

Customer Service Guarantee Waiver: Phone Services

The Customer Service Guarantee Standard (CSG Standard) establishes performance standards that telephone service providers must meet or exceed for appointments and the connection and repair of standard telephone services (and certain enhanced call-handling features).

Under the CSG Standard, telephone service providers may propose to a customer—either in writing or orally—that they (wholly or partly) waive their rights under the CSG Standard. The waiver provisions are intended to allow customers to take advantage of—and to encourage providers to offer—services that may not be offered if CSG protections are applied.

Nelson Bay Online proposes that you waive all rights and protections granted under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth) (the Act) in relation to any Nelson Bay Online Phone Services.

This waiver applies to customers who acquire new phone services from Nelson Bay Online.

The rights and protections granted under Part 5 of the Act include:

- maximum timeframes for connection of a home phone service and/or enhanced call feature;
- maximum timeframes for fixing faults or service difficulties with a home phone service and/or enhanced call feature;
- timeframes for attending appointments in connection with a home phone service;
- the provision of information about the relevant performance standards; and
- prescribed compensation for failure to meet relevant performance standards.

For Nelson Bay Online to offer the low costs set out for these services it requires that all customers who apply for these services waive their rights under, and in respect of, the CSG.

Further information on these rights and protections can be found on ACMA's [website](#).

The waiver will take effect 5 working days from the day you accepted our waiver proposal when you purchased our Home Phone service. If you consent to this waiver, you will be unable to claim compensation from Nelson Bay Online for any failure to meet the prescribed performance standards outlined in the Telecommunications (Customer Service Guarantee) Standard 2011.

You are not obliged to consent to this proposed waiver. However, Nelson Bay Online reserves the right not to provide you with Nelson Bay Online Home Phone Services if you decline the terms of this waiver proposal.

Name and Address of the carriage service provider making the waiver proposal:

AlphaCall Pty Ltd T/As Nelson Bay Online, ABN 24 615 989 154

Unit 1, 40 George Street
Granville NSW 2142

Phone: 1300 746 754
Fax: (02) 9760 0069
Email: support@nelsonbay.com

Nelson Bay Online remains committed to providing you with outstanding customer service. Accordingly, this waiver proposal does not stop you from contacting Nelson Bay Online regarding any faults or service disruptions you may experience with your Nelson Bay Online service, nor does it reduce Nelson Bay Online's willingness to fix any problems with your service, should they arise.

For more information about Nelson Bay Online Phone Services or how this waiver affects you, please refer to the Nelson Bay Online website or contact us on 1300 7546 754.