

Customer Service Guarantee (“CSG”) Waiver

Introduction

This Customer Service Guarantee (“CSG”) Standards is a Telecommunication Industry regulation that protects residential customers from poor telephone services. Service Providers must meet minimum service performance requirements and compensate customers when these are not met.

While MATE Communicate will endeavour to comply with the CSG time frames, we are only able to offer our bundled services at low prices with no lock in contracts if customers waive the various rights that are specified in the Telecommunications Act. You should also be fully aware that MATE Communicate is subject to constraints and limitations of our wholesale partners.

Customer Service Guarantee Waiver

By accepting the MATE Communicate - Customer Service Guarantee Waiver, you acknowledge and agree to waive your protection and rights under the CSG waiver.

By consenting to this waiver you agree to waive your Customer Service Guarantee protection and rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999. Please read the below paragraphs carefully as they contain important information affecting your rights.

1. Information about the CSG can be found on the Australian Communications and Media Authority website (www.acma.gov.au). MATE Communicate’s full name is MATE Communicate Pty Ltd and we may be contacted at:

MATE Communicate Pty Ltd
Address: PO Box 7273 Wetherill Park NSW 2164
Phone: 1300 876 283
Email: support@letsbemates.com.au

2. MATE Communicate services are phone and broadband services provided over the PSTN, the nbn™ or the Internet. By having our customers consent to CSG waivers, we are able to offer no set up fees and low usage and monthly charges.

3. The protection and rights you are waiving are:

- Provision of written information about the CSG ;
- Guaranteed maximum connection periods;
- Guaranteed maximum rectification periods;
- Guaranteed timeframes or windows for making appointments and changing appointments;
- Compensation for failure to meet these performance standards.

4. This waiver will take effect on the date that you place this service order. You are under no obligation to consent to this waiver but if you do not consent to this waiver, we reserve the right not to provide the service to you.

5. By consenting to waive your protection and rights under the CSG you will not be able to claim compensation from us for any failure by us to meet the prescribed performance standards.