

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
ccounts@dcsi.net.au

Office Use Only
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: _____

Contact Phone Number: _____

Signature: _____ Date: _____

The Porting Authorisation Form must be completed and returned to DCSI along with **a full copy of your latest telephone bill** (without the itemised call section, if applicable) from your current service provider.

Only Local telephone numbers can be ported. Note that the average timeframe for the completion of a port request from the date that we receive your form is **4-6 weeks**.

Account Holder Details

Business name (Optional):

First Name:

Last Name:

Date of Birth:

Contact Phone:

Mobile Phone:

Email

Service Details

Current Service Provider:

Account Number:

Phone Number to Port:

**Address Details
(Must be the service location)**

Unit/Suite Number:

Street Number:

Street Name:

Street Type:

Suburb:

Post Code:

Terms and Conditions

1. You **must not** deactivate your existing service when porting. Telephone numbers can only be ported while active.
2. You understand that during a port, a period of downtime **will** occur. DCSI is not responsible for any period of downtime.
3. By transferring your service to VoIP you understand it is a **voice only** service. Fax, EFTPOS, back-to base alarm monitoring, medical emergency systems will usually not function correctly, or at all using a VoIP service.
4. You can only withdraw your authority to port this telephone number before the cutover date.
5. Rescheduling a port may incur additional costs. You will be responsible for all costs accumulated.
6. DCSI provides no guarantee that it can port your telephone number from your current service provider. Your current service provider may reject this port request if the information you provide is incorrect or does not match the data held by them. In this case, you authorise DCSI to correct the information and resubmit the request to port your telephone number or dispute the

rejection by your current service provider. A porting request may also be rejected for other reasons as stated in the LNP Industry Code. If DCSI cannot complete the port within 90 days, you will be required to complete this form again and restart the porting process.

7. DCSI cannot guarantee that the telephone number will be ported within any specified timeframe. Porting hours of operation are 8am to 5pm AEST/AEDST, Monday to Friday, excluding national public holidays. If a porting request is rejected and needs to be resubmitted, additional delays will be encountered.

8. You may have outstanding contractual obligations and costs owed to your current service provider. You will still be bound by these obligations and payment of any outstanding costs. DCSI is not liable for any such costs you incur from your current service provider.

9. The port process **only transfers your telephone number**. This may result in the loss of any “value added services” associated with the service and your current service provider (eg. Voicemail, ADSL broadband services spectrum sharing).

10. DCSI reserves the right to charge a fee for porting your telephone number to, or from DCSI.

11. Standard (CAT-A) Ports are \$50 Including GST per number and Complex (CAT-C) ports are \$299 per number.

12. Local Number Portability (LNP) does not guarantee you can keep your number if you move to a different geographic location.

13. For the purpose of processing your application, DCSI will be required to disclose some of the details you have provided to us to a third-party. This includes, but may not be limited to your name, business name, address, phone numbers and accounts details.

14. NBN Co supplied battery backup units for fibre connections cannot be used to provide backup solutions for our VoIP services.

15. VoIP services require a fully functional broadband connection to the internet in the event of an internet outage, power outage, or cancellation of the internet service, the VoIP service will not function until your internet connection has been restored. Service outages, suspensions or terminations of your internet service will prevent all VoIP services, **including emergency calls** from functioning. If you or a family member at has a life threatening illness, you understand that you may not have direct access to emergency services as the operation of VoIP relies on many factors outside of our control. At the very least we recommend you have a working mobile phone with sufficient coverage in the event of an emergency situation.

16. If your number port is combined with an NBN connection, DCSI will coordinate your number port and connection to occur on the same day. The number port **will** take place on the day your NBN connection is booked for installation by NBN Co. There is a possibility NBN Co will be unable to complete your connection to the NBN on the same day. If NBN Co encounter issues requiring your installation to be rebooked, you will be without a connection to the Internet and phone line. DCSI will be able to redirect your phone number to voicemail or an alternate phone number until NBN Co complete the installation. When NBN Co rebook an installation, this could take an additional 2 to 6 weeks. Issues encountered by NBN Co on the day of your installation are outside the control of DCSI.

Informed Consent

Voice over IP (VoIP) is a technology that allows you to make and receive phone calls over your DCSI broadband connection. A VoIP service provides a lower cost and more modern alternative to fixed phone but does have limitations and is not suitable for all customers.

I authorise the telephone number listed above to be ported to DCSI. I acknowledge that I am authorised to request the porting of the telephone number.

I acknowledge that I have read and completely understand the terms, conditions and process involved and described on the preceding pages of this document.

x / /

Signature Date

Printed Name _____