



Customer Service Guarantee Waiver



Please read the following paragraphs carefully. They contain information affecting your rights.

1. The Telecommunications (Customer Service Guarantee) Standard 2001 allows TransACT to propose that you waive the protections and rights provided for under the Act's Customer Service Guarantee (CSG).
2. The CSG contains performance standards which carriage service providers (such as TransACT) are required to fulfil (unless the customer has waived these performance standards). A complete version of the Customer Service Guarantee, and an explanation of its terms, are available on the Australian Communication and Media Authority's website (www.acma.gov.au).
3. TransACT offers customers free standard installation, in return for waiving their CSG rights.
4. The protections and rights you are waiving are:

The provision of written information

The CSG requires carriage service providers to at least every two years give written information to each customer about:

- the performance standards that apply to supply of specified services,
- the obligations of the provider under those standards,
- the customer's entitlements to damages under the Act for contravention of the performance standards; and
- on request, provide information to the customer about a performance standard.

Guaranteed maximum connection periods

The CSG provides timeframes within which connection to services should occur.

Guaranteed maximum rectification periods

The CSG provides timeframes within which rectification of service faults should occur.

Making and changing appointments

The CSG requires carriage service providers to:

- make appointments with customers at times that are convenient for the customer,
- make appointments with customers that are either for a particular time of the day or to nominate a five hour period during which the appointment will occur; and
- change appointments by giving at least 24 hours notice or by obtaining the agreement of the customer to the change.

If you waive the Customer Service Guarantee you will not be able to claim compensation from TransACT for its failure to meet the prescribed performance standards.

5. This waiver will take effect seven days from the date of you signing it, unless you notify TransACT that you no longer wish to waive your rights under the CSG. If you do so notify TransACT, TransACT reserves its rights not to provide the Service to you.
6. If you have asked for your Service to be installed within seven days of being provided with this notice you will be asked to sign this waiver to show you agree to waive the protections and rights under the CSG.

Waiver

I,

understand the protections and rights under the Customer Service Guarantee, and agree to waive all protections and rights under the Customer Service Guarantee with respect to the provision of the Service by TransACT to me.

› Signature

› Date / /