

Customer Service Guarantee

Introduction

The Customer Service Guarantee (CSG) Standard made under the *Telecommunications (Consumer Protection and Service Standards) Act 1999* is administered by the Australian Communications and Media Authority (ACMA). The CSG sets minimum performance standards that carriage service providers need to meet for the provision and repair of Standard Telephone Services (STS) and the scheduling and attendance of appointments made with you.

Commander may need to provide you with financial compensation when these performance standards are not met.

Further details of your rights and our obligations under the CSG Standard can be found at www.acma.gov.au

Scope of the CSG Standard

The CSG Standard applies to residential and small business customers that have 5 or less STS's.

Your STS and the following enhanced features are covered under the CSG:

- ✓ Call Waiting;
- ✓ Call Forwarding;
- ✓ Call Barring;
- ✓ Calling Number Display and
- ✓ Call Number Display Blocking

For connections, STS's are eligible regardless of what is connected at the end of the service (eg. Internet or Fax).

For repairs, only voice telephony faults are covered.

When does the CSG Standard not apply?

- Mobile Services, Data and Internet Services, International and Long Distance only Services, Customer Premises Equipment, Commander 13, 1300 & 1800 services, some VoIP services and virtual private networks are not covered by the CSG Standard.
- Activities past the network boundary point (NBP) (otherwise known as the first telephone socket), the network termination device (NTD) or the main distribution frame (MDF) are not covered by the CSG Standard.
- Where you have agreed to waive your rights to CSG eligibility in relation to a specific Commander product offering (for example Onestream IP Voice or Onestream Phonelines)
- When you accept a reasonable offer to supply an interim or alternative service or, where you have been offered an interim service and an alternative service and you were informed about the functionality of each service and the terms and conditions of supply of these services while waiting for your regular STS to be connected or repaired. An example of an alternative service is a call diversion to a mobile phone.
- When you refuse to accept a reasonable offer of an interim service or an alternative service while waiting for your regular STS to be connected or repaired.
- Where Commander or our upstream supplier has declared a Mass Service Disruption (for example due to unforeseen circumstances such as extreme weather events or damage to a network facility by a third party).

- If you deny access to your premises or fail to cooperate with Commander with regards to arrangements made with you and this contributes to the delay in service delivery, the CSG Standard will not apply.
- Where it is necessary to withdraw services for the purposes of maintenance or upgrading of a facility or network and reasonable notice was given to you, the CSG Standard may not apply.
- If a customer owes Commander payment for charges associated with the connection or use of a service and Commander has reasonable grounds to believe that the customer would be unable or unwilling to pay for these charges, the CSG Standard may not apply for the connection of a service.
- Where a service has been disconnected for non payment of a charge and we have not agreed on payment of the charge, the CSG Standard may not apply for the connection of a service.

New Service Connections & Relocations

Location of Service	Guaranteed Maximum Connection Periods		
	In Place Connection *	New Connection with available cabling	New connection without available cabling
Urban (Community of 10,000 people or more)	Within 2 working days after request	Within 5 working days after request	Within 20 working days (equal to 1 month) after request
Major Rural (Community 2,500 – 10,000 people)	Within 2 working days after request	Within 10 working days after request	Within 20 working days (equal to 1 month) after request
Minor Rural (Community of 201 - 2500 people)	Within 2 working days after request	Within 15 working days after request	Within 20 working days (equal to 1 month) after request
Remote (Community of less than 200 people)	Within 2 working days after request	Within 15 working days after request	Within 20 working days (equal to 1 month) after request

* An in place connection is a connection of a STS at a site where a previous working service has been cancelled and is available for reconnection without the need for any other connection work at the customer premises, the local telephone exchange, or any other places in between.

Faults, Repairs & Service Difficulties

Location of Service	Guaranteed Maximum Repair Periods
Urban (Community of 10,000 people or more)	At the end of one (1) full working day after report. (*)
Major Rural (Community 2,500 – 10,000 people)	At the end of two (2) full working days after report.
Minor Rural (Community of 201 - 2500 people)	At the end of two (2) full working days after report.
Remote (Community of less than 200 people)	At the end of three (3) full working days after report.

* Where a fault or service difficulty has occurred due to an administrative error or if the fault or service difficulty can be rectified without attending the customer premises or undertaking internal or external plant work, the Guaranteed Maximum Repair Period of the end of one working day applies.

Appointments with Customers

Both Commander and the customer are able to make and change appointments. If an appointment time or location is changed either by you or us, reasonable notice must be given. At least a 24 hour notice period is considered to be reasonable.

If an appointment is missed by us, you may be entitled to a CSG payment.

Location of Service	Appointment Period	Grace Period
All locations	Less than or equal to 4 hours	15 minutes
Urban and Major Rural	Greater than 4 hours and less than or equal to 5 hours	None
Minor Rural and Remote	Greater than 4 hours and less than or equal to 5 hours (*)	45 minutes

* Where there is a need to travel long distances

Damages payable to you where performance standards have not been met

Amounts listed in the below table are damages payable in accordance with the Telecommunications (Customer Service Guarantee) Amendment Standard 2006 (No. 1) issued from the 31st October 2006.

The Goods and Services Tax (GST) does not apply to CSG payments.

Customer Type	Contravention	Damages for the first 5 working days (per working day)	Damages due after the first 5 working days (per working day)
Residential/Charity	Delay with Connection or Repair of STS	\$14.52	\$48.40
Business	Delay with Connection or Repair of STS	\$24.20	\$48.40
Residential/Charity	Delay with Connection or Repair of one Enhanced Call Handling Features to an existing service	\$7.26	\$24.20
Business	Delay with Connection or Repair of one Enhanced Call Handling Features to an existing service	\$12.10	\$24.20
Residential/Charity	Delay with Connection or Repair of 2 or more Enhanced Call Handling Features to an existing	\$14.52	\$48.40

	service		
Business	Delay with Connection or Repair of 2 or more Enhanced Call Handling Features to an existing service	\$24.20	\$48.40
Residential/Charity	Missed Appointment that falls on a day that is not a day in relation to which you are entitled to receive a CSG payment	\$14.52	N/A
Business	Missed Appointment that falls on a day that is not a day in relation to which you are entitled to receive a CSG payment	\$24.20	N/A

How to contact Commander to report a fault

Please call us on 132 777 to report a fault with your Standard Telephone Service.

Need further information about CSG?

If you have any enquires about the CSG Standard, contact our Compliance department:

Phone: 1300 659 522

Fax: 02 9030 6551

Email: compliance@commander.com

Alternatively, more information can be found via the ACMA at www.acma.gov.au

If you would like to make a claim for a CSG payment that was not automatically applied by Commander to your account, you can call our Customer Service team on 132 777.