

Customer service guarantee:

At Aussie Broadband we are committed to being good to people and in doing so we have chosen to uphold the legislated Telecommunications (Customer Service Guarantee) Standard 2011 ("the CSG Standard"), as amended and issued by the Australian Communications and Media Authority (ACMA).

The CSG Standard specifies certain requirements to which carriage service providers must adhere to in relation to the provision and repair of Standard Telephone Services and appointments associated with these activities.

What does the CSG Standard cover?

The CSG Standard applies to all telephone companies offering fixed line services, including the Standard Telephone Service (STS) and five specified Enhanced Call Handling Features.

These features are:

Call Waiting – a service whereby a customer is notified of an incoming call while engaged in a call but can place the first call on hold to take the second call.

Call Forwarding – allows a call directed to a number to be forwarded to a stored number.

Call Barring/Control – enables a customer to control access to some, or all, network numbers before a call is established (this does not include network barring system).

Calling Number Display – enabling a customer to identify the number of a calling party; and

Calling Number Display Blocking – enabling a client to prevent the display of his or her number to a called party.

The CSG Standard covers phone services and appointments at your location including:

- connecting a service or features such as call waiting and calling number display
- repairing a fault or service problem

The CSG Standard applies only to customers with no greater than five Standard Telephone Services.

What does the CSG Standard not cover?

The CSG Standard does not apply to data products, customer premises equipment and customer cabling. It also does not apply to mobile and internet services, transfers to another phone company, equipment such as handsets, fax lines and any services which have more than 5 landline phone lines.

Additional exclusions are summarised in the section 'Exemptions from the CSG Standard'.

Connections:

Aussie Broadband aim to promptly connect Standard Telephone Service and specified Enhanced Call Handling Features within timelines consistent with the Standard of CSG.

The table below outlines the guaranteed maximum connection period in which Aussie Broadband must connect your service in line with the CSG Standard.

You may be entitled to a CSG payment for every working day of delay beyond an agreed connection date. Please refer to "How much does Aussie Broadband pay?" for more details.

Demographic category	In-place connection	Connecting to a brand new service	New connection without infrastructure or spare capacity
Urban (10,000+ people)	Within 2 working days	Within 5 working days	within 20 working days
Major Rural (2,501 to 9999 people)	Within 2 working days	Within 10 working days	within 20 working days
Minor Rural (201 to 2,500 people)	Within 2 working days	Within 15 working days	within 20 working days
Remote (up to 200 people)	Within 2 working days	Within 15 working days	within 20 working days

An 'in-place connection' is the connection of a standard telephone service at a site where a previous working standard telephone service has been cancelled and is available for automatic re-activation. No additional connection work between the network boundary at the site and the local telephone exchange, or at that exchange, is required.

Repairs:

Aussie Broadband aim to promptly repair faults or service difficulties on your Standard Telephone Service and specified Enhanced Call Handling Features.

We will repair faults and service difficulties within specified time periods based on the service location (see table below).

You may be entitled to a CSG payment for every working day of delay beyond an agreed repair date. See 'How much does Aussie Broadband pay?' for more details

Demographic category	Time for repair
Urban (10,000+ people)	End of the first full working day after Aussie Broadband receives the report
Major Rural (2,501 to 9999 people)	End of two full working days after Aussie Broadband receives the report
Minor Rural (201 to 2,500 people)	End of two full working days after Aussie Broadband receives the report
Remote (up to 200 people)	End of three full working days after Aussie Broadband receives the report

If Aussie Broadband do not need to visit the customer or have disconnected the service due to an administration error, the timeline is the end of the first full working after Aussie Broadband receives the report.

Appointments:

Aussie Broadband may provide you with an appointment window of no more than 5 hours.

When a change of appointment time is required, Aussie Broadband or the customer must provide 24 hours' notice that a change in appointment time is required. A change in appointment time can also be changed by agreement between the customer and Aussie Broadband.

The CSG Standard allows for the following:

Demographic category	Window for appointment	Appointment is missed if Aussie Broadband does not attend
All locations	4 hours or less	Within 15 minutes of the appointment period*
Urban and major rural (2,501+ people)	Between 4 and 5 hours	Within the appointment period
Minor rural and remote (up to 2,500 people)	Between 4 and 5 hours	Within the appointment period*

*If Aussie Broadband must travel a long way into a demographic area of up to 2,500 people, we are entitled to an extra 45 minutes to meet the appointment time.

Notifying Aussie Broadband:

When requesting a connection or repair, customers are required to contact Aussie Broadband by 5pm on a working day for the specified connection and repair timeframes to apply from that day. Any requests received after this time will be deemed to have been received the following working day.

How much does Aussie Broadband pay?

If Aussie Broadband misses a timeline set by the CSG Standard, we must pay compensation. These compensation payments differ for residential, charity and business customers.

Residential and charity customers:

Services delayed	Compensation per working day, 1 to 5 days	Compensation per working day, 6+ days
Connect or fix a standard telephone service	\$14.52	\$48.40
Connect or fix 1 extra feature to an existing service	\$7.26	\$24.20
Connect or fix 2 or more features to an existing service	\$14.52	\$48.40

Aussie Broadband must also pay \$14.52 for each appointment they miss for residential and charity customers.

Business Customers:

Services delayed	Compensation per working day, 1 to 5 days	Compensation per working day, 6+ days
Connect or fix a standard telephone service	\$24.20	\$48.40
Connect or fix 1 extra feature to an existing service	\$12.10	\$24.20
Connect or fix 2 or more features to an existing service	\$24.20	\$48.40

Aussie Broadband must also pay \$24.20 for each appointment they miss for business customers.

Exemptions from the CSG Standard:

In a few circumstances, Aussie Broadband does not have to meet the CSG Standard which include the following:

- If a customer fails to keep an appointment and have not provided at least 24 hours' notice.
- If Aussie Broadband need to move staff or equipment to an area affected by circumstances beyond our control.
- When Aussie Broadband is unable to obtain legal access to land or a facility and where Aussie Broadband is required to comply with any law of the Commonwealth, State, Territory or Local Government.
- When Aussie Broadband has reasonable grounds to believe that the customer would be unable or unwilling to pay the charges as it is due to be paid.
- Where Enhanced Call Handling Features are not available due to existing network limitations.
- Where the customer can activate the Enhanced Call Handling Features from your telephone handset or customer equipment.
- Where it is necessary to withdraw the service(s) in order to maintain or upgrade a facility and Aussie Broadband has given reasonable notice.
- Where you are connected by another carriage service provider to a Standard Telephone Service and request Aussie Broadband to supply that service, the CSG Standard does not apply in respect of the connection timeframe.
- If a missed appointment occurs over a period of connection or repair delay for which a CSG liability already applies.
- A request by a public authority to provide emergency communications services that restricts connection of standard telephone services.
- If the customer unreasonably withhold approval to an appointment offered by Aussie Broadband.
- If there is a mass service disruption due to no fault of Aussie Broadband. This includes:
 - Natural disasters
 - Extreme weather
 - Planned maintenance or upgrade work that Aussie Broadband has notified customers about
 - Damage to any of Aussie Broadbands facilities and networks by a third party