

Customer Service Guarantee

CSG Standard

FuzeNet are dedicated to providing customer service that complies with the Customer Service Guarantee Standard (CSG Standard), which is overseen by the Australian Communications and Media Authority (ACMA).

This ensures that customers will be compensated in the event that certain eligible services do not meet minimum performance standards.

The services that qualify as 'eligible' and are covered by the CSG Standard are the standard fixed line telephone services that FuzeNet provide; non-voice faults (Internet etc.) are not covered. The CSG Standard outlines timeframes for connection of phone services, as well as appointments and repairs.

The following call-handling features are also covered by the CSG Standard:

- call waiting
- call forwarding
- call barring (notwithstanding blocking that is programmed on the entire network)
- calling number display
- calling number display blocking

The CSG Standard does not apply to customer equipment, or customers with more than 5 telephone services.

CSG Exemptions

There are circumstances under which we are exempt from complying with the CSG:

- If you have agreed to waive CSG rights and protections
- If non-compliance can be attributed to circumstances beyond our control (mass disruptions)
- If network limitations prevent certain enhanced call handling features
- If services are withdrawn/compromised due to network maintenance/upgrades for which FuzeNet has given clear notice
- If you fail to keep an appointment with FuzeNet without providing minimum 24 hours notice
- If you have not granted access to your premises when we require access to resolve an issue

For more information on performance standards and compensation, visit www.acma.gov.au