

# Residential NBN Medium Plan with Unlimited Data

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## Critical Information Summary

### **SJH Residential NBN Medium via FTTP, FTTN, FTTB & Fixed Wireless Network with Home Phone (VoIP) Service**

#### **Information about our NBN Services** SJH Residential NBN Medium:

The SJH Residential NBN Medium via Fibre and Fixed Wireless Network service delivers you high-speed broadband Internet over the National Broadband Networks (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).

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

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

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 home 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 Home Phone (VoIP) Call Service will be cancelled also.

#### **Minimum Contract Term**

24 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](mailto:info@sjhcomms.com.au) or visit [www.nbnco.com.au](http://www.nbnco.com.au)

There is no Customer Service Guarantee for NBN Services.

## Line Speeds

Connection speed is NBN Speed 4 †

† 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.

## Information About Pricing

### Fibre Broadband Line Activation Charge

There is no activation charge for 24 month contract.

### Early Termination Costs – 24 month Contract Term

An Early Termination Charge (ETC) of up to \$350 for 24 month contract plus a \$110 administration fee is payable if the Customer wishes to cancel their Fibre 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 24 month contract with 3 months remaining after the notice period end would be calculated as \$350 divided by 24 months then times 3 months. This would amount to an ETC of \$43.75 including GST + \$110 administration totalling \$153.75 incl GST.

**Monthly Charges** (Prices and information correct as of 5th March 2018)

Included Data Allowance	Unlimited	
Uploads and Downloads counted	Yes	
Monthly Charge	\$79.90	
Minimum Monthly Cost	\$79.90	
Total Minimum cost - 24 Months	\$1,917.60	

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.

## 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.

## Plan Changes

Change to a plan of equal or greater monthly cost:

\$24.99 on a new 24 month contract or \$24.99 with no re-contract.

Change to a plan of lesser monthly cost:

\$34.99 on a new 24 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.

## 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

## SJH Customer Contacts

Ph: 02 40442300 or email us at [info@sjhcomms.com.au](mailto:info@sjhcomms.com.au)

