

BeyonTel Hosted IP Telephony Service

Customer Service Guarantee Waiver

Please read the following paragraphs carefully. They contain information affecting your rights.

- 1) A BeyonTel Hosted IP Telephony service provides significantly lower call costs in comparison to a normal telephone service provided over the public switched telephone network. BeyonTel is only able to provide this service on the basis that it is not required to meet the CSG's performance standards. So that BeyonTel may continue to offer this service, it requires that all BeyonTel Hosted IP Telephony customers waive their rights under, and in respect of the CSG.
- 2) Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2000 (No 2) (the CSG) allows BeyonTel to propose that you waive the protections and rights provided for under the CSG.
- 3) The CSG contains performance standards, which carriage service providers such as BeyonTel are required to fulfil (unless the customer has waived these performance standards). A complete version of the CSG and an explanation of its terms are available on the Australian Communication and Media Authority's website (www.acma.gov.au).
- 4) The protections and rights you are waiving are:
 - a) The provision of written information
 - i) The CSG requires carriage service providers to at least every two years give written information to each customer about:
 - (1) the performance standards that apply to supply of specified services;
 - (2) the obligations of the provider under those standards;
 - (3) the customer's entitlements to damages under the Act for contravention of
 - (4) the performance standards; and
 - b) Guaranteed maximum service connection periods
 - i) The CSG provides timeframes within which connection to services should occur.
 - c) Guaranteed maximum rectification periods
 - i) The CSG prescribes maximum timeframes within which rectification of service faults should occur
 - d) Making and changing appointments
 - i) The CSG requires carriage service providers to:
 - (1) make appointments with customers at times that are convenient for the customer;
 - (2) make appointments with customers that are either for a particular time of the day or to nominate a five hour period during which the appointment will occur;
 - (3) change appointments by giving at least 24 hours' notice or by obtaining the agreement of the customer to the change;
 - (4) If you so waive the Customer Service Guarantee you will not be able to claim compensation from BeyonTel for its failure to meet the prescribed performance standards.
- 5) This waiver will take effect seven days from the date of you agreeing to it unless you notify BeyonTel that you no longer wish to waive your rights under the CSG. If you do so notify BeyonTel then BeyonTel will not provide the services to you.

6) Your rights to compensation under the CSG Standard shown in the snapshot below are waived, where the waiver proposal is accepted by you.

The ACMA CSG FAQ is located here http://www.acma.gov.au/WEB/STANDARD/pc=PC_1782

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	\$14.52	\$48.40
	Connection or repair of enhanced call handling features to an existing service	\$7.26	\$24.20
	Connection or repair of two or more enhanced call handling features to an existing service	\$14.52	\$48.40
	Not keeping an appointment	\$14.52 for each missed appointment	
Business	Connection or repair of standard telephone service	\$24.20	\$48.40
	Connection or repair of enhanced call handling features to an existing service	\$12.10	\$24.20
	Connection or repair of two or more enhanced call handling features to an existing service	\$24.20	\$48.40
	Not keeping an appointment	\$24.20 for each missed appointment	

7) This is being proposed by BeyonTel.

You can contact them below for more details:

BeyonTel

Suite 32, 66 Kingsway
 Glen Waverley
 Victoria – 3150
 P: 03 8393 6000
 F: 03 8393 6001
 E: sales@beyontel.com.au
 W: www.beyontel.com.au

8) Please sign the waiver below and return with your quote acceptance:

Signature _____ Date _____
 Full Name _____
 Title/Role _____