

# Service Installation Guidelines for Residential and Business Customers

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## Critical Information Summary

### Information about Installations

At SJH we aim to deliver value for money when installing services at your premises. There can be times when your installation does not go as planned or you need that extra bit of help. SJH believe in flexibility in delivery of service, this CIS information intends to cover those general circumstances that may affect your service delivery and how we can help you further.

### Basic Services

We classify a basic service as one that is a single line NBN internet service where the phone line connects to the port of the modem. SJH offers a standard set-up where we come to your premise to install and configure your modem to suit your needs.

- Residential \$65
- Business \$150 ex G.S.T

Standard setup includes WiFi changes and IP Network Address change. Any complex on site work required to provide a functional NBN service is not included.

### Complex Services

These are normally a business service and apply when a customer has NBN internet with SIP trunks, Cloud Phone System, Tradie Pack and other services. Installation charge is quoted as part of the service delivery. Should a delay happen that we consider beyond reasonable we may have to charge for any extra installation costs or time. Unfortunately, sometimes there factors caused by circumstances that are beyond SJH's control, caused by customer or another 3rd party. Such example items are listed below, but not limited to.

### Equipment and Services

1. 3rd party services not installed or not active
2. 3rd party Servers / Routers not configured or not ready
3. 3rd party I.T staff have not provided information required for our connection
4. Faulty or misconfigured 3rd party equipment

## Facilities

1. No Power, No rack for installation.
2. Over crowded rack
3. No Cabling to provide access to desks, MDF's or patch frames
4. Site still under construction and no viable means to install our services
5. Access issues to site
6. Wrong address provided

## General

### Faults

Where a service affecting issue is related to the services and or equipment we do not provide and identified as faulty it is not responsibility of SJH Communication Solutions to perform;

- Repairing and restoring of services to an acceptable working state
- Replace and or arrange for repair of items
- Organising resolution and/or investigation in affected equipment or services
- Provide temporary work arounds to restore services

We may at cost to you arrange to perform these services at our advised rates and pass on any relevant additional charges / fees in agreement with you.

## Moving your numbers to SJH and number forwarding

### *Time frames and number forwarding costs explained*

When you move your phone services with any phone carrier there are normally 3 overall steps involved:

- Your old phone company changes its services to allow your number to move away from them.
- Your new acquiring phone company puts your numbers in its system ready to receive calls
- Both phone companies update everyone else where your number is connected on date of porting.

For single line NBN Broadband services it is almost instant on the day nominated when the line is moved.

For PBX (SIP / VoIP) services from the time we ask your numbers to be given to us (SJH) a typical 2 week date is set for when this happens. If we have installed our new services our technicians would have put your numbers on or arranged for "Call Forward" to a temporary number connected to your new services.

This means that calls to your current number will be forwarded to SJH and any relevant call charges will be billed to you by your current phone carrier. SJH will only call forward to a local number.

It is deemed an accepted incidental cost to the customer as part of moving your services to a another provider. SJH will not accept responsibility for any call charges billed to the customer that may arise as a result of any call forwarding to our services under any circumstances, including extended delays in porting your numbers.

## **Change of location**

Where the installation of equipment is changed prior to or during install other than was quoted.

## **Rates**

We charge the following rates for extra work that is required at a residential or Business Premise

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

## **In Summary**

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.

This may involve rebooking, postponing or keeping our staff longer at site including charging you for the extra time for our installation.

## **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)