



Straight Forward Technology

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🏢 Straight Forward Group Pty Ltd: ABN 78643385184.

QRTO Follow-Up Network Improvements

Client

Craig Coonan

Location

Not specified

EXPIRED

Expired: 28/02/2026

Quote

Job Number

JN3771

Expiry: February 28, 2026

PDF created: 28/06/2026 9:15 AM

QUOTE SUMMARY

Follow-up work from Oct 2025 QRTO service: TV data point repair, WiFi dead spot coverage, and garage gate gateway relocation

LABOUR

NEED PRICE

MATERIALS

NEED PRICE

OPTIONAL EXTRAS

\$0

TOTAL

\$0



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QUOTE DETAILS

Recommended improvements identified during yearly QRTO service on 31/10/2025. Includes TV data point repair, hallway WiFi coverage, and securing garage gate gateway installation.

ADDITIONAL INFORMATION

CUSTOMER DETAILS

Customer: Craig Coonan **Location:** 22 Julia Grove, Sorrento VIC 3943

QUOTE DETAILS

Following your recent QRTO service on 31/10/2025, this quote covers **recommended follow-up improvements** identified during the visit. These items were noted but not actioned at the time, and are now available for your consideration.

The work includes resolving the **faulty TV data point connection** that was temporarily worked around by using the Sonos Arc data point, addressing the **WiFi dead spot** in the hallway between the master bedroom and kitchen, and **securing the garage gate gateway installation** to prevent accidental disconnection of the master bedroom WAP in the wardrobe.

TV DATA POINT REPAIR

Issue Identified

During the service visit, the original TV data point was found to have a faulty connection causing dropouts. The switch port LEDs were slowly lighting up and turning off when the TV was connected, indicating **insufficient or unstable data delivery**. Cable retermination did not resolve the issue.

Current Workaround

The TV is currently connected via the **Sonos Arc data point** which resolved the dropout issue. The Sonos Arc is working reliably over WiFi with strong AP coverage from the unit positioned behind the TV.

Recommended Fix

Replace or repair the faulty data cable run to the TV location to restore the original connection and free up the Sonos Arc data point for future use.

WIFI COVERAGE IMPROVEMENT

Issue Identified



A **WiFi dead spot** was identified in the hallway between the master bedroom and kitchen. During the service visit, this was deemed non-critical and you declined additional coverage at that time.

Recommended Solution

Install an additional wireless access point to provide seamless coverage in the hallway area. This would eliminate the dead spot and ensure consistent connectivity throughout the property.

GARAGE GATE GATEWAY RELOCATION

Issue Identified

The garage gate automation gateway was installed in the master bedroom wardrobe, connected to the Ethernet output from the WAP. There is a **minor concern** that the WAP may be accidentally unplugged, which would disable the garage gate remote control functionality.

Recommended Solution

Relocate or secure the gateway and WAP connection to prevent accidental disconnection. Options include mounting the WAP more permanently, adding cable management, or finding an alternative location with dedicated power and data.

ASSUMPTIONS

- Access to roof space and existing cable runs is available
- Existing network infrastructure (switches, patch panel) has capacity for additional connections
- Work to be scheduled at a mutually convenient time