



Customer Service Guarantee (“CSG”) Waiver

Red Broadband

This waiver is applicable to any VoIP services provided by Red Broadband.

The Customer Service Guarantee Standard (which is also known as the “CSG”) is a Telecommunication Industry regulation that sets out the rights, protections and standards that residential customers can expect from their telephone service provider. Included is your right to be provided with information about the CSG once every two years as well as your right to receive compensation if we are not able to meet the performance standards set out regarding:

- Maximum timeframes for connecting a service;
- Maximum timeframes for fault rectification and repair of a service;
- Attendance of appointments with customers;

The CSG also contains your rights to:

- Damages for breach of performance standards as per section 116 of the Act;
- Time for payment of damages for breach of performance standards as per section 117A of the Act;
- The right of Contribution as per section 118A of the Act.

For full details regarding the CSG under the Telecommunications (Consumer Protection and Standards) Act 1999, please visit the ACMA website at www.acma.gov.au.

Waiver of your rights

The waiver applies to all VoIP services provided to you by Red Broadband. When supplying service to you, Red Broadband proposes that you waive these protections and rights in full. This enables us to provide you with the service at a lower cost. By waiving these rights you will not be eligible to make any claim of compensation against Red Broadband under the CSG. You are not obliged to provide your consent to waiver your rights under the CSG, however Red Broadband may choose not to supply the service to you if you do not agree to waiver your protections and rights in full.

This waiver takes effect five working days from the date that you order the service from Red Broadband unless you notify Red Broadband in writing regarding your intent not to be bound by this waiver within the five working day timeframe. If you do notify Red Broadband that you intend not to be bound by this waiver, Red Broadband reserves the right not to provide the service to you.

Contact Details

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