

Customer Service Guarantee



We are committed to upholding the Telecommunications (Customer Service Guarantee) Standard 2011 (CSG Standard) issued by the Australian Communications and Media Authority.

We promise to meet connection, fault repairs and appointment timeframes as set out in the CSG Standard, and to provide financial compensation to our customers if they are not met.

What is covered

The CSG Standard covers fixed telephone services: the Standard Telephone Service and 5 specified Enhanced Call Handling Features (Call Waiting; Call Forwarding; Call Barring/Control; Calling Number Display; Calling Number Display Blocking).

The CSG Standard applies to residential and small business customers with 5 or less Standard Telephone Services. It does not apply to carriers or carriage service providers.

The CSG Standard applies to:

- connections;
- fault repairs and service difficulties; and
- appointments associated with these activities.

For connections, all Standard Telephone Services are eligible regardless of what is connected to the service (e.g., internet or fax).

For repairs, only voice telephony faults are covered. Non-voice faults (e.g, internet access or fax faults) are not covered.

Connections

The company will provide the following maximum connection periods consistent with the CSG Standard

Service location	In-place connection*	New connection with infrastructure or spare capacity*	New connection without infrastructure or spare capacity*
Urban (population 10,000+ people or more)	Within 2 working days after request	Within 5 working days after request	Within 20 working days after request
Major Rural (population 2,500+ but less than 10,000)	Within 2 working days after request	Within 10 working days after request	Within 20 working days after request
Minor Rural (population greater than 200 up to 2,500)	Within 2 working days after request	Within 10 working days after request	Within 20 working days after request
Remote (up to 200 people)	Within 2 working days after request	Within 15 working days after request	Within 20 working days after request

**If we agree to connect in less time than outlined in the above table, the reduced period becomes the connection time.*

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Faults

The following timeframes apply to repairs of faults and service difficulties (as defined in the CSG Standard) for the Standard Telephone Service and the 5 Enhanced Call Handling Features we provide:

Service location	Repair time (after customer reports the fault)
Urban	End of 1 working day after report*
Major/Minor Rural	End of 2 working days after report
Remote	End of 3 working days after report

* The repair time 'End of 1 working day after report' applies to all locations where a disconnection occurs due to administrative error by us, or if the fault can be rectified without us attending customer premises or undertaking internal or external plant work.

Fault reports made after 5pm on a working day or at any time on a public holiday or weekend are deemed to have been made on the following working day under the CSG Standard.

Appointments

We will make an appointment at a convenient time for you to connect or repair your Standard Telephone Service and specified Enhanced Call Handling Features. The appointment time or location may be changed by either you or us with at least 24-hours' notice or by agreement. If we fail to keep an agreed appointment you may be entitled to receive a payment under the CSG Standard and a new appointment may have to be arranged.

The CSG Standard states that we will be taken to have attended an appointment unless we have missed the appointment by more than the allowable time:

Service location	Appointment period	Allowable time after the end of the appointment period
All locations	Less than or equal to 4 hours	15 minutes
All locations (where we do not need to travel a long distance to keep the appointment)	Greater than 4 hours and less than or equal to 5 hours	None
Minor Rural and Remote (where we must travel a long distance to keep the appointment)	Greater than 4 hours and less than or equal to 5 hours	45 minutes

Compensation

If we are liable to make a CSG payment to you for a connection, repair, or appointment liability incurred on or after 31 October 2006, a CSG payment will automatically be credited to your account in accordance with the CSG Standard:

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Customer	Services delayed	Compensation for first 5 working days (per working day)	Compensation after first 5 working days (per additional working day)
Residential/ Charity	Connection or repair of the Standard Telephone Service	\$14.52	\$48.40
	Connection or repair of 1 Enhanced Call Handling Feature to an existing CSG service	\$7.26	\$24.20
	Connection or repair of 2 or more Enhanced Call Handling Features to an existing service	\$14.52	\$48.40
	Not keeping an appointment on a day that is not a day you are entitled to receive a CSG payment for any of the above	\$14.52 for each missed appointment	
Business	Connection or repair of the Standard Telephone Service	\$24.20	\$48.40
	Connection or repair of 1 Enhanced Call Handling Feature to an existing service	\$12.10	\$24.20
	Connection or repair of 2 or more Enhanced Call Handling Features to an existing service	\$24.20	\$48.40
	Not keeping an appointment on a day that is not a day you are entitled to receive a CSG payment for any of the above	\$24.20 for each missed appointment	

Note: The maximum CSG payment amount is \$25,000. GST does not apply to CSG payments.

Exemptions

The CSG Standard does not apply in some situations including:

- Where delays are due to circumstances outside our control such as natural disasters or extreme weather conditions including large hail, heavy rainfall, flash flooding, hazardous winds, lightening, blizzards, tornadoes, large waves and storm tides.
- Where you accept our offer of an interim or alternative phone service or you refuse a reasonable offer of an interim or an alternative service.
- Where you have agreed to waive your right to CSG Standard eligibility under the CSG Standard.
- Where Enhanced Call Handling Features are not available due to existing network limitations.

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- Where it is necessary to withdraw the Service(s) in order to maintain or upgrade a facility or network and we have given reasonable notice.
- If you fail to keep an appointment with us without giving us at least 24 hours' notice.
- If you have unreasonably withheld agreement to an appointment offered by us or unreasonably refused us access to your Premises.

Important – For our VoIP based service we will require you to waive the CSG Standard as our charges are typically cheaper than our competitors that may include the CSG Standard. Please call our Customer Service Team for further information.

Making a claim

If you believe that a breach of the CSG Standard has occurred and we have not credited a CSG payment for that breach, you may contact our Customer Service Team to enquire about making a claim.

If you are not satisfied with any of our explanations, you may make a complaint using our complaint process. We will aim to resolve your complaint. If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit: tio.com.au/about-us/contact-us

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