

# Residential SuperLite Unlimited ADSL2+ Bundle Plan with Free NBN Upgrade

## Critical Information Summary

### **SJH Residential ADSL2 + bundled broadband over PSTN / Copper line**

#### **Information about our ADSL Service**

##### **SJH Residential SuperLite ADSL2+:**

The SJH SuperLite ADSL2+ is an bundled unlimited data broadband service that is NBN ready when the NBN network becomes available at your address. It will deliver you broadband Internet over the current ADSL network. It comes with a NBN approved High speed AC1600 Mbps dual channel WiFi modem.

##### **SJH Phone Service:**

The SJH ADSL2+ features an included Home Phone service with 'Pay-As-You-Go' call rates. This is a service only supply, no physical home phone is provided.

#### **NBN Upgrade**

When NBN is available at your address, you can upgrade within your contract period to any SJH Residential NBN plan available without incurring an early termination fee. If you elect to upgrade to a SJH Residential NBN plan your broadband activation fee is free. You need to purchase a nbn™ ready modem if you don't have one. A shipping fee of \$20 applies.

#### **Mandatory Component of the Service**

The purchase of an SJH SuperLite ADSL2+ Broadband service is a mandatory requirement to the purchase of a Home Phone service.

An existing in-place copper telephone line will be required from the ADSL2+ to your premises otherwise additional installation charges will apply. SJH SuperLite ADSL2+ bundled broadband are supplied as a stand-alone Broadband Services including a phone service. You can choose to either port your current home phone number to us (if you have one) or a new number can be assigned. This PSTN service can be used to make and receive phone calls over your SJH SuperLite ADSL2+ broadband service. Call charges apply as listed in this critical information summary.

If you cancel your SJH ADSL2+ service, your Home Phone Service will be cancelled also.

#### **Minimum Contract Term**

12 Months.

## Limitations/Qualifications for the Service

Plan inclusions, prices and promotional offers advertised may not be available at all addresses. The service qualification address check is only a preliminary result of plans and prices available in your area. Please note that the result may vary, together with plans, prices and promotions available at your address, as we process your order and connection.

ADSL2+ 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 ADSL2+ or our network supplier. To check your service availability contact our friendly staff on 02 4044 2300, email: [info@sjhcomms.com.au](mailto:info@sjhcomms.com.au) or visit [www.nbnco.com.au](http://www.nbnco.com.au)

There is no Customer Service Guarantee for ADSL2+ Services.

## Line Speeds

Connection speed is ADSL2 +

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 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.

## Information About Pricing

### ADSL2+ Line Activation Charge

There is no activation charge for 12 month contract.

Depending on the service ordered, there may be additional up-front charges which are not free and will be charged as per our Customer Terms or as mentioned in this CIS. These charges include, but are not limited to, charges such as Phone Line Activation Fee or Copper Line Installation Charges, Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers, Splitters or any complex on site work required to provide a functional broadband service.

## Home Phone Service Activation Charge

There is no activation charge for the combined Home Phone Service.

## Early Termination Costs – 12 month Contract Term

An Early Termination Charge (ETC) of up to \$350 for 12 month contract plus a \$110 administration fee is payable if the Customer wishes to cancel their ADSL2+ 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 12 month contract with 3 months remaining after the notice period end would be calculated as \$350 divided by 12 months then times 3 months. This would amount to an ETC of \$87.50 including GST + \$110 administration totalling \$197.50 incl GST.

Your broadband service comes bundled with a PSTN phone line on either the Optus or Telstra networks depending on your address.

Monthly Charges (Prices and information correct as of July 2018)		
Included Data Allowance	Unlimited	
Uploads and Downloads counted	Yes	
Monthly Charge	\$104	
Minimum Monthly Cost	\$104	
Total Minimum cost - 12 Months	\$1,248	
Untimed Local Calls	20c / Call	
Untimed National Calls	15c / Min	+ 35c FlagFall
Untimed 13/1300 Calls	30c / Call	
Mobile Calls	Unlimited	+ 35c FlagFall
Untimed and Unlimited international calls to Landlines	Billed per second depending on the Network Provider	
International calls to Mobiles and non-included destinations	Billed per second depending on the Network Provider	

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 Residential NBN plan or until you decide to cancel your service.



## Account Registration

A residential service cannot be ordered or registered under a business entity or company name. If you need to do so we ask that you order a business service from SJH instead.

## Payments and Credit Card Surcharge

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

## Data Usage Charges

No excess usage charges will apply on your broadband service.

## Hardware

To ensure the optimum performance of, and levels of support for your ADSL2+ service, SJH strongly recommends the use of an SJH supplied approved modem.

## 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](mailto:info@sjhcomms.com.au)