Critical Information Summary

Information About The Service

Hosted PBX

A Hosted Phone System (Hosted PBX) provides a telephone system 'virtually', enabling traditional phone system features to be delivered via an Internet connection. There is no need for a physical hard wired phone system installed in your office.

Requirements & Availability

A broadband Internet connection is required to be able to use the service. The number of simultaneous phone calls able to be made using the service will be dependent on the quality of the broadband connection and the amount of Hosted PBX memory and storage capacity. Phone hardware is not included in the plans. Dreamtilt offers a number of different phone hardware and phone software options that you can purchase. See online at https://www.dreamtilt.com.au/cloud-pbx/ for further information. Availability of the service is limited businesses in the Gladstone area to allow for focused customer support.

Minimum Term

A minimum term of one month is required for a Dreamtilt Hosted PBX service. If you wish to cancel your service we require notice one month in advance of the termination date.

Billing

You are billed according to your monthly billing cycle. Payment methods include credit card, Paypal, direct debit and direct deposit.

Included Features

All Dreamtilt Hosted PBX services include competitive call rates plus a range of features including -
- Call menus, Answering Attendants, Time of Day Routing, Voicemail, Voicemail to Email, Call Queues
- Make and receive calls anywhere billed back to your business number based on your ability to connect to the hosted PBX service via any broadband Internet connection (including 3G /4G)
- Unlimited Phone Extensions (note – limited only by quality of broadband connection and simultaneous calls)

Information About Pricing

Setup Fee

There is no setup fee for the Dreamtilt Hosted PBX service. Setup fees may apply if customer requires customised IVR (Call Attendant) programming. Call for details on IVR requirements and quote. For further information see online at https://www.dreamtilt.com.au/cloud-pbx/

Monthly Charges

The Hosted PBX plan monthly charges are listed below.

Plan Name	Disk Storage GB	Data Traffic per Month Gb	Direct In Dial Numbers Included	Estimated Simultaneous Calls	Monthly Price $
Cloud PBX	60	No Limit	1	5 to 15	$40

Call Charges

Plan	Calls to Dreamtilt VoIP	Local Calls	National Calls	Mobile Calls*	International**	1300 & 13
Business VoIP PBX Hosted	Free	10c Untimed	15c Untimed	10c / min	From 3c / min	30c Untimed

Calls to Mobiles are charged per 30 second block

Further Information: https://www.dreamtilt.com.au/cloud-pbx/

Terms and Conditions: https://www.dreamtilt.com.au/dreamtilt-terms-and-conditions/

Critical Information Summary

**International rates vary by destination, full rates at www.dreamtilt.com.au/voip/international-rates
- Timed charges for International calls are assessed on a per second basis

Termination / Cancellation Fees

Dreamtilt Hosted PBX have no cancellation fees, however any unpaid calls must be paid. If you wish to cancel your service we require written notice one month in advance of the termination date.

Other Information

Hosted PBX Add Ons

1300 / 1800 numbers are available to be ordered at an additional cost of $25 per month.

Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 10c per minute with no flagfall charges.
A 2 minute national mobile call will cost 20c.

Usage Information

You may view your data usage and charges by logging into Dreamtilt client portal at billing.dreamtilt.com.au

000 Emergency Dialing

Possible technical issues (such as power outages, internet service issues, etc) that may be beyond Dreamtilt control, means we cannot guarantee to provide access to 000 emergency services at all times.
We do not recommend that you use Dreamtilt VoIP as your sole telephone service/system for emergency calls.
For your protection, please ensure you always have an alternative means of dialling the 000 emergency services. If you intend to use a mobile telephone to dial 000 emergency services please read 'Emergency Calls' information from ACMA available online at **https://www.acma.gov.au/emergency-calls**. In the event that you dial an emergency service number from the service, the service address provided by you to Dreamtilt will be displayed to the emergency services operator. It is your responsibility to notify Dreamtilt of any changes to your service address details.

Customer Service Contact Details

You can contact Dreamtilt customer service for Support and Billing via the following methods –
- 24 hour online ticket submission via Dreamtilt client portal
- Email to admin@dreamtilt.com.au
- Online Contact Us form via https://www.dreamtilt.com.au/contact-dreamtilt/
- Phone 1300 306 126 during 8.30am to 5.00pm Monday to Fridays and 9am to 12pm Saturdays.

Dispute Resolution Process

If you are unhappy with the outcome of your customer service request and wish to take any matter further, please follow the process outlined at www.dreamtilt.com.au/complaints

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint