



Service Guarantee

The INTELICO Customer Service Guarantee

INTELICO applies the performance standards as set out in The Telecommunication Customer Service Guarantee Standard (CSG) with respect to the installation and repair of telephony services. Set out below are the time frames by which INTELICO is required by the CSG to action requests for connections of a standard telephone service or an enhanced call handling features; repair faults or service difficulties; and make and attend appointments with customers and to advise the length of the appointment 'window'.

Who does the Guarantee apply to?

The CSG applies to all full service INTELICO customers with less than 5 Standard Telephone Services.

The CSG applies to INTELICO full service customers who are currently being billed for line rental by INTELICO. The CSG covers the standard PSTN telephone service and the following enhanced features:

- Call waiting
- Call forwarding
- Call barring (but not barring on the Long Distance network)
- Calling number display
- Calling number display blocking.

When does the Guarantee not apply?

- The CSG does not apply to mobile services, customer equipment, Internet services, long distance only services and inbound services
- Services for customers who have more than five standard telephone services.
- The CSG may also not apply where there are unforeseen circumstances beyond the control of INTELICO such as:
 - Natural disasters or extreme weather conditions which cause mass service disruptions.
 - CSG may also not apply where a customer has not co-operated or denied access to his or her premises and this has contribution to the delay in service delivery.
 - CSG does not apply if a customer disconnected for non-payment of a charge and an agreement has not been reached with INTELICO for payment of overdue debt.

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New Service Connections and Relocations	
In-place Connections*	Connection Timeframe
All sites where available	Within 2 working days after a customers application
Close to available cabling / infrastructure	Connection
Urban Area	Within 5 working days after a customers application (Community of more than 10000 people)
Major Rural Area	Within 10 working days after a customers application (Community of 2500-10000 people)
Minor Rural Area	Within 30 working days after a customers application (Community of 200-2500 people)
Remote Area	Within 30 working days after a customers application (Community of less than 200 people)
Not close to available cabling / infrastructure	Connection Timeframe
Urban Area	Within 1 month after a customers application (Community of more than 10000 people)
Major Rural Area	Within 1month after a customers application (Community of 2500-10000 people)
Minor Rural Area	Within 6 months after a customers application (Community of 200-2500 people)
Remote Area	Within 6 months after a customers application (Community of less than 200 people)

*An inplace connection is where a useable inplace is available the connection requires exchange work only and a tech appointment is not required

Faults or Service Difficulties	
Urban Area	End of next working day after report# (Community of more than 10000 people)
Major Rural Area	End of next working day after report# (Community of 2500-10000 people)
Minor Rural Area	End of second working day after report (Community of 200-2500 people)
Remote Area	End of third working day after report (Community of less than 200 people)

*Please note that any faults reported on public holidays, weekends or after 5pm on a working day are considered under CSG as reported at commencement of the following working day

#The time for repair relating to 'end of one full working day after report' applies to all service locations where the fault occurs due to an administrative error by the telephone company, or if the fault can be rectified without the telephone company attending customer premises or undertaking internal or external plant work.

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The CSG Standard defines a fault or service difficulty as one or more of the following:

- The absence of a dial or ring tone;
- The inability to make or receive calls;
- Disruption to communications due to excessive interference;
- Repetition of service cut-offs;
- Any other conditions that makes the service unusable; and
- If the service includes an enhanced call handling feature - the non-functioning of this feature.

Appointments to connect or repair a service	
Appointment Period	Definition of a missed appointment
Four hours or less	Technician not attend within 15 minutes of the appointment period*
Between four and five hours	Technician does not attend within the appointment period*

*An extra 45 minutes is allowed where the technician must travel long distances for an appointment at a premises in a community of under

If INTELICO gives a customer an appointment for connecting or repairing a service then the appointment period must be no longer than five hours. INTELICO must keep this appointment unless it gives the customer reasonable notice.

Compensation Payable for Service Agreement Breaches			
Appointments Missed Appointment		\$14.52	Small business
Customer Type	Services Delayed	Compensation for the first 5 Working Days (per working day)	Compensation after first 5 Working Days the (per working day)
	Connection or Repair of standard Telephone Service	\$14.52	\$48.40

	Connection or repair of Enhanced Call Handling Features to an existing service	\$7.25	\$24.20
	Connection or repair of 2 or more Enhanced Call Handling Features to an existing service	\$14.52	\$48.40
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 2 or more Enhanced Call Handling Features to an existing service	\$14.52	\$48.40

How to make a CSG Claim?

If INTELICO has identified a breach of the CSG, a payment will be allocated automatically to your account and will appear on the next invoice from us. Under the legislation, customers are not required to complete a claim form in order to receive a CSG payment. However if a customer believes that a breach has occurred and that the CSG entitlement has not been allocated to their account they may contact an INTELICO Disputes Resolution Officer directly to investigate the claim.

INTELICO Disputes Resolution Department

**PO Box 654,
Sanctuary Cove QLD 4212**

If a customer is not satisfied with the way INTELICO has dealt with a possible breach of the CSG they should firstly contact a INTELICO Disputes Resolution Officer. If after speaking to this department a customer is still not satisfied, they may refer their claim to the TIO as an office of last resort who may investigate the issue further.

Telecommunications Industry Ombudsman (TIO)

**PO Box 276, Collins Street West
Melbourne VIC 8007
Phone: 1800 062 058**