

Customer Service Guarantee

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1. What is the Customer Service Guarantee?

The Customer Service Guarantee (CSG) is set out in the *Telecommunications (Customer Service Guarantee) Standard 2023*. It sets minimum performance timeframes — for connecting a standard fixed-line telephone service, repairing faults, and keeping appointments — and requires compensation to be paid automatically where those timeframes aren't met. It applies to standard voice telephone services; it does not apply to internet/data services.

2. How this applies to OM TELECOM's phone services

All of our phone services (VoIP PAYG, VoIP Home Unlimited, VoIP Business Unlimited) are delivered as Voice over Internet Protocol (VoIP) services carried over the nbn® network via our wholesale VoIP supplier, MondoTalk, rather than as a traditional copper fixed-line service.

In line with common industry practice for VoIP-based phone services, we ask customers to agree to waive CSG coverage for their phone service, in exchange for the value and flexibility of our month-to-month, no-lock-in plans. This is permitted under the CSG Standard provided it's your informed choice.

3. Your CSG waiver & opt-out right

When you sign up, we'll ask you to agree to the CSG waiver as part of your Application. You don't have to agree — but if you don't, we may not be able to supply the service, since our VoIP plans are priced on the basis that CSG timeframes and compensation don't apply. If you do agree, you can change your mind within 5 working days by telling us in writing; if you do, we may cancel the service agreement rather than supply it on a non-waived (and likely more expensive) basis.

4. If the CSG were to apply

For context, where the CSG standard applies and isn't waived, it sets targets such as connecting a standard service within set timeframes based on how remote the address is, repairing most faults within 1–2 working days, keeping agreed appointments, and paying automatic compensation for missed targets. Full detail is available from the ACMA at acma.gov.au.

5. Our service commitment regardless of CSG status

Waiving the CSG doesn't change our commitment to good service: we still aim to connect new phone services promptly, respond to faults quickly, and keep you informed. Our fault-reporting line is 1300 258 400.

6. If you're not satisfied

You can raise any service issue under our Complaint Handling Policy, and escalate to the Telecommunications Industry Ombudsman if it isn't resolved — free call 1800 062 058 or tio.com.au.

7. Changes to this policy

We may update this policy to reflect changes to the CSG Standard or our services. The current version is always available at omtelecom.com.au/policies.