

# NBN Plan B Service

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## Critical Information Summary

**This CIS covers Metropolitan / Urban and Regional / Rural Customers**

### Information about our Service

NBN Plan B is a temporary fix that lets you keep doing business whilst we assist you in getting your NBN connection working. It is a vital service that can save your business \$ thousands when your NBN connection runs into problems.

We do this by setting up a temporary connection to the 4G Network – re-establishing a connection to your existing business I.T. network (in most cases). We provide all necessary equipment and cables to keep your business flowing and connected. The patch stays in place while we work with your NBN service provider to restore your service quickly. Once services is restored, we remove the patch and it is business as usual.

SJH Communications has developed this product to meet the needs of customers as the move to NBN is required as a part of a national initiative.

### Mandatory Component of the Service

The purchase of SJH Business NBN is a preferred technical requirement. An optional cover such as “NBN Plan-B Protection Monthly” may also be purchased by customers where this service is not included.

Requirements are:-

- Access to stable mains provided 240v power outlets.

### Minimum Contract Term

The minimum contract term is included in NBN service unless specified. If we referred you to a 3rd Party provider for any aspect of the service and you have accepted services and related equipment from that provider then the Terms of Conditions of that agreement, any additional costs or fees and charges are between you and the 3rd party supplier provider. SJH Communication Solutions accepts no liability due to cancellation or other reason.

## Equipment and Services

### Features

The NBN Plan B offers:-

1. Technical support for NBN related service issues
2. Free call out during Business Hours 8am-5pm, Mon-Fri only. Outside these hours a Call-out fee is charged.
3. Fault handling by us with ISP's and service providers, freeing up your time
4. Our NBN Plan B backup internet service on-call
  - We come to your premise and provide a temporary data service with our unit
  - Supply necessary equipment and connections
  - Free service call-out during business hours
  - Standard Data provided is 9Gb averaged over total lease days. Over data usage is extra cost at \$10 per Gb.

### Equipment

We provide the necessary equipment to integrate a temporary service into your network. These may be necessary items such as mobile network receiving equipment, routers, switches, bridging repeaters suitable ethernet cables and power leads to run our equipment. We do not provide power facilities or mains power.

### Services

- The NBN Plan B service is design to provide a sufficient level of internet access for VOIP and some data communications such as Email and Browsing for staff.
- It can not provide a static IP address. Any dependent services that rely on the static IP of the NBN service may be affected.
- It is not recommended for streaming, gaming or high bandwidth services such as YouTube. We recommend suspending use of such services until normal NBN is restored.
- Any platform providers we use to deliver services to you are our responsibility to follow up any operational and service affecting issues.
- Any service affecting issue identified as caused by the customer's internal I.T network remains solely the responsibility of the customer.
- Any services supplied by a 3rd Party directly to you is not covered by any agreement with SJH Communication Solutions unless information has been provided in writing by us.
- Any power related issues that extend beyond the support of any provided UPS equipment are not the responsibility of SJH Communication Solutions.

## Service upgrades or changes

Please contact SJH Communication Solutions for additions or amendments to your current service. We do not permit any 3rd party to alter, change or attempt to alter any equipment or aspects of our service without our permission.

## Hardware

The hardware provided by us has been tested to meet the requirements of our services. Please refer to *'Equipment and Services'* in this document.

## Limitations / Qualifications for the Service

If restrictions on mobile network signal, mobile bandwidth, suitable providers or interference occurs at premises this may affect the delivery of our service to you. There may be other technical or commercial reasons that affect our ability to deliver a service at your address.

If you believe you may have any reasons that may impair delivery of our NBN Plan B Service contact our friendly staff on 02 4044 2300, email: [info@sjhcomms.com.au](mailto:info@sjhcomms.com.au)

This service is suitable for Small to Large Business. There is no Customer Service Guarantee for phone services delivered over NBN, 4G, ADSL2 or guaranteed level of uptime with any service due to many factors including and not limited to; copper infrastructure, other network providers and capacity available between networks, etc.

### Information regarding Internet Bandwidth

The SJH NBN Plan B uses Mobile Internet bandwidth and there are a number of factors that may affect its performance. Speeds that customers experience on these services in practice have tended to be affected by the following internal and external factors:

- The type of content being downloaded by the end-user, the connection method within the premises (wireless or fixed), the end-user's network, operating system, hardware, software and software configuration (E.g.: router/firewall configuration), the number of individual end-users at a premise using the service at the same time, the source of the content (the destination host) being downloaded (including any content server limitations), network contention or congestion in any of our supplier's networks.

## Time to connection

SJH standard customer installation times are 2 Hours Metro and 3 hours Regional.

## Information About Pricing

### Rental and costs

- The rental cost is covered in the maintenance plan.
- Data beyond the included first 9GB is charged at \$10 per GB ex GST.
- Callouts outside Business Hours ie Saturdays, Sundays, Mon-Fri 12am-8am and 5pm-Midnight will attract a \$150 Callout Fee.

## Faults

Where a service affecting issue is related to the services and or equipment we provide and identified as a fault it is the responsibility of SJH Communication Solutions to:

- Repair and restore service to an acceptable working state.
- Replace and or arrange for repair of item if under warranty or rental agreement.
- Organise resolution and/or investigation in affected equipment or services.

Where a service affecting issue is not related to the services and or equipment we provide and identified as at fault.

- We may charge a callout fee to attend site and any additional hours or materials used
- Charge for investigation into issue even if we have not attended site
- Charge to replace, repair any item or service at request of customer.
- Provide a recommendation or steps required to repair or restore service.

Our service rates are;

- \$150 ex GST for the first hour
- \$150 ex GST per hour in 15 min intervals

## Best effort service guarantee

Due to complexities of modern networks it is not possible to provide a customer service guarantee. In the event of a major incident it may not be possible to provide this service to all of our customers simultaneously due to capacity limitations and other factors, in such an event SJH will endeavour to provide this service to customers in a que based order.

At SJH we treat all our customers equally and fairly, no one customer receives priority should such a major incident occur. Priority may only be given to critical service providers ie: hospitals, law enforcement, etc...if required.

SJH Communication Solutions will aim to resolve and address any known or reported service affecting issue in a timely manner. If a significant delay is expected in resolving any issues we will keep you informed and may take necessary steps to provide alternative options if available or required.

## 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 or 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)