

Business NBN Lite with VoIP and Unlimited Data Plan

Critical Information Summary

SJH Business NBN Lite via FTTP, FTTN, FTTB & Fixed Wireless Network with Business Phone (VoIP) Service

Information about our NBN Service

SJH Business NBN Lite:

The SJH Business NBN Lite via Fibre and Fixed Wireless Network service delivers you broadband Internet over the National Broadband Network (NBNCo) Fibre Optic, Hybrid Fibre Coaxial, Copper or Fixed Wireless to the Network Boundary Point at your premises. Fibre services include the following delivery methods: Fibre-to-the-premises (FTTP), Fibre-to-the-Node (FTTN), Fibre-to-the-basement (FTTB) and Hybrid Fibre Coaxial (HFC).

SJH Calls options:

The single line SJH Business Phone (VoIP) provided with this NBN service includes the first 75 Local / National calls as Free calls per month with standard rates thereafter on any Local / National calls. Rates apply for calls to Aus Mobile with the option of 50% off mobile calls with a discount pack for \$10 extra p/m. Rates apply for 13/1300, calls to 1800 numbers are Free. International call rates also apply.

Mandatory Component of the Service

The purchase of an SJH Fixed Broadband service is a mandatory requirement to the purchase of the included Business Phone (VoIP) service package.

There are no technical requirements of the SJH FTTP NBN Fibre and Fixed Wireless Broadband Service as the network delivery to the Network Boundary Point is provided by NBN Co.

For FTTN an existing in-place copper telephone line will be required from the NBN node to your premises otherwise additional installation charges will apply. SJH NBN Fibre and Fixed Wireless Broadband are supplied as a stand-alone Broadband Services including a free VoIP Direct In Dial Number (DID). You can choose to either port your current Business Phone number to us (if you have one) or a new number can be assigned. This VoIP service can be used to make and receive phone calls over your SJH Broadband Service. Call charges apply as listed in this critical information summary.

If you cancel your SJH Fixed Broadband service, your Business Phone (VoIP) Call Service on this will be cancelled also.

Minimum Contract Term

36 Months.

Limitations/Qualifications for the Service

NBN Fibre & Fixed Wireless Broadband may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address via NBN or our network supplier.

To check your service availability contact our friendly staff on 02 4044 2300, email: info@sjhcomms.com.au or visit www.nbnco.com.au

This service is suitable for Small to Medium Business. There is no Customer Service Guarantee for NBN services 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.

Time to connection

As a standard SJH recommend installation of a new line to minimise disruption. If there is limited line capacity into a premise then sacrificing a service is the next best option. Standard delivery time frames is 10-25 business days technical circumstances depending.

For instance where the necessary equipment is not installed at the customer premises and requires technician visit, this could lead up to 30 business days from the day of your order.

Information About Pricing

Fibre Broadband Line Activation Charge

There is no activation charge for 36 month contract.

Business Phone (VoIP) Service Activation Charge

There is no activation charge for the combined (VoIP) Phone Service.

Line Speeds

Connection speed is NBN Speed 3 †

† The download and upload speeds stated are the maximum that each type of link can deliver and will rarely, if ever, be achieved by any user for all sorts of reasons. SJH makes no guarantees of any kind on the actual speeds that will be achieved by any individual users as we rely on our suppliers to ensure services are provisioned to deliver optimum speeds at all times. 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.
- The quality of any copper network component.

Early Termination Costs – 36 month Contract Term

An Early Termination Charge (ETC) of the remainder of the contracts monthly fees and a \$136 administration fee is payable if the Customer wishes to cancel their NBN broadband 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 \$135 multiplied by 3 months. This would amount to an ETC of \$405+ \$136 administration totalling \$541 exGST.

| Monthly Charges (Prices and information correct as of 1st Feb 2018) | | |
|---|---|----------------------------|
| Included Data Allowance | Unlimited | |
| Uploads and Downloads counted | Yes | |
| Monthly Charge | \$135 | No Mobile Discount pack |
| Minimum Monthly Cost | \$135 | Excluding calls |
| Total Minimum cost - 36 Months | \$4,860 | |
| Untimed Local and National Calls | 11.9c each | First 75 calls Free |
| Untimed 13/1300 Calls | 32.8c each | |
| Mobile Calls | 19.1c p/min | |
| Mobile Calls with \$10 call pack p/m | 9.5c p/min | |
| Access to International calls to Landlines | UK, NZ, USA & Canada, Germany, France, Hong Kong, China, Japan & Singapore and more | |
| International calls to Mobiles and non-included destinations | Contact SJH further for information | |

Once your initial contract term has expired, your monthly charge will continue to be charged (including the cost of the phone calls) on a month by month basis until you have either changed to a new SJH Unlimited Business NBN plan or until you decide to cancel your service.

Payments and Credit Card Surcharge

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



Data Usage Charges

No excess usage charges will apply on your broadband service.

Plan Changes

Change to a plan of equal or greater monthly cost:

\$24.99 on a new 36 month contract or \$24.99 with no re-contract.

Change to a plan of lesser monthly cost:

\$34.99 on a new 36 month contract or \$39.99 with no re-contract.

Hardware

To ensure the optimum performance of, and levels of support for your NBN service, SJH strongly recommends the use of an SJH supplied and NBN approved modem.

Additional Service Features

All SJH Unlimited Business Services include our complimentary SJH Maintenance Protection Basic for extra technical support and an Emergency Internet Service to provide temporary internet facilities.

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

SJH Customer Contacts

Ph: 02 40442300 or email us at info@sjhcomms.com.au