

## Critical Information Summary

### Information About The Service -



#### VoIP

Dreamtilt VoIP services allow you to make cheaper phone calls through your broadband connection, instead of your fixed telephone connection.

#### Requirements & Availability

You will require a Dreamtilt Wireless Broadband service. Dreamtilt VoIP is not a standalone service. Residential VoIP Plans are only available on Dreamtilt Residential Wireless Broadband connections. Business VoIP Plans are only available on Dreamtilt Business Wireless Broadband plans.

You will require either a VoIP enabled wireless router (with Ethernet WAN port capable of performing PPPoE) or a VoIP adapter (ATA). Dreamtilt can sell or rent a suitable device at additional cost.

#### Minimum Term

No minimum terms are applied to Dreamtilt VoIP services. You may cancel at any time by providing us notice before your next billing period.

#### Billing

You are billed according to your billing cycle. Your call usage is also based on your billing cycle. Payment methods include credit card, Paypal, direct debit and direct deposit.

#### Included Features

All Dreamtilt VoIP Services include a range of features including -

- Call Forwarding
- Voice Mail
- Voice Mail to Email
- Call Blocking

Dreamtilt Residential VoIP services are restricted to 5 simultaneous calls. Dreamtilt Business VoIP has no simultaneous call restrictions.

**Important Restrictions** - Australian Premium Rate Services (190x) are not available on the Dreamtilt VoIP Service

#### Information About Pricing

##### Setup Fee

No setup fees are charged with Dreamtilt VoIP Services

##### Monthly Charges

Dreamtilt offers 2 VoIP plans, each with a standard monthly rental, and varied call rates detailed below.

Plan Name	Minimum Monthly Charge per Direct In Dial
Residential VoIP	\$5.00
Business VoIP	\$5.00* - No Charge when using Cloud PBX Service

- The Total Maximum monthly charge is the sum of the Minimum Monthly charge above and the cost of any calls made
- As there are no contract terms applied, the Total Minimum and Maximum cost of the service is as above

## Call Charges

Plan Name	Calls to Dreamtilt VoIP	Local Calls	National Calls	Mobile Calls*	International**	1300 & 13
Residential VoIP	Included	10c Untimed	15c Untimed	10c / min	From 2c / min	30c Untimed
Business VoIP						

\*Calls to Mobiles are charged per 30 second block

\*\*International rates vary by destination, full rates at [www.dreamtilt.com.au/voip/international-rates](http://www.dreamtilt.com.au/voip/international-rates)

- Timed charges for International calls are assessed on a per second basis

## Termination / Cancellation Fees

Dreamtilt VoIP Plans have no cancellation fees. You may cancel at any time before your next billing cycle either via notifying us by email or cancelling the service online via your client portal at [billing.dreamtilt.com.au](http://billing.dreamtilt.com.au)

## Other Information

### 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 VoIP calls and charges by logging into Dreamtilt client portal at [billing.dreamtilt.com.au](http://billing.dreamtilt.com.au)

In the client portal you will also be able to view your previous itemised phone bills and a summary of your total call charges per month graphed over a 12 month period.

### 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](mailto:admin@dreamtilt.com.au)
- Online Contact Us form via [www.dreamtilt.com.au/contact](http://www.dreamtilt.com.au/contact)
- Phone 1300 306 126 during 8.30am to 5.30pm 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](http://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](http://www.tio.com.au/making-a-complaint)