



### Residential Wireless Broadband

Dreamtilt Residential 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 - Australian Telecommunications Alliance Education Package found at <https://www.austelco.org.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 dependent on wireless transmission tower locations. 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 – plans are shaped depending on plan selection outlined below
- Between 12am and 6am data used is not counted towards your monthly quota for 250Gb plans
- Anytime Quota – data quota has no peak or off peak limits – use anytime.

### 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. An additional \$50 fee applies if installation is to be paid off over a period of a month. 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 8 Dreamtilt 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-wireless-broadband-internet-plans/>

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

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Plan Name	Monthly Included Data	Minimum and Maximum Monthly Charge	Total Min Price	Unit Cost 1GB of data included in plan	Shaping (Down/Up)
Budget 12Mb/5Mb	250 Gb	\$45.00	\$245.00 *	\$0.18	2Mb/2Mb
Budget 12Mb/5Mb	No Limit	\$55.00	\$255.00 *	NA	NA
Basic 25Mb/10Mb	250 Gb	\$55.00	\$255.00 *	\$0.22	2Mb/2Mb
Basic 25Mb/10Mb	No Limit	\$65.00	\$265.00 *	NA	NA
Everyday 45Mb/15Mb	250 Gb	\$65.00	\$265.00 *	\$0.26	2Mb/2Mb
Everyday 45Mb/15Mb	No Limit	\$75.00	\$275.00 *	NA	NA
Family 75Mb/25Mb	250 Gb	\$75.00	\$275.00 *	\$0.30	2Mb/2Mb
Family 75Mb/25Mb	No Limit	\$85.00	\$285.00 *	NA	NA

\* Total Min Price includes \$200 setup fee. An additional \$50 fee is applied to the setup cost if not paid upfront or on the day of installation.

- The Total Minimum Price is the standard setup fee plus one month plan.
- Between 12am and 6am any data usage is not included towards your monthly included data on 250Gb data plans
- 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

Both uploads and downloads count towards your monthly included data (except between 12am and 6am). There are no excess usage charges on Dreamtilt Residential Wireless Broadband plans. Instead, traffic is shaped as above.

### 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](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 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](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: <https://www.dreamtilt.com.au/residential-wireless-broadband-internet-plans/>

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