Critical Information Summary

Information About The Service -

Web Hosting

Dreamtilt web hosting service allows you to host your domain website pages and emails on our virtualised cloud servers running cloud linux. There are a range of value-added features which are documented on our website and below.

Minimum Term

Minimum term for Dreamtilt Web Hosting services is 1 year.

Billing

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

Included Features

All Dreamtilt Web Hosting services include a range of features including -

- cPanel Control Panel
- Unlimited Email Accounts for either IMAP or POP service
- Firewall Protection
- SPAM and Antivirus Protection
- Webmail Access
- DNS Zone Management
- Backup and Restore Functions

Standard and Plus plans include –

- Softaculous Auto Installer – Allowing over 320+ Web Apps to be installed including Wordpress, Joomla and others
- E-Commerce Ready
- Dreamtilt Online Website Builder
- Unlimited MySQL Databases
- Unlimited Parked Domains
- Unlimited Addon Domains
- suPHP, PERL, CGI
- Web Statistics
- Additional Data Storage and Disk Space

Information About Pricing

Annual Charges

There are 3 Dreamtilt Web Hosting plans. Plans are charged annually and minimum term is 12 months.

Plan Name	Disk Space GB	Data Traffic per Month Gb	Total Min Price $	Term
Email Only *	10	400	$100	12 Months
Standard	20	400	$150	12 Months
Plus	40	800	$180	12 Months

* Note: Email hosting is for emails only. It is not suitable for companies wishing to have a website.

Further Information: www.dreamtilt.com.au/business-webhosting/
Terms and Conditions: www.dreamtilt.com.au/terms-conditions
Information is current as of 10/11/2016, is subject to change without notice and all prices quoted include GST   V2.0   Page | 1

Termination / Cancellation Fees

Dreamtilt Web Hosting Plans have no cancellation fees, however credit is not applied for cancellations for unused web hosting months during the annual billing cycle. 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

Other Information

Usage Information

You may view your data usage and charges by logging into Dreamtilt client portal at 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
- 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.

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

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