



Case Summary

Customer

- Dreamtilt

Industry

- Telecommunications

Region

- Gladstone, Queensland (AU)

Challenge

- High-quality internet connectivity for uninterrupted medical services

Solution

- WiBAS™ G5 Smart (Base Station)
- WiBAS™ G5 GigaConnect+ (Terminal Station)

Restoring Critical Connectivity for Gladstone Central Medical Centre in Less than 24 Hours

How Dreamtilt deployed Intracom Telecom's WiBAS™ G5 Smart platform at 28 GHz to deliver enterprise-grade, ultra-reliable internet to an essential healthcare facility in Gladstone, Queensland.

The Customer

Dreamtilt Pty Ltd. (ABN 65 089 188 876) is a licensed Australian telecommunications carrier under the Telecommunications Act 1997 (Cth), delivering Fixed Wireless Access (FWA), Internet and voice services to residential and business customers in the Gladstone, Queensland region.

The Challenge

Gladstone Central Medical Centre's existing internet service, delivered over a traditional fixed-line connection, failed outright. In the lead-up to the outage, the service had already been delivering poor and inconsistent performance, well short of what a clinical environment demands. When the connection went down completely, the practice was left without the ability to reliably access patient records, process billing, or maintain normal clinical operations — a situation no medical center can sustain for long. The issues included:

- No clear **restoration timeline** from incumbent carrier's side.
- Unreliable and underperforming **internet service**.
- Unacceptable **extended downtime** given the practice's reliance on connected patient management and telehealth systems.

Gladstone Central Medical Centre needed an alternative solution that could be deployed quickly, be independent of the legacy copper / fiber infrastructure path that had failed and be capable of matching or exceeding the performance of a modern fiber connection.

The Solution

Dreamtilt's response was immediate, deploying a dedicated wireless FWA link based on Intracom Telecom's **WiBAS™ G5 Smart** (Base Station) / **WiBAS™ G5 GigaConnect+** (Terminal Station) platform. This platform combines Multi-User MIMO (MU-MIMO) with Advanced Antenna System (AAS) technology for precise

“When your internet goes down at a medical centre, it isn't just an inconvenience — it affects patient care. Our priority was getting Gladstone Central Medical Centre back online with a connection they could rely on, and getting it done fast. Being able to deliver over 500 Mbps down and 200 Mbps up on a same-day install shows exactly what licensed 28 GHz fixed wireless, built on the right platform, can do for essential services. Intracom Telecom and the WiBAS™ product line allowed us to deliver carrier grade internet services in minimal time. ”

Adrian Robertson
Director of Dreamtilt

beamforming to deliver robust, interference-free Point-to-MultiPoint (PtMP) connectivity in shared licensed spectrum environments — making it well suited to a fast, single-site deployment in an urban setting like Gladstone.

The key characteristics of the WiBAS™ G5 platform include:

- **TDD all-outdoor PtMP hub radio** operating in the 28 GHz licensed mm-Wave band, avoiding the congestion and unpredictability of unlicensed spectrum.
- **MU-MIMO and AAS beamforming** that deliver robust, interference-free ultra-broadband connectivity to the Terminal Station site.
- **Over 5 Gbps** aggregate sector capacity on a 200 MHz channel, giving significant headroom above what a single medical centre requires.
- **Hitless adaptive modulation** up to 1024-QAM, maintaining link stability and avoiding service drops as conditions change.
- **Zero-footprint** equipment of easy installation.

In less than 24 hours, Dreamtilt carried out everything – from initial callout to live – inclusive of site assessment, installation of the WiBAS™ G5 GigaConnect+ Terminal Station on the rooftop, alignment with the nearest WiBAS™ G5 Smart Base Station, and configuration of routing and QoS settings to suit the practice's clinical and administrative traffic. This rapid turnaround was made possible by combining Dreamtilt's existing 28 GHz fixed wireless network footprint in Gladstone, as well as its own carrier-grade RADIUS, routing and network operations infrastructure already deployed in production across its customer base.

The implemented solution offered a series of significant benefits to the Gladstone Central Medical Centre:

- **Rapid service recovery:** Brought online all the Internet-dependent clinical and administrative systems within one business day from the outage.
- **Ultra-fast and low-latency connection:** Download / upload speeds in excess of 500 Mbps / 200 Mbps – fiber-class service.
- **Multi-purpose communication platform:** Support of simultaneous clinical, telehealth and administrative workloads on a single platform.
- **Outstanding service reliability:** Relief from the legacy fixed-line network, prone to cable cuts, and elimination of accidental outages.

About Intracom Telecom

Intracom Telecom is a global technology systems and solutions provider operating for over 45 years in the market. The company is the benchmark in fixed wireless access, and it successfully innovates in the 5G/4G wireless RAN transport and small-cell SON backhaul international arena. Intracom Telecom offers a comprehensive revenue generating software solutions portfolio and a complete range of ICT services, focusing on IoT, SDN/NFV, Big Data analytics & data-driven intelligence, and Smart City solutions. Furthermore, the company is developing security integrated systems for critical infrastructure protection and border surveillance, having extensive knowhow and a proven track record in this industry. Moreover, it addresses the Energy & Utilities industry, emphasizing on smart metering and end-to-end IT solutions. Intracom Telecom serves telecom operators, public authorities and large public and private enterprises. The Group maintains its own R&D and production facilities and operates subsidiaries worldwide.