

Dreamtilt Major and Significant Outage Policy

Dreamtilt is committed to supporting our customers during major and significant local outages.

In the event of a major outage or a significant local outage, we will seek to keep you supported and informed about what is happening with your service.

What is a 'major or significant local outage'?

A **major outage** is as a large-scale unplanned impact to a telecommunications network that:

- means a customer is unable to establish and maintain a telecommunications service; and
- affects, or is likely to affect:
 - 100,000 or more services; or
 - all services in a state or territory; and
- is expected last 60 minutes or longer.

A **significant local outage** is a small-scale unplanned impact to a telecommunications network that:

- means a customer is unable to establish and maintain a telecommunications service; and
- affects, or is likely to affect:
 - 1,000 or more services in Regional Australia; or
 - 250 or more services in Remote Australia; and
- And is expected to last longer than:
 - 6 hours in Regional Australia; or
 - 3 hours in Remote Australia.

Communication of 'major or significant local outage' information

Dreamtilt aims to minimise downtime, maintain service continuity, and provide accurate communications during outages.

At Dreamtilt we monitor our network to detect any issues.



If a major outage or significant local outage is identified, we immediately assess the situation to understand its impact, and as best as possible identify how to rectify and timeframes for rectification and restoration of services.

Our commitment is to provide clear and transparent updates right from the initial notification until the Major or Significant Local Outage is resolved.

We will provide the following timely notifications to our customers, and the general public:

1. Initial notifications

a. End User notification

As soon as practicable, we will send a notification to end users via either email or SMS informing them of the Major Outage or Significant Local Outage.

We will also update the Dreamtilt customer portal – <https://billing.dreamtilt.com.au> with details on the incident.

b. Public notification

As soon as practicable, we will publish and provide details of the Major Outage or Significant Local Outage on the following platforms:

- Our website at www.dreamtilt.com.au;
- Our customer service team by calling 1300 306 126
- Our Facebook profile (facebook.com/Dreamtilt)

These messages will include details about the outage and estimated resolution times where possible. Relevant social media channels, websites, and customer billing portals will be regularly updated with the latest information about the outage.

Regular Updates and Outage Restoration

Our communications will be updated upon any material change in the situation, or at least every six hours for the first 24 hours, and once every 24 hours after the initial period, to ensure you have access to real-time updates.



Finally, we will provide information and send notifications regarding service restoration across all channels to ensure you are made aware of the resumption of your service as quickly as possible.

Natural Disasters

Where a major outage or significant local outage is caused by a natural disaster, we may not send direct notifications to affected customers, and the best place to check for information and updates will be on our websites and social media channels for further information and updates.

How can I seek real time or near-real time assistance?

During a Major Outage or Significant Local Outage, our customer service team is prepared to offer real-time or near real-time assistance to affected customers. You can call our support number 1300 306 126.

You can also contact us via social media live chat messenger on [facebook.com/Dreamtilt](https://www.facebook.com/Dreamtilt)

Please note that during outages we may receive high volumes of calls and patience may be required as we deal with customer call volumes.

Calling Dreamtilt with a Hearing or Speech Impairment

If you have a hearing or speech impairment, you can call us via the National Relay Service:

TTY users: Call 13 36 77, dial 0, then ask for 1300 306 126

Speak and Listen users: Call 1300 555 727 then ask for 1300 306 126

Internet relay users: Visit the NRS website (<https://nrschat.nrscall.gov.au/nrs/internetrelay>) and enter 1300 306 126

Translation into Different Languages

If you require this policy translated, you can contact the Translating and Interpreting Service (TIS National) via their website here - <https://www.tisnational.gov.au/> or call them on 13 14 50