



Customer Service Guarantee

Customers may have rights under the Customer Service Guarantee Standard (CSG Standard) made under the Telecommunications (Consumer Protection and Service Standards) Act 1999.

The CSG Standard specifies timeframes for the connection of services, the repair of faults and the making and keeping of appointments. This applies to the standard telephone service, telephone line, and certain enhanced call handling features (namely, Call Waiting, Call Barring, Call Divert, Calling Number Display and Calling Number Display Suppression). You may be entitled to financial compensation if we fail to meet our CSG Standard requirements.

The CSG Standard does not apply to mobile or satellite services, customer equipment or where you have more than five telephone services.

In certain circumstances, Mint Telecom maybe exempt from complying with the CSG Standard. These situations include:

- ~ Where our ability to comply is impacted by circumstances out of our control, including for example, extreme weather conditions.
- ~ Where you have specifically waived your CSG rights, in accordance with the Standard.

If you have any enquiries about the CSG Standard, contact Mint Telecom Customer Care:

1300 58 MINT (1300 58 6468) 9am to 5pm AEST (Monday to Friday)

If you are not satisfied with the way Mint Telecom has handled your query, contact the Telecommunications Industry Ombudsman:

Phone (03) 8600 8700
Free Call 1800 062 058
Fax 1800 630 614
TTY 1800 675 692
Website www.tio.com.au
Mail PO Box 276, Collins Street West
Melbourne VIC 8007

Details of your rights and our obligations under the CSG Standard can be found at www.acma.gov.au