



VOIP PBX Phone System

Critical Information Summary

SJH VOIP PBX Phone System on VPS

Information about our Service

The SJH VOIP PBX Phone system is a next generation phone system that delivers a business grade telephony service and features via Voice Over Internet Protocol technology. It has been designed to offer you a smart, versatile, cost effective communications solution for future and current needs. A phone system that simplifies calling and is packed with features to enhance your business.

SJH Communications has partnered with 3CX Phone Systems to deliver this VOIP phone system that is different from other types in the market.

Mandatory Component of the Service

The purchase of SJH VPS Hosting is a mandatory technical requirement to the purchase of our VOIP PBX Phone system.

Additional requirements are:-

- Working NBN service that meets the bandwidth requirements of our Phone System 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 system including VPS hosting, System Software renewal and Handset rental.

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

Software

Annual renewal of maintenance software is required to keep your system updated during and beyond your contract. Failure to do so may affect the operation of your service. We may also decline to investigate any system related issues until renewal has been processed.

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 VOIP PBX Phone System software, it's license and VPS hosting is provided to you as a service and remains the property of SJH Communication Solutions. It is not transferrable to another party or individual.
- Any user related system configuration related to the operation of the phone system remains the property of SJH Communication Solutions.
- 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

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

Although the SJH VOIP PBX Phone System uses a small amount of internet bandwidth there are a number of factors that may affect it's 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

Configuration Charges

Initial setup including basic configuration of your service is included in the installation charge, this covers Extensions, Call Diversion, Ring Groups, After Hours Settings and Fax to Email. We do not offer Complex IVR Set-up, Custom IVR recording or Voice Mail Recording by our staff as part of cost. Any minor changes to extensions, IVR settings and call handling is permitted free of charge in the first 2 weeks from initial installation. After this time is considered a modification to service and will be charged at applicable rates. Any variation or extension of time is at the discretion of SJH Communication Solutions.

Porting of Numbers

Porting of advised numbers to your new service is included in the installation. Additional numbers added or ported to your service 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 \$199 administration fee is payable if the Customer wishes to cancel their SJH VOIP PBX Phone system 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 VPS monthly hosting rate
- 3 x Monthly Handset rental if applicable
- No refund on initial software cost or yearly software renewal

Once your initial contract term has expired, your monthly charge and yearly software renewal will continue to be charged until you decide to cancel your service. There is no refund on yearly software renewal already paid.

Payments

Pay by Direct Bank transfer is currently the only method of payment.

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 can not be resolved. Ph: 02 40442300 or email us at info@sjhcomms.com.au