

# CUSTOMER SERVICE GUARANTEE WAIVER



FuzeNet's phone services enable you to make and receive voice calls via the NBN network connected to your property.

Administered by the ACMA, the Customer Service Guarantee (CSG) sets minimum performance standards relating to telephone services.

In accordance with the Telecommunications (Customer Protection and Service Standards) Act 1999 (Cth) and the Telecommunications (CSG) Standard 2011 (No.2), FuzeNet proposes that you waive your protection and rights in full for the services to be supplied by FuzeNet.

As a customer, you are not obliged to waive your protections or rights in full, however you acknowledge that FuzeNet reserves its right not to provide you with a service should you not agree to waive your protections and rights in full.

The protections and rights set out in the CSG which we propose that you waive include:

- damages for breach of performance standards
- time for payment of damages for breach of performance standards
- right of contribution
- guaranteed maximum connection periods
- guaranteed maximum rectification period
- information to be given to customers
- making and changing appointments

After waiving these Customer Service Guarantees, you will not be able to claim compensation from FuzeNet for failure to provide these protections.

For details on timeframes and compensation for phone services under the CSG, please visit the ACMA website: [www.acma.gov.au](http://www.acma.gov.au)

FuzeNet Pty Ltd

**P:** 1300 881 917

**W:** [www.fuzenet.com.au](http://www.fuzenet.com.au)

**E:** [service@fuzenet.net.au](mailto:service@fuzenet.net.au)