

1. Telecommunications Services

I certify that I am the account holder for the services listed in this application, or an authorised representative of the account holder, and that I have authority to request the transfer, porting, connection, disconnection, modification or provisioning of telecommunications services.

I acknowledge and agree that:

- A. EHW TECH may act on my behalf to arrange the transfer, porting, connection, modification or provisioning of telecommunications services, including telephone, VoIP, internet and NBN services.
- B. The transfer or activation of services may result in the cancellation or alteration of services provided by my current provider.
- C. Early termination charges, porting fees, equipment charges or other fees imposed by my current provider may apply.
- D. Some services, features or functionality available through my current provider may not be available through the new service.
- E. Telecommunications service transfers, ports, migrations and activations are subject to the processes and timeframes of carriers, wholesalers, network operators and NBN Co where applicable.
- F. Where required, EHW TECH may share information with carriers, wholesalers, network providers and NBN Co for the purpose of delivering, activating, transferring or supporting telecommunications services.
- G. This authorisation remains valid for 30 days from the date of signing and may be extended where reasonably necessary to complete the requested service provisioning or transfer.

2. Customer Service Guarantee

The Customer Service Guarantee (CSG) provides certain protections and rights for eligible telephone services.

EHW TECH may propose that you waive certain protections and rights available under the CSG. You are not obliged to agree to the waiver.

EHW TECH is able to offer lower installation costs for the included telephone service on the basis that it is not required to meet the performance standards set out under the Customer Service Guarantee.

By agreeing to these terms, you agree to waive your protections and rights under the Customer Service Guarantee, to the extent permitted by law.

Further information about the Customer Service Guarantee is available from the Australian Communications and Media Authority.

ACMA: <https://www.acma.gov.au/telco-performance-and-universal-service-obligation>

Legislation related to Telcos is available on the Australian Governments Federal Register of Legislation:

Telecommunications CSG Standard 2023:

<https://www.legislation.gov.au/F2023L01140/latest/text>

Telecommunications (NBN Consumer Information) Industry Standard 2018

<https://www.legislation.gov.au/F2018L00814/latest/versions>