

TeleChoice is committed to providing outstanding customer service and complying with the Telecommunications (Customer Service Guarantee) Standard 2023 (CSG Standard), which is monitored by the Australian Communications and Media Authority (ACMA). This means that for eligible services we promise to meet certain minimum performance standards and to provide our customers with financial compensation when these are not met.

What does the CSG Standard cover?

The CSG Standard covers the supply of standard fixed-line telephone services. The CSG Standard sets out timeframes for the connection of standard telephone services, the repair of faults and for appointments.

Only voice telephony faults are covered. This means that non-voice faults such as Internet access or fax faults are not covered by the CSG Standard. In addition, where we make these features available to you, the following enhanced call-handling features are also covered by the CSG Standard:

- *Call waiting*
- *Call forwarding*
- *Call barring (not including blocking that has been programmed on the entire network)*
- *Calling number display*
- *Calling number display blocking*

The CSG Standard does not apply to data products, customer premises equipment and customer cabling. It also does not apply to mobile and internet services, transfers to another phone company, equipment such as handsets, fax lines and any services which have more than 5 landline phone lines.

The CSG Standard does not apply where we have made a reasonable offer to supply you with an interim service or alternative service and provided you with sufficient information to make an informed judgment, and you accepted, or refused to accept, the supply of the interim service or alternative service.

In most cases, the timeframes depend on the size and location of your area. The applicable guaranteed maximum connection period and rectification period are specified on ACMA's website - <https://www.acma.gov.au/customer-service-guarantee>.

Exemptions

In some situations, we are exempt from complying with the performance standard under the CSG Standard.

These situations include:

- *Where you have agreed to waive CSG rights and protections*
 - *Where an enhanced call handling feature is not available (for example, due to existing network limitations)*
 - *Where non-compliance with the standard is a result of maintenance or upgrading of a facility or network that is used to supply the service*
 - *Where it is necessary to withdraw the service(s) in order to maintain or upgrade a facility or network and TeleChoice has given reasonable notice*
 - *If you fail to keep an appointment with TeleChoice without giving at least 24 hours' notice*
 - *Where you failed to honour your payment obligations or where we have reasonable grounds to believe that you would be unable or unwilling to pay the applicable charges when they become due*
 - *Where non-compliance or delays are due to circumstances beyond our control or at no fault of TeleChoice, such as:*
 - *damage to a facility or network of TeleChoice that is caused by a third party*
 - *natural disaster and extreme weather*
 - *planned maintenance or upgrade work we have told you about*
 - *TeleChoice is requested by a public authority to provide emergency communications services that restricts the connection of a Standard Telephone Services*
 - *TeleChoice is prevented from connecting a specified service, or rectifying a fault or service difficulty because we are unable to obtain lawful access to land or a facility*
 - *a law of the Commonwealth, or of a State or a Territory, otherwise prevents us from complying with the performance standard,*
- and you have been notified of such provisional exemption in writing or by a public notice published on our website.*
- *Where we have been granted a temporary exemption from the performance standards by ACMA or that temporary exemption has been renewed, and you have been notified of the same.*

Compensation

This information is correct as of 14th of July 2026 and is subject to change where we are permitted to do so by law. Visit www.telechoice.com.au for updated information about our plans, service and us.

Full terms and conditions can be found at <https://telechoice.com.au/terms-conditions/>

TeleChoice Customer Service Guarantee Waiver

You may be entitled to damages under section 116 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 (the Act) for contravention of a performance standard, for example:

- delay in connecting a CSG service or an enhanced call handling feature to an existing CSG service
- delay in rectifying a fault or service difficulty of a CSG service or an enhanced call handling feature of a CSG service that does not prevent operation of the service
- missed appointment

More information

Full details of performance requirements and the compensation levels are available from the ACMA's website - <https://www.acma.gov.au/customer-service-guarantee>.

CSG Waivers

TeleChoice requires customers who take up a standard telephone service to agree to a CSG waiver, including where the standard telephone service is bundled with another service. This means you agree to fully waive your rights under the CSG Standard for nbn® voice services and other types of Voice over Internet Protocol (VoIP) services. However, this waiver doesn't apply to services provided in fulfilment of the universal service obligation (these services are provided by Telstra).

You don't have to waive your CSG rights, but if you don't, we won't be able to supply a service to you, as this is how we've designed your Home Phone plan. We require customers who take up a standard telephone service to agree to a CSG waiver, including where the standard telephone service is bundled with another service. This means you agree to fully waive your rights under the CSG Standard for nbn® voice services and other types of Voice over Internet Protocol (VoIP) services. However, this waiver doesn't apply to services provided in fulfilment of the universal service obligation (these services are provided by Telstra).

By agreeing to this CSG waiver, you agree to waive your rights under the CSG Standard, including your rights to financial compensation relating to the following:

- - damages for breach of performance standards, and the time to pay these damages, under 116 and 117A of the Act
- - information to be given to customers under the CSG Standard
- - timeframes to connect a service and to fix faults or service difficulties under the

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TeleChoice Customer Service Guarantee Waiver

CSG Standard

- - performance standards relating to customer appointments under the CSG Standard

This waiver starts when you agree to it. If you agree to the waiver over the phone, we must provide you with a written record and the waiver will start 5 working days after you agree unless you withdraw your agreement before then. If you agree to the waiver but then withdraw your agreement within 5 working days, the waiver will not be effective, but you agree that we are entitled to cancel your service.

While the CSG does not relate to broadband services, some TeleChoice broadband services are bundled with telephony services. If you do not agree to waive CSG for the telephony service, we have the right to decline to supply the services to you, including the broadband service.

TeleChoice prides itself on delivering excellent customer service and quickly rectifying faults, even where the CSG has been waived. This waiver does not stop you from contacting us about your service. We will endeavour to resolve any service issues as quickly as possible.