

## Customer Service Guarantee Waiver for the AdamTalk VoIP service



**Please read the following paragraphs carefully. They contain information affecting your rights.**

### **Introduction**

1. Part 5 of the *Telecommunications (Customer Service Guarantee) Standard 2000 (No 2)* (**the CSG**) allows Adam Internet to propose that you waive the protections and rights provided for under the CSG.
2. The CSG contains performance standards, which carriage service providers such as Adam Internet are required to fulfil (unless the customer has waived these performance standards). A complete version of the CSG and an explanation of its terms are available on the Australian Communication and Media Authority's website ([www.acma.gov.au](http://www.acma.gov.au)).
3. The AdamTalk VoIP service provides significantly lower call costs in comparison to a normal telephone service provided over the public switched telephone network. Adam Internet is only able to provide this service on the basis that it is not required to meet the CSG's performance standards. So that Adam Internet may continue to offer this service, it requires that all AdamTalk VoIP customers waive their rights under, and in respect of the CSG.
4. **The protections and rights you are waiving are:**

**a. The provision of written information**

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

- the performance standards that apply to supply of specified services;
- the obligations of the provider under those 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.

**b. Guaranteed maximum service connection periods**

The CSG provides timeframes within which connection to services should occur.

c. **Guaranteed maximum fault rectification periods**

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

d. **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 waive your rights under the CSG you will not be able to claim compensation from Adam Internet for any failure to meet the prescribed performance standards in relation to the supply of the AdamTalk VoIP service.**

5. This waiver will take effect when you agree to the waiver as part of the application for AdamTalk VoIP service. If you do not agree to a CSG waiver, Adam Internet reserves its rights not to provide the AdamTalk VoIP service to you.

**Waiver**

I understand that by agreeing to this waiver of rights to Adam Internet as part of my application for the AdamTalk VoIP service, I am agreeing to waive all protections and rights under the Customer Service Guarantee with respect to the provision of the AdamTalk VoIP service by Adam Internet to me.