

Occom Customer Service Guarantee (CSG) Waiver

This Customer Service Guarantee (CSG) waiver applies to all our customers who purchase a residential Voice plan (a voice over IP service) from Occom, and it's an important part of how we're able to keep this service affordable for you.

The Telecommunications (Consumer Protection and Service Standards) Act 1999 and the Telecommunications (Customer Service Guarantee) Standard 2011 (CSG Standard) require service providers like us to guarantee minimum levels of service for standard telephone services (including VoIP) and enhanced call handling features. The CSG sets out committed timeframes that apply to connecting a standard telephone service, fixing faults, and attending appointments with you — We may ask you to waive your CSG rights in certain circumstances to enable us to continue providing the service at an affordable price.

Because our residential Voice plans are designed to work together with an Occom internet service, the Voice service relies on the internet connection and the underlying network infrastructure used to deliver it. If a fault occurs with your internet service or the underlying physical connection, the restoration of your Voice service may depend on factors outside our control, and we may not be able to guarantee that it will be restored within the standard CSG timeframe. For this reason, we may ask you to waive your CSG rights. Waiving the CSG lets us focus on giving you a genuinely good-value Voice service without being tied to timeframes we can't always control.

To be clear, waiving your CSG rights doesn't change how seriously we take your service. We're just as committed to giving you quality support and fixing issues quickly, waiver or not. If you experience any issues with your residential Voice service, [contact us](#) and we'll help sort it out.

You're not required to waive your CSG rights — it's entirely your choice. That said, because of how our residential Voice plans work alongside your internet service, we're only able to offer this service to customers who agree to the waiver.

This waiver commences as soon as you agree to it, and you're welcome to change your mind — you can withdraw your agreement at any time within 5 working days of first agreeing. If you do withdraw, we reserve the right to cancel your residential Voice service, since we're not able to offer it without the waiver in place.

By agreeing to this CSG waiver, you're agreeing to waive your rights under the CSG Standard, including your right to make a claim against us for financial compensation under the CSG in connection with your residential Voice service. In plain terms, here's what that covers:

- being given certain information about the CSG and the performance standards that apply under it;
- the maximum timeframes for connecting a service, and the right to receive compensation if these aren't met;
- the maximum timeframes to fix faults or service difficulties, and the right to receive compensation if these aren't met; and
- the maximum timeframes for appointments to connect or repair a service, and the right to receive compensation if these aren't met.

If you'd like to read more about the rights and protections you're agreeing to waive under the CSG — including the compensation that would otherwise be payable where CSG timeframes aren't met — you can find full details at acma.gov.au/customer-service-guarantee.

If you have any questions about this CSG waiver, or you need support in connection with your residential Voice service, please [contact us](#) — we're happy to help. You can reach us by calling **1300 299 999** (8am to 10pm, Monday to Friday, weekends & public holidays), or via any of the other channels set out on our website.