



**Information About Pricing**

This summary reflects base plan pricing and does not include any discounts or promotions that may apply. Prices are subject to change.

Plans	NBN Everyday	NBN Fast Fibre	NBN Superfast Fibre	NBN Ultrafast Fibre	NBN Hyperfast Fibre
Minimum / Maximum Monthly Charge <sup>1</sup>	\$85	\$115	\$125	\$135	\$195
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download speed	50Mb	500Mb	750Mbps	1000Mbps	2000Mbps
Upload Speed	20Mb	50Mb	50Mbps	100Mbps	200Mbps

1. Minimum/Maximum charge is for your monthly internet charge. It does not include any additional fees for non-payment of your monthly invoice outlined in the Billing section below.
2. Static IPv4 available at additional cost

Once Off Fees	No Lock In Contract
Setup Fee	\$0
nbn ® New Development Charge	Additional once off \$300 charge, payable on signup. Applies if your premises is identified by nbn ® as being within the site boundary of a new development. For further information please refer to: <a href="https://www.nbnco.com.au/develop-or-plan-with-the-nbn/new-developments/government-policy-for-new-developments">https://www.nbnco.com.au/develop-or-plan-with-the-nbn/new-developments/government-policy-for-new-developments</a>
nbn ® Subsequent Installation Charge	Installation of additional concurrent connections to the nbn ® network may incur a subsequent installation charge of \$300.00
nbn ® 4-Port FTTP NTD Charge	Ordering a 4-Port FTTP NTD may incur an nbn ® installation fee: \$110 at locations for a new NTD installation \$300 at locations with a pre-existing NTD installation
Router	Standard Dual Band MU-MIMO Router provided at no cost. For larger homes we recommend a MESH Router 3 Pack system for \$280
Early Termination Charge	Not Applicable
NTD Ethernet Relocation Fee	\$200 – minimum fee charged for installing new Ethernet cable from installed NTD to a different location in the home. Contact Dreamtilt for further details
Change of Plan Fee	There is no fee to change your plan speed. It will take up to 5 business days to change the speed of your plan once the request is processed. Plan speed changes are an ongoing change and apply to your service for all future months unless another change of plan is submitted
Moving Address	Service options at the new address are subject to availability. All relevant set up and connection fees apply. Request a move of address for your service by sending a ticket on the Members portal at <a href="https://billing.dreamtilt.com.au">https://billing.dreamtilt.com.au</a>

Further Information: <http://www.dreamtilt.com.au/residential-nbn-broadband>

Terms and Conditions: [www.dreamtilt.com.au/terms-conditions](http://www.dreamtilt.com.au/terms-conditions)

## Critical Information Summary

### Information About The Service -



#### Service Description

Dreamtilt's **nbn**<sup>®</sup> Internet service is delivered via the National Broadband Network (**nbn**<sup>®</sup>) to the network boundary point of your premises.

The **nbn**<sup>®</sup> Internet service includes the following components: **nbn**<sup>®</sup> Broadband

#### Availability

All **nbn**<sup>®</sup> Internet plans are available at selected coverage areas and are subject to fibre infrastructure availability at your premises.

The above plans are not available on the **nbn**<sup>®</sup> Fixed Wireless network.

To check for availability, please use the address checker at [dreamtilt.com.au](http://dreamtilt.com.au) or contact us at [admin@dreamtilt.com.au](mailto:admin@dreamtilt.com.au).

#### Minimum Term

Dreamtilt **nbn**<sup>®</sup> Internet plans are supplied on a no lock in contract term (service automatically rolls over unless cancelled before the roll over date). See Minimum Total Cost applicable to each plan in the Information About Pricing section.

#### Service Speed & Guarantee

Actual throughput speeds may be slower than the listed plan speed and could 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 Wi-Fi or by Powerline Adaptors may experience slower speeds than those connected by Ethernet cable

#### Equipment Required

If you do not already have the required **nbn**<sup>®</sup> equipment installed inside your home, you will be required to be home on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after completing a signup. **nbn**<sup>®</sup> retains ownership of any equipment they install. Equipment installed by **nbn**<sup>®</sup> will be maintained and serviced by **nbn**<sup>®</sup>.

If you install the router for your internet in a place other than next to the NTD, you will need to organise internal wiring between the NTD and the router. Dreamtilt can assist with a fee to install internal Ethernet cabling from the NTD to a more appropriate area. See Once Off Fees

table under Information About Pricing section.

You need an approved **nbn**<sup>®</sup> compatible router to connect your devices to the Dreamtilt **nbn**<sup>®</sup> Broadband service.

#### 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 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](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)

##### Billing

Your monthly service invoice is issued on the anniversary date of your connection going active. Your invoice is due 14 days after issue and can be paid via the payment methods on the invoice. Direct debit can be setup through the Members Portal at <https://billing.dreamtilt.com.au>

Further Information: <http://www.dreamtilt.com.au/residential-nbn-broadband>

Terms and Conditions: [www.dreamtilt.com.au/terms-conditions](http://www.dreamtilt.com.au/terms-conditions)

Information is current as of 30/11/2025, is subject to change without notice and all prices quoted include GST V1.1

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