



Yamo Pty Ltd
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Customer Service Guarantee Waiver

In accordance with Parts 5 Telecommunication (Customer Protection and Service Standard) Act 1999 (Cth) [The Act], and the Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2) [Customer Service Guarantee or CSG], *Yamo* proposes that you waive your protection and rights under the Consumer Service Guarantee in full.

As a customer, you are not obliged to waive your protection or rights in full, however in certain circumstances you acknowledge that *Yamo* reserves its right not to provide you with a service.

In return, *Yamo* agrees to provide you with significantly lower call costs; all on the basis that *Yamo* is not required to meet the standards set out in the Customer Service Guarantee.

The Protection and Rights you are waiving include:

- Damages for breach of performance standards, as per section 116 of the Act.
- Time for payment if damages for breach of performance standards, as per section 117A of the Act.
- Right of Contribution, as per section 118A of the Act.
- Guaranteed maximum connection periods, as per the CSG.
- Guaranteed maximum rectification period, as per the CSG.
- Information to be given to Customers, as per the CSG.
- Making and Changing Appointments, as per the CSG.

This waiver will take effect from the date you sign this waiver. If you intend not to be bound by this waiver, you must notify Yamo immediately. Should you choose to notify *Yamo* of your intent to rescind this agreement, *Yamo* reserves the right not to provide you with a service. For more information regarding your CSG rights, please refer: http://www.acma.gov.au/WEB/STANDARD/pc=PC_1712.

By signing below you acknowledge that you understand the contents of this waiver and consent to waiving your protection and rights under the Consumer Service Guarantee Standard in full.

Signature of Customer /Authorised Representative of Customer

Customer Name:

Address:

Date: