



Customer Guarantee Waiver

Customer Service Guarantee

The Customer Service Guarantee (CSG) Standard is administered by the Australian Communications and Media Authority (ACMA). It requires telephone providers to meet performance standards for residential and small business customers and to provide users with financial compensation when these standards are not met.

The CSG Standard specifies timeframes for the connection of specified services, the repair of faults and the attendance of appointments. This applies to the Standard Telephone Service, your telephone line, and some features. These features are Call Waiting, Call Barring, Call Divert, Call Number Display and Call Number Display Suppression.

The ability of Locall Australis to meet the CSG Standard can be impacted by circumstances beyond our control, for example severe storms or bushfires.

Further information about the CSG Standard is available from the ACMA website <http://www.acma.gov.au/> website.

This includes:

Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2)

Telecommunications (Customer Service Guarantee) Standard 2000 (No.2) as amended 31/10/06.

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