
SERVICE TERMS AND CONDITIONS

Customer Service Guarantee Waiver

Clean, readable text edition for website publication.

Document	Customer Service Guarantee Waiver
Category	Policy
Owner	C9 GROUP
Contact	1800 000 299 Sales@c9group.com.au

Original document content and source information are retained. C9 GROUP visual branding has been applied for website publication.

Customer Service Guarantee Waiver

Customer Service Guarantee

Waiver

Customer information for circumstances where Customer Service Guarantee protections are waived.

Document

Category

Service Agreement

Owner

Source version

January 2022

1800 000 2991 Sales@c9group.com.au

Contact

C9 GROUP | Customer Service Guarantee Waiver

VOIP SERVICES (C9 X, SIP trunk, Microsoft Calling and Inbound services) Customer Service Guarantee Waiver for C9 GROUP VoIP Services The Telecommunications (Consumer Protection and Service Standards) Act 1999 [the Act] and the Telecommunications (Customer Service Guarantee) Standard 2011 [CSG] cover the supply of standard telephone services and enhanced call handling features and set out timeframes for connection of services, repair of faults and for appointments. The CSG standard does not apply to mobile or satellite telephone services, broadband/internet services, customer equipment or customers that have more than five standard telephone services.

As a customer, you are not obliged to waive your protection and rights in full, however in certain circumstances you acknowledge that C9 GROUP reserves its right not to provide you with a service.

On the basis that C9 GROUP is not required to meet the standards set out in Customer Service Guarantee, C9 GROUP is able to provide the Service for a significantly lower cost than would otherwise be charged for the Service. C9 GROUP is committed to providing our customers with excellent customer service. This waiver does not stop you from contacting C9 GROUP regarding a fault with your service or allow us to avoid doing our best to fix a fault with your service as soon as possible.

The CSG protection and rights you are waiving are:

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 117 A of the Act.

Right of Contribution, as per section 118 A 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 takes effect seven days from the date you order a C9 GROUP Services unless you notify C9 GROUP in writing of your intent not to be bound by this waiver within that timeframe. If you notify C9 GROUP of your intent not to be bound by this waiver C9 GROUP reserves the right not to provide you with the Service.

More information regarding the CSG standard can be found at www.acma.gov.au.

Name and Address of the carriage service provider making the waiver proposal

Cloud Nine Communications Pty Ltd

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