

## Customer Service Guarantee Guide

The Customer Service Guarantee (CSG) Standard is in place to encourage improvements and safeguard against poor service provider performance and was last updated on the 18th February 2004. It requires telephone companies to meet minimum performance requirements and to provide customers with financial compensation when these are not met; the following are covered under the CSG:

- Supply and connecting a fixed line telephone service (voice grade services and services used to access the Internet or for facsimile machines and any special call-handling features, when activated by a telephone company, including call waiting, call forwarding, call barring, calling number display and calling number display blocking);
- Repair a fault or service difficulty; and
- Attending appointments with a Customer for repairing and connecting a service.

The CSG Standard does not apply to the following:

- Customers with more than 5 lines
- Mobile services
- Customer Equipment
- Where a customer accepts a phone company's offer to supply an interim or an alternative phone service or a customer refuses a reasonable offer of an interim or an alternative service
- When a phone company is not required to meet CSG timeframes where there are circumstances beyond their control (e.g. natural disasters or extreme weather conditions cause mass disruptions of services)

### Maximum timeframes for connecting services readily available to cabling

Connection type	Community location	Community Size (no. of people)	Connection time (after receipt of customer's application)+
<b>In-place connection</b>	All	All	within 2 working days
<b>No in-place connection (Close to available infrastructure)</b>	Urban	Equal to or more than 10,000 people	within 5 working days
	Major rural	Between 2,500 and 10,000 people	within 10 working days
	Minor rural and Remote	Up to 2,500 people	within 15 working days

+ If a customer's phone company makes a commitment to connect in less time than outlined in the above table, the reduced period becomes the connection time

### Maximum timeframes for repairing faults

Once received, faults must be repaired within the timeframes outlined below.

Community	Community size (no. of people)	Repair time
Urban	Equal to or more than 10,000 people	End of next working day after receipt of report
Rural	Between 10,000 and 200 people	End of second working day after receipt of report*
Remote	Up to 200 people	End of third working day after receipt of report*

\*In certain circumstances (for example, where the fault can be repaired by the phone company without attending the customer's premises), the fault repair period is the end of the next working day after report.

### Maximum timeframes for appointments

If a phone company gives a customer an appointment for connecting or repairing a service then the appointment period must be no longer than five hours. The phone company must keep this appointment unless it gives the customer reasonable notice. The following outlines when appointments are officially deemed to be missed.

Appointment period	Definition of missed appointment
Four hours or less	Phone company does not attend within 15 minutes of the appointment period <sup>#</sup>
Between four and five hours	Phone company does not attend within the appointment period <sup>#</sup>

<sup>#</sup> An extra 45 minutes is allowed where the phone company must travel long distances for an appointment at a premises in a community of under 2,500 people.

### Compensation

A phone company must automatically pay the customer compensation for each working day that connections or repairs are delayed beyond maximum CSG timeframes or if it fails to keep an appointment. The following outlines the compensation for each situation:

Customer	Services delayed	Compensation for first 5 working days (per working day)	Compensation after first 5 working days (per working day)
Residential/ Charity	Connection or repair of standard telephone service	\$12	\$40
	Connection or repair of enhanced call handling features to an existing service	\$6	\$20
	Connection or repair of two or more enhanced call handling features to an existing service	\$12	\$40
	Not keeping an appointment	\$12 for each missed appointment	
Business	Connection or repair of the standard telephone service	\$20	\$40
	Connection or repair of enhanced call handling features to an existing service	\$10	\$20
	Connection or repair of two or more enhanced call handling features to an existing service	\$20	\$40
	Not keeping an appointment	\$20 for each missed appointment	

### **Claiming compensation**

If the phone company fails to pay compensation or there is a dispute as to the amount of compensation paid, the customer should contact the company and seek to resolve the issue directly.

If the issue is not resolved with the phone company, the customer may raise the matter with the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted as follows:

Telephone: 03 8600 8700

Fax: 03 8600 8797

Free call: 1800 062 058

Free fax: 1800 630 614

TTY: 1800 675 692

Website: [www.tio.com.au](http://www.tio.com.au)

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Mail: PO Box 276, Collins Street West, Melbourne VIC 80