

**CUSTOMER SERVICE**  
**GUARANTEE WAIVER FOR VOICE**  
**OVER INTERNET (VoIP)**  
**SERVICES**



## Customer Service Guarantee Waiver for Voice of Internet Protocol (VoIP) Services

In accordance with Parts 5 Telecommunication (Customer Protection and Service Standard) Act 1999 (Cth) [The Act], and the Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2) [CSG], NTD proposes that you waive your protection and rights in full. As a customer, you are not obliged to waive your protection or rights in full, however in certain circumstances you acknowledge that NTD reserves its right not to provide you with a service.

In return, NTD agrees to provide you with significantly lower call costs and technical support; all on the basis that NTD is not required to meet the standards set out in the Customer Service Guarantee.

The Protection and Rights you are waiving include:

- Damages for breach of performance standards, as per section 116 of the Act.
- Time for payment if damages for breach if performance standards, as per section 117A of the Act.
- Right of Contribution, as per section 118A of the Act.
- Guaranteed maximum connection periods, as per the CSG.
- Guaranteed maximum rectification period, as per the CSG.
- Information to be given to Customers, as per the CSG.
- Making and Changing Appointments, as per the CSG.

This waiver will take effect seven days from the date of purchase of the NTD service, unless you notify NTD of your intent not to be bound by this waiver within the given time frame. Should you choose to notify NTD of your intent to rescind this agreement, NTD reserves the right not to provide you with a service.

For more information regarding your CSG rights, please refer <http://www.acma.gov.au/Citizen/Consumer-info/Rights-and-safeguards/Phone-connection-and-repair/waiver-of-rights-under-the-csg-standard-fact-sheet>