

Customer Service Guarantee Waiver

PRONTO BROADBAND supply the service in a slightly different way from other service companies. This will require you to waive your rights under the Customer Service Guarantee (known as the "CSG"). The CSG obliges service providers to meet certain timeframes for service connection, fault rectification and the attendance of appointments. It also requires that written information about the CSG be provided to customers at least once every two years.

Compensation is payable for failure to meet these performance standards.

Agreeing to this waiver means that you will not be entitled to compensation if we fail to meet the performance standards. You are under no obligation to agree to the waiver and you may withdraw your consent at any time within the 5-working day period from the time you received this email by contacting us. However, if you do not agree to the waiver we are unable to supply you with a home phone service.

If you do not agree to this waiver, please email Support@prontobroadband.com.au or via 1300 304 038 and mention that you do not wish to agree to this waiver and withdraw the application.