

Customer Service Guarantee (CSG) Waiver for IP Voice Services

This waiver applies to customers who acquire Voice services (a VoIP product) from ATS Solutions. The waiver takes effect from the date you agree to the waiver proposal and submit your application for service to ATS Solutions.

In accordance with Part 5 of the Telecommunication (Customer Protection and Service Standard) Act 1999 (Cth) (The Act), and the Telecommunications (Customer Service Guarantee) Standard 2011 (No. 2), Hello Broadband proposes that you waive your entitlements under the CSG in relation to any IP Voice services supplied by ATS Solutions.

We ask you to do this because we cannot guarantee the restoration time of your phone service if a fault occurs with the Internet or your underlying physical connection that supports your Internet service. This waiver does not mean we won't endeavour to provide you with the best customer service we can.

As a customer or potential customer of ATS Solutions, you are not obliged to waive your protection or rights under the CSG however you acknowledge that we reserve our right to decline your application for service if you choose not to agree to this waiver proposal.

The ATS Solutions Voice Service is provided on a best efforts basis. By accepting this proposal you are agreeing to waive your rights and protections under the CSG and are not able to make a claim against ATS Solutions for compensation under the CSG in connection with the ATS Solutions Voice Services that you have acquired. These rights include:

- Information to be given to customers about the CSG and the performance standards applicable under it;
- Maximum timeframes for connecting a standard telephone service, and the right to receive compensation when those timeframes are not met;
- Maximum timeframes for repair of a fault or service difficulty on a standard telephone service, and the right to receive compensation when those timeframes are not met;
- Maximum timeframes for appointments for connecting or repairing a standard telephone service, and the right to receive compensation when those timeframes are not met.

By waiving your rights you understand and agree that you forgo your rights to compensation under the CSG, where the performance standards are not met. Details of the range of compensation amounts is available on the ACMA website at www.acma.com.au.

For more information regarding your protections and rights under the CSG, please refer to our website or contact us on (08) 9328 7199.