

Customer Service Guarantee

The Customer Service Guarantee sets a minimum performance standards relating to telephone services. The CSG is administered by ACMA and more information can be found here: [Customer Service Guarantee](#). Certain types of services such as those supplied by FuzeNet are exempt from the Customer service Guarantee and FuzeNet sets out its policies on this page and in its SFOA.

In accordance with Parts 5 Telecommunication (Customer Protection and Service Standard) Act 1999 (Cth) [The Act], and the Telecommunications (Customer Service Guarantee) Standard 2011 (No. 2) [CSG], FuzeNet Pty Ltd proposes that you waive your protection and rights in full for your VoIP/Home Phone Service.

As a customer, you are not obliged to waive your protection or rights in full, however in certain circumstances you acknowledge that FuzeNet Pty Ltd reserves its right not to provide you with a service.

The Protection and Rights you are waiving include:

- Damages for breach of performance standards, as per section 116 of the Act.
- Time for payment of damages for breach of 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.