



CUSTOMER SERVICE GUARANTEE WAIVER

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

You wish to acquire an InnoTel Voice plan in respect of which InnoTel Telecommunications Pty Ltd (InnoTel) requires you to waive certain rights and protections provided under the Telecommunications (Customer Service Guarantee) Standard 2011 (the "CSG").

The CSG Standard can be found at: <https://www.legislation.gov.au/Details/F2011C00791>

The CSG is a guarantee that is prescribed under the Telecommunications Act 1997 and gives consumers certain rights in connection with standard telephone services. These rights include:

- The right to be provided with information about the CSG and the performance standards applicable under it;
- The right to receive compensation if a standard telephone service is not connected within a specified timeframe;
- 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;
- The right to receive compensation if InnoTel misses an appointment with a customer with whom InnoTel 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. Full detail of the compensation can be found with a search of the ACMA website: www.acma.gov.au

InnoTel plans, where the CSG is waived are low priced. InnoTel believes that there is therefore a significant benefit available to you if you waive the CSG.

You are under no obligation to consent to the waiver. You should have made your own assessment as to whether the non-CSG plans represent sufficient value for you to waive the rights given to you under the CSG.

Your acceptance of this proposed waiver of your rights & protections under the CSG will take effect on the date you agreed to this waiver (either by submitting the form online by clicking "Next" or "Process", agreeing orally if you applied over the phone or your acceptance by signature in a paper or electronic agreement) unless, within 7 days, you withdraw your waiver and communicate that withdrawal to InnoTel. If you do not agree to a CSG waiver or withdraw your CSG waiver, InnoTel will not be able to supply the InnoTel Voice service to you.

By waiving your rights you agree that you are not able to make a claim to innoTel for compensation, where the performance standards are not met.

Waiver

I understand that by agreeing to this waiver of rights to innoTel as part of my application for innoTel services, I am agreeing to waive all protections and rights under the Customer Service Guarantee with respect to the provision of the innoTel services by innoTel to me.