

AUSTSERVE IT Pty Ltd

Customer Service Guarantee (CSG) waiver

Version 1.0 – January 2025

By submitting you acknowledge that:

1. You have applied for a Voice service from AUSTSERVE IT and agreed to commit to the contract length chosen above.
2. You have read and agreed to the AUSTSERVE IT home phone service agreement located at www.austserve.com.au/terms
3. Customer Service Guarantee (CSG) Waiver

In accordance with Part 5 Telecommunication (Customer Protection and Service Standard) Act 1999 (Cth) [The Act], and the Telecommunications (Customer Service Guarantee) Standard 2011 (No. 2) [CSG], AUSTSERVE IT proposes that you waive your protection and rights in full for your Voice Service. As a customer, you are not obliged to waive your protection or rights in full, however in certain circumstances you acknowledge that AUSTSERVE IT reserves its right not to provide you with a service.

The Protection and Rights you are waiving include:

1. Damages for breach of performance standards, as per section 116 of the Act.
2. Time for payment of damages for breach of performance standards, as per section 117A of the Act.
3. Right of Contribution, as per section 118A of the Act.
4. Guaranteed maximum connection periods, as per the CSG.
5. Guaranteed maximum rectification period, as per the CSG.
6. Information to be given to Customers, as per the CSG.
7. Making and Changing Appointments, as per the CSG.

As an example of the above compensation, compensation for a missed appointment starts from \$14.52 per day and compensation for an unrepaired fault ranges from \$14.52 to \$48.40 per day.

Full detail of the above compensation can be found within the ACMA website at <http://www.acma.gov.au>

By waiving your rights you agree that you are not able to make a claim to us for compensation, where the performance standards are not met.

This waiver will take effect from the date of purchase of the AUSTSERVE IT Voice service, unless you notify AUSTSERVE IT of your intent not to be bound by this waiver within the seven (7) days. Should you choose to notify AUSTSERVE IT of your intent to rescind this agreement, AUSTSERVE IT reserves the right not to provide you with a service.

For any further questions in regard to this waiver please contact AUSTSERVE IT by phone on 1800 961 521 or in writing to Unit 2, 26 Cadell Crescent, ROTHWELL QLD 4022.