



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.

Information Regards Our Service

Dreamtilt Residential Wireless Broadband service does not connect to the nbn. Instead the service uses a fixed wireless network, owned and operated by Dreamtilt. For further information regards broadband services and the technologies used you can visit - Communications Alliance Broadband Education Package found at www.commsalliance.com.au/BEP

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 (must have Ethernet WAN port and PPPoE capability). Installation is performed by Dreamtilt . An installation setup fee is charged for this service.

Coverage is dependent on wireless transmission tower locations and equipment on towers. Availability can be checked using our online coverage checker: 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 a range of features including -

- No excess quota charges – plans are unlimited plans
- Anytime Quota – data quota has no peak or off peak limits – use anytime.
- Static IP Address
- No lock in contracts

Information About Pricing

Setup Fee

Dreamtilt Wireless Broadband requires installation to connect to the service. Standard installation costs \$200 upfront payable on the day of installation which includes installation and Ethernet cabling. For plans higher than 70Mb/40Mb the standard installation cost is \$400. Accounts who start on the 70Mb/40Mb plan and then upgrade to the next plans require an upgrade fee of \$200 for new equipment installation. 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).

Shifting existing wireless connections to a different location (where availability exists) will require a onetime fee of \$75.

Critical Information Summary



Information About The Service -

Monthly Charges

There are one Dreamtilt Residential 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
70Mb/40Mb	Unlimited	\$100.00	\$300.00*	N/A	N/A
150Mb/75Mb	Unlimited	\$150.00	\$550.00**	N/A	N/A
250Mb/100Mb	Unlimited	\$190.00	\$590.00**	N/A	N/A

* Total minimum price includes \$200 setup fee.

** Total minimum price includes \$400 setup fee.

- The Total Minimum Price is the standard setup and installation fee plus one month plan.
- Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Dreamtilt. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable.

Excess Usage

There are no automatic excess usage charges on Dreamtilt Business Wireless Broadband plans. There is no shaping on Business broadband plans.

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

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 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

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

Further Information: www.dreamtilt.com.au/business-wireless-broadband

Terms and Conditions: www.dreamtilt.com.au/terms-conditions

Information is current as of 17/01/2023, is subject to change without notice and all prices quoted include GST V2.4 Page | 2