

Customer Service Guarantee

According to Australian Communication and Media Authority (ACCA) all Telecom companies are obliged to meet service guarantee standards. CSG is overseen by the Australian Communications and Media Authority and an independent umpire, the Telecommunications Industry Ombudsman. This standard provides financial compensation, of a prescribed amount, to customers who are affected by delays in service connections and fault repairs. It also covers missed appointments

- Scope of CSG
- CSG doesn't apply to
- Connection Periods
- Rectification of faults
- Appointment with customers
- Exemption from performance standards
- Compensations
- Consumer service guarantee

Scope of CSG

Areas covered within CSG are as follows:

- Exchange of information with customers
- Connection periods
- Repairing of faults
- Appointment with customers
- Exemption from performance standards
- Compensations

CSG standards applies to standard telephone service and other phone features like call waiting, call forwarding, call barring, caller number display, caller number blocking.

CSG doesn't apply to

- Mobile service
- Internet service
- ISDN
- Satellite service
- Customer equipment
- Customer who has more than 5 telephone service and inbound service

Connection Periods

Connection period contains details about the guaranteed maximum connection period required for the connection of new phone service. WIRE NETWORKS is obliged by CSG described by ACMA to make arrangements for a new telephone connection with the time frame mentioned below, unless a situation occurs where CSG doesn't apply.

Connection time frame*

Sites with in-place connections	2 working days
Sites without an in-place connection	
Urban area (population equal or greater than 10,000)	5 working days
Rural area (population between 2500 - 10,000)	10 working days
Remote area (population between 200 - 2500)	15 working days
Sites not close to cabling	

Urban area (population equal or greater than 10,000)	30 working days
Rural area (population between 2500 - 10,000)	10 working days
Remote area (population between 200 - 2500)	15 working days

*Period starts after a service provider receives the request

Rectification of faults

Fault or service difficulty as defined by CSG, means

- Absence of dial or ring tone
- Inability to make or receive calls
- Disruption to communication because of excessive interference
- Frequent service cut-offs
- An enhanced call feature is not operative

Location	Time frame *
Urban area (population equal or greater than 10,000)	End of 1 working day
Rural area (population less than 10,000)	End of 2 working day
Remote area (population greater than 200)	End of 2 working day

*Period starts after a service provider receives the request

Faults reported after 5pm on a working day or at any time on a public holiday or weekend are deemed under the CSG to have been made on the following working day.

Appointment with customers

WIRE NETWORKS will make an appointment with the customer for the purpose of connection of a specified service or rectification of faults on a suitable time and day that must be convenient for the customer. If an appointment for connecting or repairing a service is made - the appointment period should not be more than 5 hours. Under the CSG standard WIRE NETWORKS is obliged to attend an appointment unless we have missed the appointment in accordance with the following criteria mentioned below.

Appointment	Definition for missed appointment
* Period between 4 hours or less	Provider is not present at the site within 15min after the time of appointment.
* Period between 4-5 hours	Provider is not present at the site within the given appointment period

*Period of extra 45 minutes is allowed where phone technicians must travel long distances Exemption from performance standards

WIRE NETWORKS is exempted from complying with the CSG in certain situation. Some of these situations are

- If a customer has more than 5 eligible lines and make arrangements for the supply of more additional lines.
- If customer is obliged to pay WIRE NETWORKS a charge for connection or use of service.
- Non - compliance with a performance standard occurs due to maintenance or up-gradation of the network used to supply the service

- WIRE NETWORKS is exempted from CSG in relation to connection of a customer to a specified service if the customer is legally obliged to pay to provider charges for the connection or use of service.
- Non-compliance or delays are due to some natural calamity or unforeseen circumstances that are beyond the control of WIRE NETWORKS
- If provision of an emergency communication service requested by a public authority restricts connection to a specified service or rectification of a fault or service difficulty
- If enhanced call features are not available due to network limitation.
- If you are connected to a standard telephone service by another carriage service provider and you require WIRE NETWORKS to supply that service - CSG standard doesn't apply.
- If you fail to keep an appointment with WIRE NETWORKS without giving prior notice of 24 hours.

WIRE NETWORKS may not provide a connection if a customer is required to pay charges for the use of service

If a customer is reluctant to co-operate or denied access to his/her premises

Compensations

WIRE NETWORKS is required to pay exemptions to customers for delayed connections or repairs unless an exemption applies.

Compensation	During first 5 working day		After 5 working days
	Residential	Business	
Delay in connecting a CSG service	\$12	\$20	\$40
Delay in connecting an enhanced call handling feature	\$2 (if 2 or more features are not connected)	\$10 (if 2 or more features are not connected)	\$40 (if 2 or more features are not connected)
Delay in repairing a fault	\$12	\$20	\$40
Delay in rectifying an enhanced call handling feature	\$6 (if 2 or more features are not connected)	\$10 (if 2 or more features are not connected)	\$40 (if 2 or more features are not connected)
Not keeping an appointment	\$12 (for each missed appointment)	\$20 for each missed appointment	

If you have any query about service guarantee in relation to your connection call us on 1300 367 660 Mon- Fri (9:00 AM – 5:30 PM)