



Customer Service Guarantee Waiver

Please read the below information carefully. It contains information about rights and protections provided under the Customer Service Guarantee that you agreed to forego in return for the great benefits of a Dreamtilt VoIP service.

- 1 The Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2) ("The CSG") sets out rights and protections and other performance standards a customer can expect from a telephone provider. If you would like a hardcopy, please contact our Customer Service Centre for assistance by phoning 1300 306 126 or visit the Support section of our website.

Those rights and protections and other performance standards are:

(a) Provision of written information about;

- (A) A customers rights and protections at least once every two years;
- (B) The performance standards which apply to the supply of a specified service;
- (C) The obligations of the provider under the CSG;
- (D) A customers entitlement to damages in the event of a contravention of the performance standards; and
- (E) The supply, on request for more information about the performance standards.

(b) Maximum connection timeframes;

| Type of Connection | Timeframe |
|---|------------------|
| In place connections | |
| In place connection | 2 business days |
| Existing connection outstanding | 8 business days |
| Close to cable or infrastructure | |
| Urban (equal to or more than 10,000 people) | 5 business days |
| Major rural (between 2,500 and 10,000 people) | 10 business days |
| Remote (up to 200 people) | 15 business days |
| Not close to cable or infrastructure | |
| Urban | 20 business days |
| Major rural | 20 business days |
| Minor rural | 20 business days |
| Remote | 20 business days |



(c) Maximum fault restoration timeframes;

| Community | Restoration timeframe |
|---|---|
| Urban (equal to or more than 10,000 people) | End of the 1st business day after the fault is reported |
| Rural (between 10,000 and 200 people) | End of the 2nd business day after the fault is reported |
| Remote (up to 200 people) | End of the 3rd business day after the fault is reported |

(d) Making and changing appointments;

| Apt Period | Definition of missed |
|------------|-----------------------------------|
| < 4 Hrs | Fails to attend within 15 mins |
| 4 - 5 Hrs | Fails to attend within the period |

(e) Compensation for failure to meet timeframes;

| Type of service delay | \$ per working days 1-5 | \$ per working days 6+ |
|---|-------------------------|------------------------|
| Residential | | |
| Connection or Repair of a standard service | \$14.52 | \$48.40 |
| Connection or Repair of an enhanced service | \$7.26 | \$24.20 |
| Connection or Repair of two or more enhanced services | \$14.52 | \$48.40 |
| Missed Appointment | \$14.52 each | |
| Business | | |
| Connection or Repair of a standard service | \$24.20 | \$48.20 |
| Connection or Repair of an enhanced service | \$12.10 | \$24.20 |
| Connection or Repair of two or more enhanced services | \$24.20 | \$48.40 |
| Missed Appointment | \$24.20 each | |



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- 2 Part 5 of the CSG allows for a service provider to propose that a customer waive their rights & protections and other performance standards to obtain a significant service benefit.
- 3 Pursuant to Part 5 of the CSG, Dreamtilt proposes that you waive your rights & protections under the CSG in return for a significant service benefit.
- 4 In return for your acceptance of this proposed waiver of your rights & protections under the CSG, Dreamtilt can provide this Dreamtilt VoIP service at substantially cheaper rates than would otherwise be charged for a Telephone Service. These substantially cheaper calls are detailed here <http://dreamtilt.com.au/voip>
- 5 By agreeing to this document you are waiving your rights & protections under the CSG so that Dreamtilt may provide you with the significant service benefit of low calling rates.
- 6 By agreeing to this document you are not able to make a claim to Dreamtilt Pty Ltd for compensation where the performance standards in the CSG are not met.
- 7 Your acceptance of this proposed waiver of your rights & protections under the CSG is a condition of Dreamtilt supplying you the Dreamtilt VoIP service. This waiver will take effect seven days from the date of you agreeing to it, unless you notify Dreamtilt that you wish to withdraw your waiver. If you withdraw your waiver, Dreamtilt cannot provide you with the service.