

Commonwealth of Australia

Telecommunications (Consumer Protection and Service Standards) Act 1999

Telecommunications (Customer Service Guarantee – Retail Performance Benchmarks) Instrument (No. 1) 2011 (Amendment No. 1 of 2012)

I, STEPHEN MICHAEL CONROY, Minister for Broadband, Communications and the Digital Economy, make the following amending instrument under subsection 117B(1) of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* and subsection 33(3) of the *Acts Interpretation Act 1901*.

Dated 20 June 2012

STEPHEN MICHAEL CONROY
Minister for Broadband, Communications and the Digital Economy

1 Name of Instrument

This Instrument is the *Telecommunications (Customer Service Guarantee – Retail Performance Benchmarks) Instrument (No. 1) 2011 (Amendment No. 1 of 2012)*.

2 Commencement

This Instrument commences on 1 July 2012.

3 Variation

The *Telecommunications (Customer Service Guarantee – Retail Performance Benchmarks) Instrument (No. 1) 2011* is amended as set out in the Schedule to this Instrument.

Schedule **Amendments**

[1] **Section 3**

Omit:

connection period performance standard has the meaning given by subsection 6(1) of this Instrument.

in-place connection request means a request made by a customer to a carriage service provider for connection to a CSG service where the carriage service provider is required to comply with the request in the guaranteed maximum connection period at item 201 of Schedule 1 to the CSG Standard.

new connection request refers to a request made by a customer to a carriage service provider for connection to a CSG service where the carriage service provider is required to comply with the request in the guaranteed maximum connection period at item 202 of Schedule 1 to the CSG Standard.

rectification period performance standard has the meaning given by subsection 7(1) of this Instrument.

Insert:

connection period performance standard means in respect of an in-place connection request or a new connection request:

- (a) the standard at subsection 8(3) of the CSG Standard; or
- (b) if an arrangement of the kind mentioned in section 9 of the CSG Standard is in place – the standard provided for by that arrangement.

in-place connection means an in-place connection as described in item 101 of Schedule 1 to the CSG Standard.

in-place connection request means a request made by a customer to a carriage service provider for connection of a CSG service at a site that has an in-place connection.

new connection request means a request made by a customer to a carriage service provider for connection of a CSG service at a site that does not have an in-place connection and that site is in close proximity to external plant and facilities that have sufficient capacity to supply the service.

rectification period performance standard means in respect of a fault or service difficulty reported to a carriage service provider by a customer:

- (a) the standard at subsection 11(5) of the CSG Standard; or
- (b) if an arrangement of the kind mentioned in section 14 of the CSG Standard is in place – the standard provided for by that arrangement.

[2] Subsection 6(1)

Omit:

‘standard at subsection 8(3) of the CSG Standard (*connection period performance standard*).’

Substitute with:

‘connection period performance standard.’

[3] Subsection 7(1)

Omit the following words in subsection 7(1):

‘standard at subsection 11(5) of the CSG Standard (*rectification period performance standard*).’

Substitute with:

‘rectification period performance standard.’