

FuzeNet Customer Service Guarantee (CSG) Waiver

This waiver applies to any FuzeNet Voice Over Internet Protocol (VoIP) phone service. The waiver takes effect from the date you accept the waiver proposal and submit your application to FuzeNet.

FuzeNet is a VoIP (Internet Phone) provider offering bundled internet with included phone services and significantly lower call costs and included calls, but is only able to do so on the basis that it is not required to meet the performance standards set out in the CSG. The ability to connect your VoIP service also relies on the connection of an applicable internet service to your premises.

You have been directed to this form because you wish to acquire a FuzeNet VoIP plan in respect of which FuzeNet Pty Ltd proposes that you waive the rights and protections under the Telecommunications (Customer Service Guarantee) Standard 2011 (CSG). If you do not wish to waive those rights, please select a FuzeNet plan which does not contain a VoIP component.

The CSG is a guarantee that is prescribed under the Telecommunications (Consumer Protection and Service Standards) Act 1999 and gives consumers certain rights in connection with standard telephone services. These rights include:

1. The right to be provided with information about the CSG and the performance standards applicable under it.
2. The right to receive compensation if a standard telephone service is not connected within a specified timeframe.
3. The right to receive compensation if a fault or service difficulty exists on a standard telephone service and is not rectified within a specified timeframe.
4. The right to receive compensation if FuzeNet misses an appointment with a customer with whom FuzeNet has made an appointment in connection with the standard telephone service.

The specified timeframes and the amounts of compensation vary based on the customer location, the nature of the infrastructure available at the customer site and the length of time during which default has occurred. As an example of the range of compensation, compensation for an unrepaired fault ranges from \$14.52 to \$48.40 per day and compensation for a missed appointment ranges from \$14.52 to \$24.20. Full details of the compensation is available on the ACMA website at www.acma.com.au.

By agreeing to this proposal you are wholly waiving your rights and protections under the CSG and are not able to make a claim against FuzeNet for compensation under the CSG in connection with the FuzeNet VoIP (individual or bundled) service that you have acquired.

FuzeNet of Level 1, 44 Currie Street, Adelaide SA Australia 5000 Ph: 1300 881 917 support@fuzenet.com.au is proposing this waiver, however you are under no obligation to consent to the waiver. Please be aware that under section 31 of the CGS Standard 2011 a provider may choose to not supply a customer with a service if the customer refuses to agree to a waiver proposal.