

nbn® Key Facts Sheet



Bolton Clarke InTouch Internet Service (ISS) NBN

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	✗	✗	✗	✗	✓

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 the nbn speed tier you are on, the length and quality of copper cabling used within the nbn network, 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.

nbn Service and Power Outages

Your nbn service won't work during a power outage. This service does not include a battery backup power supply for either nbn'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 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, the Bolton Clarke InTouch Internet Service may not be suitable for your needs.

nbn Fibre to the Building/Node/Curb

If your nbn® service is delivered on nbn FTTB/N/C, we will send you an email stating your line speed as determined by nbn within 3 weeks of your service being active. If your nbn service is not capable of delivering the top speed for your plan, we will always provide you with the option to downgrade to a lower plan (if possible), or cancel your plan, in each case without charge.