

## Customer Service Guarantee

### What is the Call Australia Customer Service Guarantee?

The Telecommunications Customer Service Guarantee Standard (CSG) sets minimum performance standards for the installation and repair of services. Set out in the tables below are the time frames in which Call Australia ("Call Australia") is now required by the CSG to action requests for:

- connections of a standard telephone service;
- service or an enhanced call handling features;
- repair of faults or service difficulties; and
- making and attending appointments with customers and advising the length of the appointment 'window'

Call Australia may have to provide you with financial compensation if these time frames are not met.

### Who does the Call Australia CSG apply to?

The CSG applies to full service Call Australia customers with 5 or less Standard Telephone Services.

The CSG applies to Call Australia full service customers who are currently being billed for line rental by Call Australia. It covers the standard PSTN telephone service and the following enhanced calling features:

- Call waiting;
- Call forwarding;
- Call barring (but not barring on the Call Australia Long Distance network);
- Calling number display; and
- Calling number display blocking.

### When does the Call Australia CSG not apply?

- The CSG does not apply to mobile services, customer equipment, Internet services, long distance only services, inbound services or to customers who have more than five standard telephone services.
- The CSG may not apply where there are unforeseen circumstances beyond the control of Call Australia such as when natural disasters or extreme weather conditions cause mass service disruptions.
- The CSG may also not apply where a customer has not co-operated or denied access to his or her premises and this has contributed to the delay in service delivery.
- The CSG may not apply to connection of a service if a customer is legally required to pay Call Australia a charge for connection or use of a service provided by Call Australia, and Call Australia has reasonable grounds to believe that the customer would be unable or unwilling to pay such charges.
- The CSG may not apply to connection of a service if the customer has been disconnected for not paying a charge when due and we have not agreed on payment of the charge.
- The CSG may not apply in certain situations where our non-compliance with performance standards is a result of maintenance or upgrading of a facility or network and we have given you reasonable notice.

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### New Service Connections and Relocations

In-place Connections*	Connection Timeframe
All sites where available	Within 2 working days after a customers application

Close to Available Cabling	Infrastructure Connection Timeframe
Urban Area (Community of more than 10000 people)	Within 5 working days after a customers application
Major Rural Area (Community of 2500-10000 people)	Within 10 working days after a customers application
Minor Rural Area (Community of 200-2500 people)	Within 15 working days after a customers application
Remote Area (Community of less than 200 people)	Within 15 working days after a customers application

Not Close to Available Cabling	Infrastructure Connection Timeframe
Urban Area (Community of more than 10000 people)	Within 1 month after a customers application
Major Rural Area (Community of 2500-10000 people)	Within 1 month after a customers application
Minor Rural Area (Community of 200-2500 people)	Within 6 months after a customers application
Remote Area (Community of less than 200 people)	Within 6 months after a customers application

*\*An in-place connection is where a useable in-place is available the connection requires exchange work only and a tech appointment is not required*

### Faults or Service Difficulties

Location	Time for Repair*
Urban Area (Community of more than 10000 people)	End of next working day after report
Major Rural Area (Community of 2500-10000 people)	End of second working day after report
Minor Rural Area (Community of 200-2500 people)	End of second working day after report
Remote Area (Community of less than 200 people)	End of third working day after report

*\*Please note that any faults reported on public holidays, weekends or after 5pm on a working day are considered under CSG as reported at commencement of the following working day  
#Where the fault occurs due to an administrative error by the telephone company, or if the fault can be rectified without the telephone company attending customer premises, or undertaking internal or external plant work, the time for repair for all service locations is the 'end of next working day after report'. In all other cases, time for repair is as set out in the above table.*

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The CSG Standard defines a fault or service difficulty as one or more of the following:

- the absence of a dial or ring tone;
- the inability to make or receive calls;
- disruption to communications due to excessive interference;
- repetition of service cut-offs;
- another condition that makes the service unusable; and
- if the service includes an enhanced call handling feature - the non-functioning of this feature.

### Appointments to connect or repair a service

Appointment Period*	Definition of a Missed Appointment
Four hours or less	Technician not attend within 15 minutes of the appointment period*
Between four and five hours	Technician does not attend within the appointment period*

*\*An extra 45 minutes is allowed where the technician must travel long distances for an appointment at a premises in a community of under 2,500 people.*

If Call Australia gives a customer an appointment for connecting or repairing a service then the appointment period must be no longer than five hours. Call Australia must keep this appointment unless it gives the customer reasonable notice.

### Compensation Payable for Service Agreement Breaches\*

Customer Type	Service Delayed	Compensation for the first 5 Working Days (per working day)	Compensation after the first 5 Working Days (per working day)
Residential	Connection or Repair of standard Telephone Service	\$14.52	\$48.40
	Connection or repair of Enhanced Call Handling Features to an existing service	\$7.26	\$24.20
	Connection or repair of 2 or more Enhanced Call Handling Features to an existing service	\$14.52	\$48.40
	Not keeping a scheduled appointment	\$14.52	\$14.52
Business	Connection or Repair of Standard Telephone Service	\$24.20	\$48.40
	Connection or repair of Enhanced Call Handling Features to an existing service	\$12.10	\$24.20
	Connection or repair of 2 or more Enhanced Call Handling Features to an existing service	\$24.20	\$48.40
	Not keeping a scheduled appointment	\$24.20	\$24.20

**\* NB: New compensation amounts are effective for events from 31/10/2006 as per the Customer Service Guarantee Amendment 2006**

### **How to make a CSG Claim?**

If Call Australia has identified a breach of the CSG, a payment will be allocated automatically to the customers account and will appear on the next invoice issued. Under the CSG legislation, customers are not required to complete a claim form in order to receive a CSG payment. However if a customer believes that a breach has occurred and that the CSG entitlement has not been allocated to their account they may contact the Compliance Department directly to investigate the claim.

#### **Compliance Department**

**GPO Box 262,  
Sydney, NSW, 2001**  
Ph: 1300 659 522  
Fax: 02 9030 6551

If a customer is not satisfied with the way the Call Australia has dealt with a possible breach of the CSG they should firstly contact the Compliance Department. If after speaking to this department a customer is still not satisfied, they may refer their claim to the TIO as an office of last resort who may investigate the issue further.

#### **Telecommunications Industry Ombudsman (TIO)**

**PO Box 276, Collins Street West,  
Melbourne VIC 8007**  
Ph: 1800 062 058  
Fax: 1800 630 614