

Residential Wireless Broadband

Critical Information Summary

SJH Residential Wireless Broadband

Information about our Wireless Service

The SJH Residential Wireless Broadband service is only available in selected areas.

SJH Residential Wireless Broadband:

The SJH Residential Wireless Broadband service speeds up to 12/1 download/upload in areas where you connect to 2300 Mhz spectrum. It must be used with the compatible Huawei 4G Router B525 provided.

The service provides up to 250GB anytime data usage included (uploads and downloads counted) for use within Australia, which is supplied by on the 4G network.

NBN Upgrade

When NBN is available at your address, you can still sign up to any SJH Residential NBN plan if available but if still in contract term for SJH Residential Wireless Broadband you will incur an early termination fee if you cancel this service. If in future you do elect to upgrade to SJH Residential NBN your current wireless modem is not compatible.

Mandatory Component of the Service

The purchase of a SJH supplied compatible Huawei 4G Router B525 is a mandatory requirement to the purchase of a an SJH Residential Wireless Broadband service. You need a 4G SIM to use this service. SJH will supply the modem and SIM. You must pay for the modem upfront.

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.

The service cannot be used overseas.

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

There is no Customer Service Guarantee for Wireless Broadband Services.

Line Speeds

We recommend that you position your modem close to a window to maximise signal strength. Service speeds up to 12/1 download/upload in areas may be available where you connect to 2300 Mhz spectrum.

The SJH Residential Wireless Broadband service it is designed to be used in the home and its data speeds are different to mobile and mobile broadband speeds on other 4G networks. In metropolitan areas where there is 2300 MHz coverage at your nominated address, download and upload speeds of up to 12/1Mbps are available. If 2300 MHz coverage is not available at your nominated address, download and upload speeds of up to 5/1 Mbps are available.

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 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.

Information About Pricing

There is no activation charge for 12 month contract.

Early Termination Costs – 12 month Contract Term

An Early Termination Charge (ETC) of up to \$185 for 12 month contract plus a \$110 administration fee is payable if the Customer wishes to cancel their SJH Residential Wireless Broadband service within the minimum contract term. 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).

The ETC will be prorated by the number of months remaining in the minimum contract term period as per the following.

1. 7-12 months remaining then \$185 ETC plus admin fee
2. 1-6 months remaining then the ETC is calculated as shown using this example:

E.g. The Customer cancels a 12 month contract with 3 months remaining after the notice period end would be calculated as \$185 divided by 12 months then times 3 months. This would amount to an ETC of \$46.25 including GST + \$110 administration totalling \$156.25 incl GST.

Monthly Charges (Prices and information correct as of July 2018)		
Included Data Allowance	250GB	
Uploads and Downloads counted	Yes	
Monthly Charge	\$79.90	
Minimum Monthly Cost	\$79.90	
Upfront Modem Shipping Cost	\$27	
Upfront Modem Cost	\$199	
Total Minimum cost - 12 Months	\$1,184.80	
Extra 10GB block	\$10	Maximum 5 Blocks per month

Once your initial contract term has expired, your monthly charge will continue to be charged 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 Notification

We can set you up with email and SMS usage alerts once you've reached approximately: • 50%, 85% and 100% of your included data • 50%, 85% and 100% of each 10GB of additional data

Data Usage Charges

Data usage is counted in kilobytes and includes uploads and downloads. Monthly Included Data Allowance is 250GB data within Australia: If you use more than your included data during your billing month we'll automatically give you another 10GB for \$10 up to a maximum of 50GB (5 x 10GB blocks) of additional data on your service per month. Note that once your data usage reaches 250GB the service will be slowed to 256 Kbps until your next bill cycle. Once you reach 300GB your service will be blocked. Any unused data allowance does not roll-over.

Hardware

To ensure the optimum performance of, and levels of support for your SJH Residential Wireless Broadband 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