO Box 276  
Collins Street West  
MELBOURNE VIC 8007

### Customer Support

Email:

Intouch@boltonclarke.com.au

Phone:

1300 22 11 22

FAQ:

[www.boltonclarke.com.au/internet](http://www.boltonclarke.com.au/internet)

Product Details:

[www.boltonclarke.com.au/internet](http://www.boltonclarke.com.au/internet)

Technical Support 24X7 and support:

Free Call 1800 624 747

Email Tech Support

support@ncisgroup.com.au

“Our Customer Terms” are available at

[www.boltonclarke.com.au/internet](http://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](http://www.boltonclarke.com.au/internet)