



Customer Service Gurantee

(Residential and Small Business Customers)

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Customer Service Guarantee

Your rights under the Customer Service Guarantee

The *Telecommunications (Customer Service Guarantee) Standard 2023* (**the CSG**) sets performance standards in relation to eligible telephone services. This includes mandatory timeframes for the connection of a service, rectification of a fault and keeping appointments.

<https://www.acma.gov.au/customer-service-guarantee>

Our obligations

Unless you waive your rights under the CSG or an exemption applies, we are obliged to meet the CSG's performance standards.

Rights to compensation

If we fail to meet applicable performance standards in relation to your eligible telephone service, you are entitled to receive compensation.

What does the CSG Standard cover?

The CSG Standard applies to all telephone companies offering fixed line services, including the Standard Telephone Service (STS) and five specified Enhanced Call Handling Features.

These features are:

- Call Waiting – a service whereby a customer is notified of an incoming call while engaged in a call but can place the first call on hold to take the second call.
- Call Forwarding – allows a call directed to a number to be forwarded to a stored number.
- Call Barring/Control – enables a customer to control access to some, or all, network numbers before a call is established (this does not include network barring system).
- Calling Number Display – enabling a customer to identify the number of a calling party; and
- Calling Number Display Blocking – enabling a client to prevent the display of his or her number to a called party. The CSG Standard covers phone services and appointments at your location including:
 - connecting a service or features such as call waiting and calling number display
 - repairing a fault or service problemThe CSG Standard applies only to customers with no greater than five Standard Telephone Services

What does the CSG Standard not cover?

The CSG Standard does not apply to data products, customer premises equipment and customer cabling. It also does not apply to mobile and internet services, transfers to another phone company, equipment such as handsets, fax lines and any services which have more than 5 landline phone lines.

Additional exclusions are summarised in the section 'Exemptions from the CSG Standard

Exemptions from the CSG Standard

In a few circumstances, we are not required to meet the CSG Standard which include the following:

- If a customer fails to keep an appointment and have not provided at least 24 hours' notice.
- If we need to move staff or equipment to an area affected by circumstances beyond our control.

- When we are unable to obtain legal access to land or a facility and where we are required to comply with any law of the Commonwealth, State, Territory or Local Government.
- When we have reasonable grounds to believe that you would be unable or unwilling to pay the charges as it is due to be paid.
- Where Enhanced Call Handling Features are not available due to existing network limitations.
- Where you can activate the Enhanced Call Handling Features from your telephone handset or customer equipment.
- Where it is necessary to withdraw the service(s) to maintain or upgrade a facility and we have given reasonable notice.
- Where you are connected by another carriage service provider to a Standard Telephone Service and request us to supply that service, the CSG Standard does not apply in respect of the connection timeframe.
- If a missed appointment occurs over a period of connection or repair delay for which a CSG liability already applies.
- A request by a public authority to provide emergency communications services that restricts connection of standard telephone services.
- If you unreasonably withhold approval to an appointment offered by us.
- If there is a mass service disruption due to no fault of ours. This includes:
 - Natural disasters
 - Extreme weather
 - Planned maintenance or upgrade work that we have notified you about
 - Damage to any of our facilities and networks by a third party