

# Tangerine 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 Tangerine.

The Telecommunications (Consumer Protection and Service Standards) Act 1999 and the Telecommunications (Customer Service Guarantee) Standard 2011 (CSG Standard) require service providers to guarantee that customers will get minimum levels of service for their 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. The CSG does not apply if you agree to waive your CSG rights.

Because our residential Voice plans can only be used with a Tangerine internet service, our residential Voice plans are supplied on the basis that you agree to waive your CSG rights. We ask you to do this because we cannot guarantee the restoration time on your Voice service if a fault occurs with the internet or the underlying physical connection that enables your internet service.

Waiving your CSG rights does not affect our commitment to provide you with quality service and support. If you experience any issues with your residential Voice service, you can [contact us](#) for assistance.

You are not required to waive your CSG rights. However, if you don't agree to this, we won't be able to supply a residential Voice service to you.

This waiver commences when you agree to it. However, you can withdraw your agreement at any time within 5 working days after providing your agreement, in which case we reserve the right to cancel your residential Voice service.

By agreeing to this CSG waiver, you agree to waive your rights under the CSG Standard, including your rights to make a claim against us for financial compensation under the CSG in connection with your residential Voice service. These rights include:

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

For further information about the rights and protections you are agreeing to waive under the CSG (including the compensation payable where the CSG timeframes are not met), go to <https://www.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](#) for assistance by calling us on 1800 211 112 or via any of the other channels set out on our website.