

Elevate Internet

Customer Service Guarantee

1) Introduction:

- a) This Customer Service Guarantee ("CSG") is established in accordance with the Telecommunications (Customer Service Guarantee) Standard 2011. Elevate is committed to providing high-quality Internet and VoIP services and ensuring customer satisfaction through adherence to these standards.

2) Service standards and timeframes:

- a) Elevate shall adhere to the following service standards and timeframes:

- b) Connection timeframes:

Service Location	Timeframe for Connection	Business Customers
Urban	Within 2 working days	\$24.20 per day
Major Rural	Within 5 working days	\$48.40 per day
Minor Rural	Within 10 working days	\$24.20 per instance
Remote	Within 15 working days	

- c) Repair timeframes:

Service Location	Timeframe for Repair	Business Customers
Urban	Next working day	\$24.20 per day
Major Rural	Within 2 working days	\$48.40 per day
Minor Rural	Within 3 working days	\$24.20 per instance
Remote	Within 3 working days	

- d) Compensation structure:

Situation	Residential/Charity Customers	Business Customers
Delay in service connection/repair (first 5 days)	\$14.52 per day	\$24.20 per day
Delay in service connection/repair (after 5 days)	\$48.40 per day	\$48.40 per day
Missed appointment	\$14.52 per instance	\$24.20 per instance

3) Exemptions from CSG:

- a) The CSG does not apply in the following circumstances:
- b) Circumstances beyond Elevate's control.
- c) Customer refusal or inability to provide access for repairs or installations.
- d) Agreed upon waivers between Elevate and the customer.
- e) Scheduled maintenance or upgrade works with prior notice.

4) Enhanced call handling features:

- a) Elevate covers specific enhanced call-handling features under this CSG, including call waiting, forwarding, barring, and number display services.

5) Customer communication:

- a) Elevate commits to promptly notifying customers of any service delays and alternative solutions.

- 6) Waiver of CSG rights:**
 - a) Customers may be required to waive certain CSG rights for specific plans or services, which will be communicated clearly at the time of signing up.
- 7) Legal and regulatory compliance:**
 - a) Elevate's CSG complies with all applicable laws and regulations, including the Telecommunications Act and associated standards.
- 8) Amendments to the CSG:**
 - a) Elevate reserves the right to amend this CSG in line with changes to laws, regulations, or business practices, with adequate notice to customers.
- 9) Contact information:**
 - a) For inquiries or concerns regarding this CSG, customers can contact Elevate at: 1300 159 250.