

Customer Service Guarantee

CUSTOMER SERVICE GUARANTEE STANDARD (CSG STANDARD)

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 services, customer equipment or where you have more than five telephone services.

In certain circumstances, Engin is 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. For more information, visit our [Mass Service Disruption Exemption page](#).
- Where you have specifically waived your CSG rights, in accordance with the Standard.

If you have any enquiries about the CSG Standard, contact Engin Customer Relations at feedback@engin.com.au.

If you have any enquiries about the CSG Standard, contact the engin Claims Department:

Phone 1300 305 000

Website www.engin.com.au

Email feedback@engin.com.au

Mail PO Box 631

Collins Street West

Melbourne 8007

If you are not satisfied with the way Engin 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 [ACMA Website](#).