

Information About the Service

Service Description

Fibre1000 IP-Line is a symmetrical 1000 Mbps fibre-optic connection to the Dorks Delivered network and includes unlimited internet.

Minimum Service Term

The service is supplied on a 24-, 36- or 48-month contract.

Availability

Limited to Dorks Delivered on-net buildings. Your address must be pre-qualified before a formal quotation can be provided.

Equipment Required

You'll need a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you or you can choose our unmanaged option in which case we will supply the router for you but it will be managed by you.

Monthly Data Allowance

Unlimited - there are no time restrictions and no excess usage charges. Our Acceptable Use Policy applies.

Information About Pricing

Unlimited Internet 1000 Mbps Offer

Installation Fee	24 Months	36 Months	48 Months
\$0	\$1,199 + \$119.90 GST Min Charge \$21,653.60 including GST	\$1,099 + \$109.90 GST Min Charge \$43,520.40 including GST	\$799 + \$79.90 GST Min Charge \$42,187.20 including GST
\$1,999 + \$199.90 GST	\$899 + \$89.90 GST Min Charge \$25,932.50 including GST	\$799 + \$79.90 GST Min Charge \$33,839.30 including GST	NA
Managed Router Option	Price dependent on router selected		
Early Termination Fee	85% of the monthly charges for the balance of the contract period		
The monthly fee above includes the Internet Monthly Charge from the below Additional Products section.			

Additional Products

Category	Additional Monthly Charge
Internet	From \$99 + \$9.90 GST (\$108.90 including GST)
Data	From \$99 + \$9.90 GST (\$108.90 including GST)
Voice	From \$99 + \$9.90 GST (\$108.90 including GST)
Cloud	From \$99 + \$9.90 GST (\$108.90 including GST)

Other Information

Customer Service

If you have questions regarding a new installation, an existing service, or your bill, please call us on **1300 85 3675**.

Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at **consultants@dorks.com.au**.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Dorks Delivered, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at <https://www.tio.com.au/contact-us> or by phone on 1800 062 058.

This is a summary only. The full legal terms for your service are contained in your agreement with Dorks Delivered which is available at https://dorksdelivered.com.au/legaldocuments/Network_General_Terms_and_Conditions.pdf