



**WHAT YOU NEED TO KNOW –
INFORMATION ABOUT OUR
SERVICES**

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WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the information below will assist you with the use of Dreamtilt services.

1 MANAGING YOUR SPEND

Usage notifications:

If you are a residential customer, we will help you control your spend by providing you with notifications via email when you reach 50%, 85% and 100% of your data allowance that is included in your broadband plan or your set budget amount for your VoIP account.

Usage notifications do not occur in real time but with a delay of not more than 2 hours after you actually reached the respective thresholds.

You can also login anytime at www.dreamtilt.com.au to view your online data usage and VoIP accounts.

Other ways of managing your spend:

There may be other ways of keeping your spend on track, such as barring more expensive voip numbers, choosing an internet plan with less speed (note: all Dreamtilt residential wireless broadband plans are slowed down once you used up your included data allowance and do not incur additional excess charges) or monitoring your spend online through our website.

Through our website portal you can also set restrictions on your VoIP calls when your budget has been reached. At any time on the website portal you can reduce your current plan to a lower valued plan with no additional penalty or additional fees. Note that you must make the change prior to the next billing month for the plan to take effect.

Estimate your data usage:

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills or limiting your data plan. Please note that actual usage will depend on the device used, the technology used and other factors. The information below is based on averages and provides estimates only.

Email text only	30 – 50 KB
Email with attachment, i.e. document or photo	350 KB – 4 MB
Website viewing	1 MB
Streaming video/minute	7 MB ~ 30 MB
Streaming music/minute	1 MB
Downloading a song	6 MB
Downloading an app	30 – 100 MB
Uploading a photo	4 MB
Making a video call with an app/minute	8 MB ~ 24 MB

2 OUR NETWORK

Your service is provided using the Dreamtilt Fixed Wireless Broadband network. We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

To learn more about the coverage that our fixed wireless network offers, please refer to the coverage map on our website at www.dreamtilt.com.au/coverage

Please note that actual coverage depends on numerous factors, including local geographic and structural/building conditions. Therefore, we recommend, if possible, to test coverage at your specific location, e.g. call Dreamtilt for a fixed wireless service check before connection to confirm quality of signal. There is no fee for a fixed wireless service check.

3 PAYING US

Your bill:

We will bill you monthly in advance and your bill will be emailed to you. You can also login to your customer portal and view or print your previous and current invoices online. You can pay your bill free of charge via direct debit, credit card (Mastercard, Visa or American Express), Paypal, or direct deposit. Payment is required by at least 10 working days before the end of billing period. Dreamtilt will not apply any direct debits to a customers account until at least 10 days after the customer receives their invoice.

You can view all your current and previous account invoices and payment information online in your account portal by logging in to the client portal at www.dreamtilt.com.au

You can change the way you pay us at any time by changing your payment details online by logging into your client portal at www.dreamtilt.com.au

Financial hardship:

Our financial hardship policy is available here: www.dreamtilt.com.au/financial-hardship

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a wireless router, fixed radio equipment etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer. Please review our warranty information here – [www.dreamtilt.com.au/legal/Warranty Information.pdf](http://www.dreamtilt.com.au/legal/Warranty%20Information.pdf)

5 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form here – [www.dreamtilt.com.au/legal/Appointment of Authorised Representative.pdf](http://www.dreamtilt.com.au/legal/Appointment%20of%20Authorised%20Representative.pdf)

6 SUPPORT

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 www.dreamtilt.com.au/contact

- Phone 1300 306 126 during 8.30am to 5.00pm Monday to Fridays and 9am to 12pm Saturdays.

Incorrect Call-Out Fee

If we attend your premises to repair a Fault reported by you, but we determine that there is no Fault or the Fault is caused by Your Equipment, we may charge you a fee of \$50 for attendance plus \$35 per 30 minutes there-after with a 30 minute minimum.

7 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here – www.dreamtilt.com.au/complaints-process