

# Business Voice Lines

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## Critical Information Summary

### **SJH Business Voice Lines**

#### Information about our Service

The SJH Business Voice Line is an endpoint analog line service provided over the NBN network. It overcomes many hurdles for business that require multiple analog / PSTN style lines to existing phone equipment. For customers locked in to a contract for their existing system it provides an opportunity to move to SJH as their phone provider.

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 to the purchase of our Business Voice Service.

Requirements are:-

- Working NBN service that meets the bandwidth requirements or a dedicated Internet access via 4G if NBN is not yet available or an ADSL2 service that meets bandwidth requirements.
- Access to stable mains provided 240v power outlets.

#### Minimum Contract Term

The minimum contract term is 36 Months unless specified. This applies to all components of the phone service including Line renewal and Line adapter device.

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 SJH Business Voice Line service over NBN allows direct dialling of numbers to Local, National, 13, Mobile, International and the Line control features listed. Fax to Email for inbound faxes is also an optional extra.

### **Line control features**

- \*30 - Deactivate any current feature
- \*31 - All calls to VoiceMail
- \*32 - Closed MSG announcement all callers
- \*33 - All calls forwarded to nominated number (fixed number)

The following features are not supported on this service: Guaranteed fax transmission or dual ring.

### **Fax to Email**

As a additional service for \$20.00 ex GST per month all inbound faxes can be sent to email as PDF attachment. Outbound faxes send as normal.

### **Call Forward**

You can enable / disable call Forward using \*33 and \*30 from your first line. The call forward number chosen is fixed and can not be varied without request to SJH. Our call forward also presents the number of person who originated the call.

To change your nominated number contact SJH and we can update your service.

### Equipment

- Any equipment purchased by you at installation remains the property of your business and is not refundable. This also applies in the event of cancellation by you or change of mind.
- Issues related to faults and operation of equipment owned by you and not covered by standard manufacturer warranty or our service agreement are at cost to your business.
- Any equipment acquired from SJH Communications by you on a lease or rental arrangement remains the property of SJH Communication Solutions. We will replace or repair any item proved defective or faulty from normal use.
- Any equipment 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

### Services

- The SJH Business Voice Line is provided to you as a service and remains the property of SJH Communication Solutions. It's equipment is not transferable to another party or individual.
- Any user related system configuration related to the operation of your phone system remains the property of your business.
- The phone system and software we use is fully tested and compliant to telecommunication standards and networks. It is provided up to date and error free by the manufacturer.

- 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 NBN Fibre, suitable Fixed Wireless Broadband or ADSL2 are not available 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.

To check your service availability 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. Minimal number of services provided to any customer is 2 Lines. 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

Although the SJH Business Voice Line service uses a small amount of internet bandwidth there are a number of factors that may affect its performance.

The download and upload speeds stated are the maximum that each type of internet service can deliver and will rarely, if ever, be achieved by any user for all sorts of reasons. 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 residence 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 and the quality of any copper network component.

## Time to connection

SJH standard customer installation times are within 5 - 10 business days of order when a suitable internet service is present. For instance where the necessary equipment is not available at the customer premises and requires technician visit or unforeseen technical / equipment challenges arise, this could lead up to 30 business days from the day of your order.

## Information About Pricing

### Rental and Call costs

The line rental cost and call charging rates are fixed at the rates specified for the term length of the contract period in our offer. Should you continue with SJH as your preferred provider after contract period has ended you will be moved to our current line and call rates.

### Configuration Charges

Initial setup including basic configuration of your Line service is included in the installation charge. We do not do offer customer PBX reprogramming as part of cost.

### Porting of Numbers

Porting of advised numbers to your new service is included in the installation. Additional numbers ported to your service or number masking or stamping after initial installation may be considered a modification to service and will be charged at applicable rates.

### Modification to Service

Any required software changes to your SJH VOIP PBX Phone System service after the first 2 weeks (excluding initial porting) are considered as Modification to Service and will be charged at the applicable rates.

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

### Faults

Where a service affecting issue is related to the services and or equipment we provide and identified as at 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.

## Best effort

Due to complexities of modern VOIP phone services and numerous intermediate providers and networks it is not possible to provide a customer service guarantee.

SJH Communication Solutions will endeavour 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 required.

## Early Termination Costs – 36 month Contract Term

An Early Termination Charge (ETC) plus a \$99 administration fee is payable if the Customer wishes to cancel their SJH Business Voice Line service within the minimum contract term. The ETC will be pro-rated by the number of months remaining in the minimum contract term period.

The Customer may cancel the service at any time by giving SJH Communication Solutions thirty (30) days' notice (including if the Customer does not wish to continue to use the Service after the end of the minimum term of a Fixed-Term Agreement). E.g.

The Customer cancels a 36 month contract with 3 months remaining after the notice period end would be calculated as;

- 3 x Line rental
- 3 x Monthly Handset rental if applicable

Once your initial contract term has expired, your monthly Line rental charge will continue to be charged until you decide to cancel your service.

## Payments

Pay by Direct Bank transfer is currently the only method of payment. Payment terms are 7 days and a \$15 late fee may apply.

## 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)