

Critical Information Summary – nbn® broadband Residential Fixed NBN Plans



PLAN	Resi Medium	Resi Large	Resi Elite	Resi Ultimate
Monthly Charge	\$89	\$109	\$129	\$149
Typical Evening Speeds (download/upload between 7pm-11pm)	49/16Mbps	99/16Mbps	249/20Mbps	875/42Mbps
Inclusions	Unlimited Data	Unlimited Data	Unlimited Data	Unlimited Data
Minimum Term (months)	12	12	12	12
Total cost of service over term*	\$1068	\$1308	\$1548	\$1788

*Price stated do not include a phone line service available on request.

Information about the service

What is the service?

SJH Communications Residential nbn® broadband service uses nbn® infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical evening download and upload speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.

You will also need an NBN-ready modem/router. Refer to “Equipment Fees” in this CIS.

FTTC customers only will also need an nbn® network connection device & HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®.

What is included?

Features of this service include:

- Unlimited Data – download and upload
- Australian-based phone support

Want a phone line too?

We can offer a phone line with your service. Features unlimited Local, National and Mobile Calls for \$29.95 per Month.

Minimum term of the service

This service is available on a 12-month fixed term.

Equipment fees

SJH Communications can provide you with a Modem or bring your own if you prefer. Please contact our sales team or refer to your quote for pricing of our modems.

New development fee

The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill
- Breach our Terms and Conditions or our Fair Use Policy

Information available on our website.

Information about pricing

All costs mentioned on this critical information summary are inclusive of GST.

Excess usage

There are no excess usage charges.

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Cancelling your Service

If you cancel your contract anytime during the term, you'll need to pay a fee which is the equivalent to the remainder of your minimum contract total. This is calculated as the minimum monthly cost of the service multiplied by the number of months remaining in your agreement. After the contract has finished, we require a minimum of 30 days' notice in writing to accounts@sjhcomms.com.au.

Set-up fee

There is no set-up fee for this service.

Billing & Payments

This service is billed monthly in advance. We'll send you an invoice to your email address on the same day every month and provide multiple payment method options including direct debit.

Other possible charges

If you bundle your broadband service with a phone service or any of our additional services, your monthly costs may be different. For more information on a phone service, please see the relevant Critical Information Summary and our Terms and Conditions. Alternatively, speak to our team. You can upgrade your plan any time for no fee.

If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you request us to attend your site, an onsite service fee / callout fee may be charged. See the 'Fees and Charges – Residential' policy on our website for further information.

Your NBN service and power outages

If your premises has, or requires, critical safety devices such as medical, fire or an alarm with a back to base

feature you should speak to the team at SJH first. Alternatively contact your device provider for recommendations.

Your NBN service won't work if there is a power outage. If you have a voice service added, you will be unable to make or receive calls until power is restored.

Usage information

You can contact our support team and request your usage information anytime.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 02 4044 2300 or lodge a fault via email to service@sjhcomms.com.au. Please check our website for our current support hours.

Fees for onsite service apply.

Complaints

If you are not happy with your service, please contact us on 02 40442300 or email service@sjhcomms.com.au so we can address your concerns as quickly as possible.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint

This is a summary only and does not include special offers or discounts that we may offer from time to time.

Our full Terms and Conditions can be found on our website: <https://sjhcommunicationsolutions.com.au>