

VoIP Customer Service Guarantee Waiver

For this type of VoIP service, for Superloop to be able to provide this at the low charges we have offered requires you to waive various rights that are specified in the Telecommunications Act. These rights, known collectively as “The Customer Service Guarantee” (CSG) can be found on the Australian Communication Authority’s website:

<http://www.acma.gov.au/Citizen/Consumer-info/Rights-and-safeguards/Phone-connection-and-repair/customer-service-guarantee-csg> and the ACMA CSG FAQ <http://www.acma.gov.au/theACMA/customer-service-guarantee-for-phone-users-faqs>

You will see that Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2000 (no 2) allows Superloop to propose that you waive the protections and rights provided under the CSG. You are not obliged to agree to the waiver but if you do not then Superloop is unable to offer you these services. Superloop is offering significantly lower call costs for the VoIP service but is only able to do so on the basis that it is not required to meet the performance standards set out in the CSG.

By agreeing to this document, you agree to waive your protections and rights under the CSG. For Superloop to offer the low costs set out for these services it requires that all customers who apply for these services waive their rights under, and in respect of, the CSG.

Specifically, the CSG protections and rights you are waiving are:

1. The provision of written information

The CSG requires carriage service providers to, at least every two years, given written information to each customer about:

- The performance standards that apply to the supply of the specified services;
- The obligations of the provider under these standards;
- The customer’s entitlements to damages under the Act for contravention of the performance standards; and
- On request, provide information to the customer about a performance standard.

2. Guarantee maximum connection periods

The CSG prescribes maximum timeframes within which connection to services should occur.

3. Guaranteed maximum rectification periods

The CSG prescribes maximum timeframes within which rectification of service faults should occur.

4. Making and changing appointments

The CSG requires carriage service providers to:

- make appointments with customers at times that are convenient for the customer;
- make appointments with customers that are either for a particular time of the day or to nominate a five-hour period during which the appointment will occur; and
- change appointments by giving at least 24 hours’ notice or by obtaining the agreement of the customer to the change.

If you so waive the CSG you will not be able to claim compensation from Superloop for its failure to meet the prescribed performance standards.

This waiver will take effect seven days from the date of you agreeing to it unless you notify Superloop that you no longer wish to waive your rights under the CSG. If you do so notify Superloop then Superloop will not provide the services to you.

5. Your rights to compensation under the CSG Standard shown in the snapshot below is waived, where the waiver proposal is accepted by you.

The ACMA CSG FAQ is located here:

<http://www.acma.gov.au/theACMA/customer-service-guarantee-for-phone-users-faqs>

Snapshot of compensation

	Services delayed	Compensation for first 5 working days (per working day)	Compensation after first 5 working days (per working day)
Customer	Connection or repair of standard telephone service	\$14.52	
	Connection or repair of enhanced call handling features to an existing service	\$7.26	\$48.40
Residential/Charity	Connection or repair of two or more enhanced call handling features to an existing service	\$14.52	\$24.20
	Not keeping an appointment	\$14.52 <i>for each missed appointment</i>	\$48.80
Business	Connection or repair of standard telephone service	\$24.20	
	Connection or repair of enhanced call handling features to an existing service	\$12.10	\$48.40
	Connection or repair of two or more enhanced call handling features to an existing service	\$24.20	\$24.20
	Not keeping an appointment	\$24.20 <i>for each missed appointment</i>	\$48.80

6.Name and Address of the carriage service provider making the waiver proposal

Superloop Limited
Level 1, 545 Queen Street
Brisbane, QLD 4000
Phone: 1300 558 406

<https://hbbsupport.superloop.com/hc/en-au>