

CUSTOMER SERVICE GUARANTEE WAIVER

You wish to continue to acquire a The Glue Service in respect of which We're The Glue Pty Ltd (The Glue) requires you to waive certain rights and protections provided under the Telecommunications (Customer Service Guarantee) Standard 2000 (No.2) (the "CSG").

The Customer Service Guarantee (CSG) is a guarantee that is prescribed under the Telecommunications Act 1997 and gives consumers certain rights in connection with standard telephone services. These rights include:

- a. The right to be provided with information about the CSG and the performance standards applicable under it;
- b. The right to receive compensation if a standard telephone service is not connected within a specified timeframe;
- c. The right to receive compensation if a fault or service difficulty exists on a standard telephone service and is not rectified within a specified timeframe;
- d. The right to receive compensation if The Glue misses an appointment with a customer with whom The Glue has made an appointment in connection with the standard telephone service.

The specified timeframes and the amounts of compensation vary based on the customer location, the nature of the infrastructure available at the customer site and the length of time during which the fault occurred. As an example of the range of compensation, compensation for an unrepaired fault ranges from \$14.52 to \$48.40 per day and compensation for a missed appointment ranges from \$14.52 to \$24.20. Full detail of the compensation can be found with a search of the ACMA website (www.acma.gov.au).

The Glue's Buzz Voice plans where the CSG is waived are lower priced than The Glue's Buzz Voice Plans where the CSG is not waived. The Glue believes that there is therefore a significant benefit to you if you waive the CSG.

The consequences of agreeing to waive these rights are that you are not entitled to receive this compensation.

You should make your own assessment as to whether the non-CSG plans represent sufficient value for you to waive the rights given to you under the CSG.

By agreeing to this document you are waiving your rights and protections under the CSG and are not able to make a claim against The Glue for compensation under the CSG in connection with the The Glue's Buzz Voice service that you have acquired.

Your acceptance of this proposed waiver of your rights and protections under the CSG will take effect on the date you agreed to this waiver (by submitting the form) unless, within 5 working days, you withdraw your waiver and communicate that withdrawal to The Glue. If you do withdraw your waiver, The Glue will not be able to supply the The Glue's Buzz Voice service to you.

Waiver

I, _____ (insert your name) understand the protections and rights under the Customer Service Guarantee and agree to waive wholly those protections and rights as they apply to The Glue's Buzz Voice Services supplied to me by The Glue at:

_____ (insert your address)

_____ (Signature)

_____ (Date)

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