

The Customer Service Guarantee Standard [CSG] covers the supply of standard telephone services. 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.

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 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.

When DCSI supplies a VoIP 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 effect 5 days after the date of signing and applies to VoIP Services provided by DCSI. Our contact details are:

DCSI
1A/155 Queen Street
Warragul VIC 3820
1300 66 55 75
accounts@dcsi.net.au

Office Use
Affix Address Label Here

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 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 Service provision and my application may be cancelled if I decline to consent.

Print Name: _____

Signature: _____ Date: _____

Contact Phone Number: _____