

### Part A – General

---

## Contents

Click on the section that you are interested in.

<b>1</b>	<b>About the Argent Services Section</b>	<b>2</b>
	Our Customer Terms	2
	Inconsistencies	2
	Parts of the Argent Services section	2
<b>2</b>	<b>Service Assurance</b>	<b>3</b>
	Fault reporting and repair	3
	Target response and repair times	3
	Temporary repairs	4
	Emergency repairs	4
	Faults caused by interference or you	4
	Service appointment times	4
	Customer Select Assurance and Maintenance Options	5
<b>3</b>	<b>Other work we do for you</b>	<b>5</b>

### Part A – General

Certain words are used with the specific meanings set out in [the General Terms of Our Customer Terms](#).

---

## 1 About the Argent Services Section

### Our Customer Terms

1.1 This is the Argent Services section of Our Customer Terms.

1.2 [The General Terms of Our Customer Terms](#) apply.

### Inconsistencies

1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Argent Services section, then the Argent Services section applies instead of the General Terms, to the extent of the inconsistency.

1.4 If a provision of the Argent Services section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

### Parts of the Argent Services section

1.5 The Argent Services section is divided into separate documents:

- (a) Part A – General;
- (b) Part B – Argent Dedicated;
- (c) Part C – Argent Dial Up;
- (d) Part D – Argent IP Host Port Service
- (e) Part E – Argent Mobile

### Argent Dedicated and Argent Dial Up - Cease Sale and Exit Notification

1.6 Argent Dedicated and Argent Dial Up will not be available for purchase by new customers from 30 June 2018.

1.7 Argent Dedicated and Argent Dial Up will not be available for purchase by customers who already receive Argent Dedicated and Argent Dial Up from 30 June 2018; however, such existing customers will continue to be able to make configuration, software, and

### Part A – General

record changes.

- 1.8 Argent Dedicated and Argent Dial Up will be disconnected on 30 September 2019 in areas where the area's nbn rollout region disconnection date falls on or before 30 September 2019; in areas where the area's nbn rollout region disconnection date falls after 30 September 2019, Argent Dedicated and Argent Dial Up will be disconnected in accordance with the nbn rollout region disconnection timetable.
- 1.9 Further details on the preceding are set out in the document titled RM5(D), which is part of our nbn migration plan, and which is available on the ACCC website at: <https://www.accc.gov.au/regulated-infrastructure/communications/industry-reform/telstras-migration-plan>.

#### **Argent Services Cease Sale and Exit Notification**

- 1.10 Argent services will not be available for purchase by new customers from 30 June 2019.
- 1.11 From 30 June 2019, customers with existing Argent services will no longer be allowed to:
- (a) add new services;
  - (b) make changes to existing services which require infrastructure changes; or
  - (c) recontract existing Argent services.
- 1.12 From 30 June 2020, we will exit all Argent products and cancel remaining Argent services.

---

## **2 Service Assurance**

### **Fault reporting and repair**

- 2.1 Where we provide a service to you under the Argent Services section, we also provide:
- (a) a 24 hour fault reporting service for telling us about service faults; and
  - (b) a maintenance and repair service for service faults during the coverage period of 7am to 9pm, Monday to Saturday, including public holidays.

### **Target response and repair times**

- 2.2 Our target response and repair times only apply to service faults within our maintenance

### Part A – General

responsibilities.

- 2.3 If there is a fault in your service we aim to respond to you within two hours of you telling us about the fault (excluding time outside the above coverage period). You receive a response from us when we tell you that we have identified the fault by remote diagnostics and that we have started action to rectify the fault, or that we need to send someone out on a site visit.
- 2.4 If there is a fault in your service in an urban centre, we aim to repair your service to working order within 12 hours of you telling us about the fault (excluding time outside the above coverage period). Our repair target is extended by one day in rural areas and by two days in remote areas. (Notes: 1. An urban centre has a population of 30,000 or greater and includes locations up to 30 km by road from one of our service centres in capital cities and major regional and provincial centres. 2. A rural area is a location over 30 km but under 65 km by road from one of our service centres in capital cities and major regional and provincial centres. 3. A remote area is a location 65 km and over by road from one of our service centres in capital cities and major regional and provincial centres.)

#### **Temporary repairs**

- 2.5 In some cases, we may perform a temporary repair, so that you can use the service before we finish a full repair. A temporary repair that lets you use the service counts as a repair for the purposes of working out our service repair obligations to you.

#### **Emergency repairs**

- 2.6 We give priority to rectifying major fault outages affecting a number of customers. If such cases arise, we may not meet our targets for repairing your service.

#### **Faults caused by interference or you**

- 2.7 Our service response and repair targets do not apply to the following faults:
- (a) faults caused by interference;
  - (b) faults caused by your negligence; and
  - (c) faults caused due to wilful damage by you to your Argent Service.

#### **Service appointment times**

- 2.8 We will agree service appointment times for restoring and repairing faulty services with

### Part A – General

you.

#### **Customer Select Assurance and Maintenance Options**

- 2.9 Enhanced service assurance options for Argent Dedicated may be available at an additional cost to you. These offer faster response and repair targets for faults. For information in relation to our Customer Select Assurance and Maintenance Options, see the [Service Assurance section of Our Customer Terms](#).

---

### **3 Other work we do for you**

- 3.1 The standard network connection charge for service activation includes work performed during our standard hours of business, which are 8am to 5pm, Monday to Friday, excluding public holidays.
- 3.2 For charges for installation, maintenance, consultancy and after sales activities not covered by a standard charge or contract see “Our Customer Terms [Fee-for-service \(Other work we do for you\)](#)”.