

# Service Installation Guidelines

## For Business Customers



### About this installation guideline

The term “SJH” refers to “SJH Communications”.

## Information about Installations

At SJH Communications we aim to deliver value for money when installing Services at your premises. There can be times when your installation does not go as planned or you need that extra bit of help. SJH believe in flexibility in delivery of service, this installation guideline intends to cover those general circumstances that may affect your service delivery and how we can help you further.

### Basic Services

We classify a Basic Service as one that is a single line NBN internet service. Service is delivered by a FTTN line (copper) or FTTP(Fibre) with an ethernet cable and they connect to the respective port of the modem with no additional services from SJH.

SJH does offer to our customers a standard set-up service where we can come to your premises to install and configure your modem to suit your needs. Standard set-up includes Wi-Fi changes and IP Network Address changes. Any complex on site work required to provide a functional NBN service is not included in the standard set-up and classed as additional work.

If you require this standard set-up service, please contact SJH. Our rates are at our standard hourly pricing. Refer to our ‘Fees and Charges – For Business’ Policy.

### Complex Services

We classify a complex service as one that has an NBN internet with SIP trunks, Cloud Phone System, Trade Pack and other services. Installation charges for these will be quoted and listed in our Agreement with you for Service delivery. Should a delay happen that we consider beyond reasonable we may have to charge for any extra installation costs or time.

### Unforeseen Delays

Unfortunately, sometimes there are factors caused by circumstances that are beyond SJH’s control, caused by the customer or another 3rd party. Such example items are listed below.

#### In Equipment and Services

Possible example reasons a delay may occur and not limited to:

- 3rd party Services not installed or not active;
- 3rd party Servers / Routers not configured or not ready;
- 3rd party I.T staff have not provided information required for our connection;
- Faulty or misconfigured 3rd party equipment;
- An Installation during B/H that may affect current services in use, i.e. customer call centre, inbound call campaigns, essential support calls that can’t be terminated, clients access to data servers, etc.

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### At Facilities

Possible reasons a delay may occur and are not limited to the following:

- No Power or No rack for installation;
- Overcrowded rack or location not viable;
- None / or insufficient cabling to provide access to desks, MDF's or patch frames;
- Site still under construction and there is no viable means to install our service;
- Access issues to site;
- Wrong address provided.

### Delays by Customer

A delay caused by customer to any work performed by SJH may be considered a 'cost to customer' delay where:

- the customer postpones appointment without proper reason; and / or
- causes significant delays due to circumstances that are within the customers control; and / or
- is unable to provide safe and feasible access to premises and time is spent to remedy the situation; and / or
- customer has made a variation to the Agreement without acknowledgement from SJH or the variation even though agreed does not comply with legal obligations, rules or requirements and therefore leads to unforeseen delays.

We may under the 'above' circumstances

- a. Cancel the installation appointment and charge you for any travel / site attendance at our advised rates in addition to the costs listed on the SJH Agreement with you; and
- b. At cost to you, delay work for these services at our advised rates and pass on any relevant additional charges / fees we incur;
- c. Re-quote the installation with any necessary equipment, configuration and new labour charges including any time already spent;
- d. Cancel the installation and re-order services, which may be subject to cancellation and other fees and charges including any additional travel / site attendance costs we have or will incur.

### Moving your numbers to SJH and number forwarding

#### Time frames and number forwarding costs explained

When you move your phone services with any phone carrier there are normally 3 overall steps involved:

- Your old phone company changes its services to allow your number to move away from them.
- Your new acquiring phone company puts your numbers in its system ready to receive calls
- Both phone companies update everyone else where your number is connected on date of porting.

For single line NBN services it is almost instant on the day nominated when the Service is moved.

For PBX (SIP / VoIP) services from the time we ask for your numbers to be given to us (SJH) a typical 2-week date is set for when this happens. If we have installed our new services our technicians may have put your numbers on or arranged for "Call Forward" to a temporary number connected to your new services.

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This means that calls to your current number will be forwarded to SJH, and any relevant call charges will be billed to you by your current phone carrier. SJH will only call forward to a local number.

It is deemed an accepted incidental cost to the customer as part of moving your services to another provider. SJH will not accept responsibility for any call charges billed to the customer that may arise as a result of any call forwarding to our services or other call costs under any circumstances, including extended delays in porting your numbers.

## Change of location

Where the installation of equipment is changed prior to or during install to a location other than was quoted.

We may, circumstances depending:

- Continue the installation if possible;
- At cost to you, arrange to perform any additional reconfiguration work for these services at our advised rates and pass on any relevant additional charges / fees in agreement with you;
- Postpone the work required with notification to you and organise a new time following a re-evaluation of the location nominated; and
- Re-quote the installation with any necessary equipment, configuration and labour changes; and
- Cancel the installation and re-order services, which may be subject to cancellation and other fees and charges.

## Faults

Where a service affecting issue is related to the services and/or equipment we do not provide, and is identified as faulty it is not responsibility of SJH Communications to perform;

- Repairing and restoration of services to an acceptable working state
- Replace and/or arrange for repair of items
- Organising resolution and/or investigation into affected equipment or services
- Provide temporary work arounds to restore services

## Rates

If we have extra work to perform at cost to you, we will arrange to perform these services at our advised rates and pass on any relevant additional charges / fees in agreement with you.

Our current standard hourly rates and other rates are listed in our 'Fees and Charges – For Business' policy. See our website or contact us at [info@sjhcomms.com.au](mailto:info@sjhcomms.com.au) for the latest copy.

## In Summary

Where any of the above circumstances or similar occur and cause significant delays to our planned installation and / or we were not notified of possible issues / delays, we will consult with you first and advise. This may involve us rebooking, postponing or keeping our staff longer at site, including charging you for the extra time for our installation if required.

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### **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 solution to your circumstances if the matter cannot be resolved. Ph: (+61) 02 40442300 or email us at [info@sjhcomms.com.au](mailto:info@sjhcomms.com.au)