
Important Information

This document explains your rights under the **Customer Service Guarantee (CSG)** and seeks your agreement to waive those rights in relation to the voice services supplied by Fibre Up Pty Ltd ("Fibre Up", "we", "us", or "our").

Please read this document carefully before accepting it. You may accept this waiver by signing it, electronically signing it, selecting an online acceptance box, confirming acceptance through a customer portal, confirming acceptance by email, or by another recorded acceptance process made available by Fibre Up.

1. What is the Customer Service Guarantee?

The Customer Service Guarantee (CSG) is a consumer protection framework established under Australian telecommunications legislation. It provides certain rights and protections to customers receiving standard telephone services.

These rights may include:

- Receiving information about service performance standards.
- Having telephone services connected within regulated timeframes.
- Having faults or service difficulties repaired within regulated timeframes.
- Receiving compensation if connection, fault repair, or appointment obligations are not met.
- Receiving compensation if a telecommunications provider fails to meet certain legislated service standards.

The amount of compensation payable varies depending on the nature and duration of the service issue.

2. Services Covered by this Waiver

This waiver applies to:

- Fibre Up supplied voice services;
- VoIP (Voice over Internet Protocol) services;
- Home phone services supplied over Fibre Up's network;
- Any enhanced call handling features supplied with those services, including call waiting, voicemail and caller identification services.

This waiver does **not** apply to internet, data, mobile, equipment or other non-voice services unless otherwise stated.

For customers whose voice services transfer from another provider to Fibre Up, this waiver applies only to the relevant Fibre Up supplied voice service from the Fibre Up service

commencement date notified to the customer, and not to any period before Fibre Up becomes responsible for supplying that service.

3. Effect of this Waiver

By signing this waiver, you acknowledge and agree that:

1. You understand your rights under the Customer Service Guarantee.
2. You voluntarily waive all rights and protections available to you under the Customer Service Guarantee in relation to the relevant Fibre Up voice service.
3. You will not be entitled to claim compensation from Fibre Up under the Customer Service Guarantee for:
 - Delays in connecting the service;
 - Delays in repairing faults;
 - Missed service appointments;
 - Any other compensation payable solely under the Customer Service Guarantee framework.

This waiver does not affect any other consumer rights you may have under applicable Australian consumer protection laws.

Nothing in this waiver excludes, restricts or modifies any rights, remedies or guarantees that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law, telecommunications legislation, applicable industry codes or any other applicable laws.

3A. When this Waiver Applies

This waiver may apply where Fibre Up cannot meet a CSG connection, fault repair or appointment timeframe for your Fibre Up voice service because of customer delay, access issues, premises issues, customer equipment or internal wiring, third-party or upstream network delays, civil works, permits, power outages, unsafe site conditions, incorrect service information, VoIP limitations, network issues, upstream voice-service component issues, or other events outside Fibre Up's reasonable control.

Even where this waiver applies, Fibre Up will use reasonable efforts to keep you updated on progress, provide a revised estimate where practical, and complete the relevant work as soon as reasonably possible.

Fibre Up will remain your retail service provider and point of contact for faults, billing, support and complaints relating to the Fibre Up voice service. You should contact Fibre Up rather than another upstream provider unless Fibre Up specifically asks you to contact another party.

4. No Obligation to Sign

You are not required to agree to this waiver.

However, Fibre Up supplies the relevant voice service on the basis that this waiver is accepted. If you do not accept this waiver, Fibre Up may be unable to provide the voice service.

5. Withdrawal of Waiver

You may withdraw your acceptance of this waiver within five (5) business days after the date you accept it by notifying Fibre Up in writing at info@fibreup.com.au.

If you withdraw your acceptance:

- This waiver will become void; and
- Fibre Up may be unable to provide the relevant voice service.

5A. Priority Assistance

Priority Assistance is not available with the Fibre Up Voice Service. Customers who require Priority Assistance due to a serious medical condition and who rely on a telecommunications service to access emergency services should carefully consider whether this service is suitable for their needs.

Customers who require Priority Assistance should contact a telecommunications provider that offers a Priority Assistance service, such as Telstra, to discuss their eligibility and service requirements.

By signing this waiver, the customer acknowledges that Priority Assistance is not available through the Fibre Up Voice Service.

6. Customer Acknowledgement

By signing or otherwise accepting this waiver, I:

- Confirm that I have read and understood this Customer Service Guarantee Waiver.
- Confirm that I understand the nature and effect of waiving my rights under the Customer Service Guarantee.
- Voluntarily agree to waive those rights in relation to the Fibre Up voice services supplied to me at the service address identified below.
- Understand that the Fibre Up voice service may not operate during a power outage and that I should maintain another way to make emergency calls, such as a charged mobile telephone.



Customer Service Guarantee (CSG) Waiver

Fibre Up Pty Ltd (ABN 36 641 495 212)

Website: www.fibreup.com.au

Contact: 1300 001 294 | info@fibreup.com.au

CUSTOMER DETAILS

Customer Name: _____

Service Address: _____

Customer Reference (if applicable): _____

CUSTOMER ACCEPTANCE

I acknowledge that I have read, understood and agree to this Customer Service Guarantee Waiver.

Accepted by:

☒ Tick-box ☐ E-signature ☒ Signature ☐ Email confirmation
☐ Customer portal acceptance ☐ Other recorded consent

Customer Signature: _____

Full Name: _____

Date of Acceptance: _____