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The Customer Service Guarantee Standard [CSG] covers the supply of standard telephone services. You can read more detailed information on the ACMA's FAQ: <https://www.acma.gov.au/Citizen/Phones/Landlines/Phone-connection-and-repair/customer-service-guarantee-for-phone-users-faqs>

In summary, some of the rights set out in the CSG include:

- The right to be provided with information regarding the performance standards set out in the CSG.
- The right to compensation if standard telephone service connection timeframes are not met.
- The right to compensation if standard telephone service faults are not rectified within the specified timeframes.
- The right to compensation if an appointment is missed in connection with a standard telephone service.
- Information regarding the specified timeframes and the applicable amounts of compensation which vary based on location, infrastructure and duration of default.

To read the legislation in full, visit <https://www.legislation.gov.au/Series/F2011L00413>

The CSG standard does not apply to mobile or satellite telephone services, broadband/internet services, customer equipment or customers that have more than five standard telephone services.

As VoIP and Fixed Line Phone Services are often provided across third party infrastructure, or are dependent on third party suppliers who are not required to meet the standards of the CSG, DCS Internet [DCSI] are unable to guarantee compliance with the performance standards and specified timeframes laid out in the CSG.

For this reason, DCSI is also unable to offer a Medical Priority Assistance service at this time. Should you require this service due to a life-threatening medical condition of a member of your household, you should apply for services through a telecommunications provider who can offer Priority Assistance. Telstra are a telecommunications provider who offer a Priority Assistance service.

When DCSI supplies a VoIP or Fixed Line Phone Service to you, we propose that you wholly waive your rights under the CSG Standard. By waiving your rights, you agree that you are not able to make a claim to DCSI for compensation where the standards have not been met.

You are not obliged to waive your protection and rights under the CSG, however DCSI may choose not to supply a service to you if you do not agree to wholly waive your rights.

This waiver does not stop you from contacting DCSI in regards to a fault with your service, and does not affect the quality of service delivery or prevent us taking action to fix a fault with your service as quickly as possible.

The waiver takes immediately at the time of service activation and applies to VoIP and Fixed Line Phone Services provided by DCSI.

CSG Waiver

I have read the CSG Waiver and understand that I am agreeing to forgo my rights under the CSG Standard with regards to the provision of a VoIP or Fixed Line Phone Service, and that this waiver will take effect in 5 business days. I understand that I am under no obligation to consent to the waiver, but that consent is a requirement of VoIP or Fixed Line Phone Service provision and my application may be cancelled if I decline to consent.

I also confirm that I understand that DCSI do not offer a Medical Priority Assistance service, and that I should seek another provider if I require Priority Assistance due to a life threatening medical condition affecting myself or another member of my household.

Print Name: _____ Contact Phone: _____

Address: _____

Signature: _____ Date: _____