

Customer Service Guarantee Waiver

Please read the below information carefully. It contains information about your rights and protections provided under the Customer Guarantee Standard that you have agreed to forego in return for the significant service benefits of our VoIP service.

1. The [Telecommunications \(Customer Service Guarantee\) Standard 2000 \(No. 2\)](#) (“The Standard”) sets out rights and protections and other performance standards a customer can expect from a telephone provider.
2. Those rights and protections and other performance standards are:
 - a. Provision of written information about;
 - i. A customers rights and protections at least once every two years
 - ii. The performance standards which apply to the supply of a specified service
 - iii. The obligations of the provider under The Standard
 - iv. A customers entitlement to damages in the event of a contravention of the performance standards and;
 - v. The supply, on request for more information about the performance standards
 - b. Maximum connection timeframes;

Type of Connection	Timeframe
In Place Connections	
In place connection	2 business days
Existing connection outstanding	8 business days
Close to cable or infrastructure	
Urban	5 business days
Major rural	10 business days
Minor rural	15 business days
Remote	15 business days
Not close to cable or infrastructure	
Urban	20 business days
Major rural	20 business days
Minor rural	20 business days

Remote	20 business days
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c. Maximum fault restoration timeframes;

Community	Restoration timeframe
Urban	End of the 1 st business day after the fault is reported
Rural	End of the 2 nd business day after the fault is reported
Remote	Remote End of the 3 rd business day after the fault is reported

d. Making and changing appointments;

Apt Period	Definition of Missed
< 4 Hrs	Fails to attend within 15 mins
4-5 hours	Fails to attend within the period

e. Compensation for failure to meet timeframes;

Type of service delay	\$ per working days 1-5	\$ per working days 6+
Residential		
Connection or Repair of a standard service	\$14.52	\$48.40
Connection or Repair of an enhanced service	\$7.26	\$24.20
Connection or Repair of two or more enhanced services	\$14.52	\$48.40
Missed appointment	\$14.52 each	
Business		
Connection or Repair of a standard service	\$24.20	\$48.40
Connection or Repair of an enhanced service	\$12.10	\$24.20
Connection or Repair of two or more enhanced services	\$24.20	\$48.40
Missed appointment	\$24.20 each	



3. Part 5 of The Standard allows for a service provider to propose that a customer waive their rights & protections and other performance standards to obtain a significant service benefit.
4. Pursuant to Part 5 of The Standard, we proposes that you waive your rights & protections under The Standard in return of a significant service benefit.
5. In return for your acceptance of this proposed waiver of your rights & protections under The Standard, We can provide this service at a substantially cheaper rates than would otherwise be charged for a Telephone Service. These substantially cheaper calls are detailed on our Website.
6. By agreeing to this document you are waiving your rights & protections under The Standard so that we may provide you with the significant service benefit.
7. You agree that you are not able to make a claim to us for compensation where the performance standards in The Standard are not met.
8. Your acceptance of this proposed waiver of your rights & protections under The Standard is a condition of us supplying you with the service. This waiver will take effect seven days from the date of you agreeing to it, unless you notify us that you wish to withdraw your waiver. If you withdraw your waiver, we cannot provide you with the service
9. You understand the protections & rights under the Customer Service Guarantee Standard and agreed to waive wholly those protections & rights as they apply to the VoIP service(s) supplied to you by us. You are entering this agreement freely and voluntarily.