

Critical Information Summary



Internet

1. Service information

BCL Internet is a high-speed fibre optic based broadband internet service which is delivered to you over the BCL network. If you are a user of the BCL Phone service, this service shares the same network connection.

If the floor where your chamber is located is Wi-Fi enabled, the internet service is accessible wirelessly.

Term

There is no minimum term for this service and it is delivered on a month to month basis.

What's included

- Unlimited data (downloads and uploads)
- Enterprise security and virus protection on the internet service
- 24/7 service desk support (7am-7pm onsite)

What's not included

- Support for any devices you connect to the BCL network
- Multimedia devices such as speakers, entertainment units

2. Pricing information

Monthly Charge

Charge for your internet access is \$60/month (ex GST).

Service Desk support is included in this charge and any additional services will

be billed on a standard charge rate – please see Critical Information Summary for Service Desk Support - IT.

3. Connection information

If your floor is BCL managed, no connection fees apply. If your floor is not a BCL managed floor, an install charge may apply to deliver the BCL network to your floor. This charge may vary depending on your location and distance from BCL chambers.

4. Other information

The speed of your internet service may vary due to a number of factors such as your distance from the BCL network hub, location of your floor or your equipment and software and internet traffic

Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

5. For more information please contact the BCL Service Desk



03 9225 8888



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www.bcl.net.au