

Customer Service Guarantee

The *Customer Service Guarantee (CSG) Standard 2011* (CSG Standard) sets performance standards for the supply of fixed-line telephone services including

- connecting a service
- repairing a fault or service difficulty; and
- attending appointments with customers.

The CSG Standard does not apply to broadband internet services, mobile phone services, or customer premises equipment but will continue to apply to standard telephone services provided over the NBN – unless the customer agrees to waive their CSG rights. The CSG Standard applies to both fixed-line and voice-over-broadband services (more commonly known as Voice over Internet Protocol (VoIP)).

If a service covered by the CSG standard is not connected or repaired within the specified timeframes, or an appointment is not attended on time, the provider is generally required to compensate the customer for the delay.