



### Business Wireless Broadband

Dreamtilt Business Wireless Broadband service allows you to connect to high speed broadband without the need for a phone line or fibre connection. There are a range of value-added features which are documented on our website and below.

#### Requirements & Availability

Connection requires installation of a wireless radio unit on customer's roof, Ethernet cabling installed in at the business, and connection to a wireless router or similar equipment (must have Ethernet WAN port and PPPoE capability). Installation of wireless radio and cabling is performed by Dreamtilt. An installation setup fee is charged for this service.

Coverage is dependent on wireless transmission tower locations. Availability can be checked using our online coverage checker: [www.dreamtilt.com.au/coverage](http://www.dreamtilt.com.au/coverage)

Dreamtilt will also perform a free onsite evaluation to determine service availability.

#### Minimum Term

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

#### 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 Business Wireless Broadband services include -

- No excess quota charges – plans are shaped to 2Mbps/2Mbps (unless on unlimited data plans)
- Anytime Quota – data quota has no peak or off peak limits – use anytime.
- Static IP Address
- No lock in contract periods

### Information About Pricing

#### Setup Fee

Dreamtilt Wireless Broadband requires installation to connect to the service. Standard installation costs \$250 which includes installation of a basic wireless radio unit and Ethernet cabling. A free standard wireless router (with Ethernet WAN and PPPoE capable) is included in the installation package. (Users may nominate to use their own wireless router if compatible or purchase a higher speed / quality router from Dreamtilt).

Depending on location additional costs may occur if the installation requires a signal booster dish or alternative wireless radio unit. Costs are an additional \$100 for signal booster dish. Alternative wireless unit (that provides higher bandwidth and signal strength) can incur an additional \$100 once off fee.

Shifting existing wireless connections to a different location (where availability exists) will require a onetime fee of \$150.

A Total Maximum setup cost for a business customer that requires a signal booster dish and an alternative wireless radio unit is \$450.

Further Information: [www.dreamtilt.com.au/business/internet](http://www.dreamtilt.com.au/business/internet)

Terms and Conditions: [www.dreamtilt.com.au/legal/terms-conditions](http://www.dreamtilt.com.au/legal/terms-conditions)

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## Critical Information Summary



### Information About The Service -

#### Monthly Charges

There are 6 Dreamtilt Business Wireless Broadband plans. Coverage limitations apply to certain plans and our online coverage checker can confirm plan availability in your area.

Plan Name	Monthly Included Data	Minimum and Maximum Monthly Charge	Total Min Price	Unit Cost 1GB of data included in plan	Shaping
12M/3M 300Gb *	500 Gb	\$120.00	\$380.00 **	\$0.43	3 Mbps
12M/3M 1000Gb *	No Limit	\$130.00	\$390.00 **	-	-
25M/5M 300Gb *	500 Gb	\$130.00	\$390.00 **	\$0.46	5 Mbps
25M/5M 1000Gb *	No Limit	\$140.00	\$400.00 **	-	-
10M/10M Unlimited	No Limit	\$300.00	\$550.00 **	-	-
15M/15M Unlimited	No Limit	\$500.00	\$750.00 **	-	-

\* These plans are dependent on alternative radio unit, signal strength and coverage location – not available all areas

\*\* Total minimum price does not include possible additional cost for booster dish & alternative wireless unit upgrade

- Plans describe the maximum speeds possible. Actual speeds may vary depending on multiple factors
- The Total Minimum Price is the standard setup fee plus one month plan.

#### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on Dreamtilt Business Wireless Broadband plans. Instead, traffic is shaped as per table above.

#### Termination / Cancellation Fees

Dreamtilt Business Wireless Broadband Plans have no cancellation fees. Dreamtilt will be required to uninstall the wireless radio equipment – there is no fee charged for uninstallation provided equipment is returned in working condition. 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

##### Usage Information

You may view your data usage and charges by logging into Dreamtilt client portal at [billing.dreamtilt.com.au](http://billing.dreamtilt.com.au)

##### 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 5.00pm Monday to Fridays and 8am 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)

Further Information: [www.dreamtilt.com.au/business/internet](http://www.dreamtilt.com.au/business/internet)

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