

Challenge to CSG Interpretation

Repeatedly and insistently I have been told by Telstra, the TIO and Government that I was not entitled to any CSG because I had ISDN, I believe this is discriminative behavior and makes a mockery of the CSG, & the acts intent!

In support of my challenge I include the **Customer Service Guarantee 2000** and **Consumer Protection and Service Standards act 1999** as @ 2005-2006 corresponding period.

CSG service means an eligible telephone service supplied by a carriage service provider (including a reseller) to a customer of the provider, but does not include:

- (a) a public mobile telecommunications service; or
 - (b) a designated basic rate ISDN service; or
 - (c) a satellite service;
- **unless that service is supplied**, or offered to be supplied, to fulfill the obligation in paragraph 9 (1) (a) of the Act.

9 Universal service obligation

- (1) For the purposes of this Act, the universal service obligation is the obligation:
- (a) **to ensure that standard telephone services are reasonably accessible to all people in Australia on an equitable basis, wherever they reside or carry on business.**

eligible telephone service means:

- (a) a standard telephone service; or
- (b) a carriage service that would be a standard telephone service but for the fact that it is used for a purpose other than the purpose specified in paragraph 6 (1) (a) or (b) of the Act.

6 Standard telephone service

- (1) A reference in a particular provision of this Act to a **standard telephone service** is a reference to a carriage service for each of the following purposes:
- (a) **the purpose of voice telephony;**

Gary Looney
