

# Reclassification of Location Service

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## Critical Information Summary

### Our Reclassification Service

This service is for SJH Customers only. At SJH we aim to deliver value for money when installing services at your Residential or Business premises. There can be times when your geographic location identified by NBN does not always reflect the best service delivery method possible.

If we believe we can get your location reclassified to enable us (SJH) to better deliver services we may offer to do so. This CIS information intends to cover those outcomes and general circumstances but is not limited to these.

Our reclassification service has helped many customers connect to the NBN successfully.

### Identifying your location

As part of our initial assessment we use the NBN database and maps to check your service. We often check if it is a regional or remote area. We also use the database from our upstream provider to assist in identifying the method of service delivery currently defined.

### Providing this service

This service is provided in conjunction with acceptance of a quote for services from SJH.

As a valued customer of SJH this service if required will be provided FREE only under the following conditions:

1. You accept our provided quote for SJH services with offer to reclassify your address; and
2. You remain connected for the term of contract; or
3. Your location cannot be successfully reclassified; or
4. Services are cancelled due to difficulty in delivering a connection; or
5. Service performance does not meet the acceptable limits and is cancelled by us in accordance with our Customer Terms and Conditions
6. Where there are no unreasonable additional charges / fees incurred by us to reclassifying your service.

Where any of the above circumstances or similar occur, cause significant delays of our planned installation and / or we were not notified of possible issues / delays we will consult with you first and advise.

## Change of location

Where the geographic location identified is able to be reclassified we will:

1. Place a request to have it changed
2. Confirm that you have an order proceeding for delivery of services
3. Organise your new service to be connected as per our quotation.

## Cost of Service

This service is only provided free as defined under conditions of "Providing this Service". Otherwise a \$250 ex GST charge will apply for successfully reclassifying your address. If you change your mind and cancel the order before delivery, cancel the service after installation or cancel for any other reason that breach Customer Terms and Conditions.

## Customer issues and complaints

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint or rectify the issue. Our friendly staff will provide you with the best possible solution to your circumstances if the matter cannot be resolved. Ph: 02 40442300 or email us at [info@sjhcomms.com.au](mailto:info@sjhcomms.com.au)