



Residential Wireless Broadband

Dreamtilt Xnet Residential Wireless Broadband service allows you to connect to high speed broadband without the need for a phone line or fibre connection. Dreamtilt Xnet is a blazingly fast short range fixed wireless service using millimeter wave (mmWave) technology that provides either a 28Ghz or 60GHz radio frequency connection.

Information Regards Our Service

Dreamtilt Xnet Residential Wireless Broadband service does not connect to the nbn. Instead the service uses either 28Ghz or a limited range 60Ghz 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 customers home, 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 only within a Dreamtilt Xnet area and requires line of sight to our radio access points. Availability can be checked using our online coverage checker: <https://www.dreamtilt.com.au/dreamtilt-coverage-area/>

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

Minimum Term

No minimum terms are applied to Dreamtilt Residential 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 Residential Wireless Broadband services include a range of features including -

- 5 Email accounts with SPAM & Anti-Virus Protection included
- No excess quota charges and no peak / off-peak restrictions
- No lock in contracts

Information About Pricing

Setup Fee

Dreamtilt Wireless Broadband requires installation to connect to the service. Standard installation costs \$350 which includes installation 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).

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

Monthly Charges

There are 3 Dreamtilt Xnet Residential Wireless Broadband plans. Coverage limitations apply to certain plans and our online coverage checker can confirm plan availability in your area

Further Information: <https://www.dreamtilt.com.au/residential-xnet-wireless-broadband-internet-plans/>

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

Information is current as of 30/10/2023, is subject to change without notice and all prices quoted include GST V1.0

Plan Name	Monthly Included Data	Minimum and Maximum Monthly Charge	Total Min Price	Unit Cost 1GB of data included in plan	Shaping (Down/Up)
125Mb/25Mb	Unlimited	\$100	\$450.00 *	NA	NA
250Mb/50Mb	Unlimited	\$115	\$465.00 *	NA	NA
500Mb/50Mb	Unlimited	\$130	\$480.00 *	NA	NA

* Total Min Price includes \$350 setup fee.

- The Total Minimum Price is the standard setup 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.

Wifi Coverage and Performance

Dreamtilt is responsible for delivering the internet service to your premises. The exact point where the internet service enters your premises is often referred to as the 'demarcation point'. For Dreamtilt, this point is the port on your PoE power injector inside your premises. Whilst Dreamtilt provides a standard dual band Mu-Mimo router as part of the installation, some homes may require greater wifi coverage to achieve maximum performance to devices around a home. It is important to discuss this with the Dreamtilt team and we can recommend upgrading your wifi connection to a MESH router system at additional cost.

Termination / Cancellation Fees

Dreamtilt Residential 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 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