

Customer Service Guarantee



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Ver. 1.5
Issued: 19/01/2019



Customer Service Guarantee

We are committed to achieving customer service excellence. We comply with the legislated requirements outlined in the Telecommunications (Customer Service Guarantee) Standard 2011 ("CSG Standard") and issued by the Australian Communications and Media Authority ("ACMA").

The CSG Standard specifies certain requirements to which service providers such as us, and our suppliers must adhere in relation to the provision and repair of standard telephone services ("STS") and appointments related to these activities.

1. What types of services are covered by the CSG standard?

The CSG Standard applies to all telephone companies offering fixed line services and covers the STS provided by Telstra (known as PSTN) and five specified Enhanced Call Handling Features ("ECHF").

These features are:

- Call Waiting – enabling a customer to receive a second call on a telephone service while engaged on a call;
- Call Forwarding – causing a call directed to a number to be redirected to a stored number;
- Call Barring/Control – enabling a customer to control access to some, or all, network numbers before a call is established (this does not include network barring arrangements);
- Calling Number Display – enabling a customer to identify the number of a calling party; and
- Calling Number Display Blocking – enabling a customer to prevent the display of his or her number to a called party.

The CSG Standard applies to residential and small business customers with no more than five STS. A customer does not include a carrier or a carriage service provider.

The CSG Standard covers:

- connections and fault repairs of STS and the five specified enhanced call handling features; and
- appointments related to these activities.

For connections, STS are eligible regardless of what type of associated service is connected at the end of the service (e.g. internet or fax).

However, for repairs, only voice telephony faults are covered. This means that non-voice faults such as internet access or fax faults are not covered by the CSG Standard.

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2. What types of services are not covered by the CSG Standard?

The CSG Standard does not apply to data products, customer premises equipment, customer cabling, payphones, sophisticated business-oriented services, corporate virtual private networks, satellite services and mobile services. It also does not apply to activities past the network boundary point, including but not limited to, beyond the first telephone socket, the network termination device (NTD) or the main distribution frame where applicable.

3. When does the CSG Standard not apply?

The CSG Standard does not apply in certain circumstances, including the following:

- when we, or our supplier, are required to undertake maintenance or upgrading of a facility or network that is used to supply any given service and we have given reasonable notice;
- where delays are due to circumstances outside our or our supplier's control such as: damages to our or our supplier's facilities by a third party; natural disasters or extreme weather conditions (e.g. bushfire, flood, cyclones etc.);
- where delays are caused by us or our supplier needing to move staff or equipment to an area affected by circumstances beyond the control of us or our supplier;
- where we, or our supplier, are unable to obtain lawful access to land or a facility and where we, or our supplier, is required to comply with any law of the Commonwealth, State, Territory or Local Government;
- where a missed appointment occurs over a period of connection or repair delay for which a CSG liability already applies;
- where you are connected by another carriage service provider to a STS and request we supply that service, the CSG Standard does not apply in respect of the connection timeframe;
- where you have agreed to waive your right to CSG Standard eligibility under the CSG Standard;
- where ECHF are not available due to existing network limitations;
- where you are able to activate the Enhanced Call Handling Features from your telephone handset or customer equipment;
- where you request connection of your telephone service and we have reasonable grounds for believing that you would be unable or unwilling to pay the charges for connection or use of the service;
- if you were disconnected for non-payment of a charge and we have not reached agreement for the payment of that charge;
- if you withhold agreement to an appointment offered by us or our supplier;
- if you fail to keep an appointment with us or our supplier; or
- if you unreasonably refuse our carrier access to your premises.

4. The guaranteed connection time frames as set out in the CSG Standard.

We aim to connect your STS and specified ECHF within time frames consistent with the CSG Standard. These time frames are based on the service location and the availability of telecommunications infrastructure and spare capacity we, or our supplier, can use to connect your service (see table below).

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Infrastructure refers to systems and facilities used in the provision of telecommunications services. It includes radio distribution systems, network cables and lead-in cables to the customer premises.

Wherein we envisage a delay in supplying you with a STS, we will notify you in writing of the reason for the delay and the expected time frame for completion of any infrastructure upgrade. We will also offer an alternative service arrangement such as a call diversion to a mobile or fixed telephone service.

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

We will apply the "guaranteed maximum connection periods" as set out below;

Service location	In-place connection	New connection with infrastructure and spare capacity	New connection without infrastructure or spare capacity
Urban	Within 2 working days after request	Within 5 working days after request	Within 20 working days (equivalent to 1 month) after request
Major Rural	Within 2 working days after request	Within 10 working days after request	Within 20 working days (equivalent to 1 month) after request
Minor Rural	Within 2 working days after request	Within 15 working days after request	Within 20 working days (equivalent to 1 month) after request
Remote	Within 2 working days after request	Within 15 working days after request	Within 20 working days (equivalent to 1 month) after request

Please Note: An in-place connection is a connection of a STS at a site where a previous working service has been cancelled by the previous account holder and is available for automatic reconnection or reactivation without the need for the service provider to do any other connection work at the customer premises, the local telephone exchange, or any places in between.

5. Customer Service Locations (definitions)

The various demographic categories as outlined under the CSG Standard are:

Service location category	Demographic size
Urban	Township/community grouping of 10,000 people or more
Major Rural	Township/community grouping of more than 2,500 people but less than 10,000 people
Minor Rural	Township/community grouping of 201 people or more but not more than 2,500 people within a standard zone
Remote	Township/community grouping of less than 200 people or township/community grouping located outside a standard zone

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6. The guaranteed maximum fault repair periods specified by the CSG Standard.

We aim to repair faults or service difficulties on your STS and specified ECHF within time frames consistent with the CSG Standard. Please note that the CSG Standard does not cover non-voice faults or service difficulties such as modem and fax dropouts.

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

Where we envisage a delay in repairing your STS, we will notify you in writing of the reason for the delay and the expected time frame for completion of any infrastructure upgrade. We will also offer an alternative service arrangement such as a call diversion to a mobile or fixed telephone service.

You may be entitled to a CSG Standard payment for every working day of delay beyond an agreed repair date. Please refer to “How much do we pay?” for more details.

We will apply the “guaranteed maximum fault repair periods” as set out below.

Service location	Time for repair*
Urban	End of one full working day after report
Major Rural	End of two full working days after report
Minor Rural	End of two full working days after report
Remote	End of three full working days after report

*Service Restoration timeframes can be extended due to mass service disruptions where CSG Standard will not apply. See <https://www.telstra.com.au/consumer-advice/customer-service/mass-service-disruption>

Please Note: The time for repair relating to “end of one full working day after report” applies to all service locations where the fault occurs due to an administrative error by the telephone company, or if the fault can be rectified without the telephone company attending customer premises or undertaking internal or external plant work.

7. Appointments

We aim to keep agreed appointments in relation to connection and repair of your STS and specified ECHF.

If we or our carriers fail to keep an agreed appointment, you may be entitled to receive a CSG Standard payment for a missed appointment. A new appointment may have to be arranged.

If an appointment time or location is changed either by you or by us or our supplier with reasonable notice of at least 24 hours, or by agreement, you are not entitled to receive a CSG payment.

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For appointments, the CSG Standard allows the following grace periods as shown:

Service location	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

Please Note: The grace period is extended to 45 minutes, where there is a need to travel a long distance, such as in the case of Minor Rural and Remote locations.

8. Notifying Us

When requesting a connection or reporting a fault, customers are required to contact us by 5pm on a working day for the specified connection and fault time frames to apply from that day. Customer requests received after this time will be taken to have been received the following working day. A working day is a day that is not a Saturday, a Sunday or a public holiday in the customer service area.

9. How much do we pay?

There is no need for you to contact us to lodge a claim for CSG Standard. If we fail to meet our obligations under the CSG Standard we will credit your account, no later than 16 weeks after your STS is connected or the fault is repaired. You may request a refund from any credit balance that may appear on an invoice following our payment of the CSG Standard payment.

For connection, repair and appointment liability incurred on or after 31 October 2006, we are liable to make a CSG Standard payment to you in accordance with the CSG Standard in the following circumstances:

- If we fail to connect or repair your service within the specified time period or on an agreed date, you may be entitled to receive a CSG Standard payment of \$14.52 (for residential/charity customers) or \$24.20 (for business customers), for each working day that we miss, for the first five working days of delay. After the initial five working days of delay, you may be entitled to receive a CSG Standard payment of \$48.40 (for all customer types) per additional working day of delay.
- If only one ECHF is not connected or repaired within the specified time period or on an agreed date, you may be entitled to receive a CSG Standard payment of \$7.26 (for residential/charity customers) or \$12.10 (for business customers) for each working day of delay. After the initial five working days of delay, you may be entitled to receive a CSG payment of \$24.20 (for all customer types) for each additional working day of delay.
- If two or more ECHF are not connected or repaired within the specified time period or on an agreed date, you may receive a CSG Standard payment of \$14.52 (for residential/charity customers) or \$24.20 (for business customers), for each working day of delay. After the initial five working days of delay, you may be entitled to receive a CSG Standard payment of \$48.40 (for all customer types) for each additional working day of delay.
- If an appointment is missed on a day that is not a day in relation to which you are entitled to receive a CSG Standard payment in accordance with any of the above circumstances, you

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may be entitled to receive a CSG Standard payment of \$14.52 (for residential/charity customers) or \$24.20 (for business customers), for each missed appointment.

- The maximum CSG Standard amount payable under the CSG Standard is \$25,000.
- The Goods and Services Tax (GST) introduced on 1 July 2000 does not apply to CSG Standard payments.

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