



Customer Service Guarantee Wavier

This document is our CSG Waiver Form. In this document, 'we', 'us' and 'our' refer to Yomojo Pty Ltd ACN 609 729 245.

The Customer Service Guarantee Standard (CSG) covers the supply of standard telephone services. You can read more detailed information on the ACMA's FAQ at <https://www.acma.gov.au/customer-service-guarantee>.

In summary, some of the rights set out in the CSG include:

- The right to be provided with information regarding the performance standards set out in the CSG.
- The right to compensation if standard telephone service connection timeframes are not met.
- The right to compensation if standard telephone service faults are not rectified within the specified timeframes.
- The right to compensation if an appointment is missed in connection with a standard telephone service.
- Information regarding the specified timeframes and the applicable amounts of compensation which vary based on location, infrastructure and duration of default.

The CSG standard does not apply to mobile or satellite telephone services, broadband/internet services, customer equipment, facsimile lines, transfers to any other telecommunications provider or customers that have more than five standard telephone services.

As VoIP Services are often provided across third party infrastructure, or are dependent on third party suppliers who are not required to meet the standards of the CSG, we are unable to guarantee compliance with the performance standards and specified timeframes laid out in the CSG.

For this reason, we are also unable to offer a Medical Priority Assistance service. Should you require this service due to a life-threatening medical condition of a member of your household, you should apply for services through a telecommunications provider who can offer Priority Assistance. Telstra are a telecommunications provider who offer a Priority Assistance service.

When we supply a VoIP Service to you, we propose that you wholly waive your rights under the CSG Standard including, without limitation, those rights summarised above. By waiving your rights, you agree that you are not able to make a claim against us for compensation where the standards have not been met. You are not obliged to waive your protection and rights under the CSG. However, we may choose not to supply a service to you if you do not agree to wholly waive your rights.

This waiver does not stop you from contacting us in regards to a fault with your service, and does not affect the quality of service delivery or prevent us taking action to fix a fault with your service as quickly as possible.

This waiver takes effect immediately at the time of service activation and applies to VoIP Services provided by us.