

**Service to be provided:** Uses NBNCo infrastructure to deliver broadband to your premises

Data Allowance	Starter 25/10	Intermediate 50/20	Essential 100/40	Advanced 250/100	Pro 500/200	Ultimate 1000/400
Unlimited Minimum Monthly Charge	\$69	\$79	\$109	\$209	\$319	\$429
Unlimited Maximum Monthly Charge	\$69	\$79	\$109	\$209	\$319	\$429
Typical Business Speeds (9 am - 5 pm)	<b>24Mbps</b>	<b>48Mbps</b>	<b>97Mbps</b>	<b>244Mbps</b>	<b>489Mbps</b>	<b>600MBPS</b>
Early Termination Charge	\$0	\$0	\$0	\$0	\$0	\$0
Minimum Term (Months)	1	1	1	1	1	1

## Information About the Service

### What is the service?

Dorks Delivered's nbn™ broadband service uses NBNCo infrastructure (eg. fibre to the premises, HFC, fibre to the curb or fibre to the node) to deliver broadband to your premises. These services provide typical busy period download speeds listed for each plan in the table above.

### Where is it available?

This service is available anywhere where nbn has been rolled out. For more information, refer to the rollout map at <https://www.nbnco.com.au/learn/rollout-map>.

### What do I need to access the service?

- Where applicable, NBN will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.
- You will also need an NBN-ready modem/router (see "equipment fees" on next page).
- FTTC customers only will also need an NBN network connection device & HFC will need an NBN Network Termination Device provided free of charge by NBNCo.

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.
- You may find that all the phone sockets within your premises are disabled.
- We strongly recommend having a second line installed as a safety net for businesses during changeover.

### What is included?

Features of this service include:

- Static IP address
- Five email addresses
- Email spam protection
- Priority ticket handling from our support team

### Minimum term of the service

This service is month-to-month with no fixed term.

### Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your home phone or any of our bolt-on features like night owl (no data metering between 1 am and 7am), downloadonly metering or a static IP.

### Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions, which you may view at <https://dorksdelivered.com.au/legals/terms-of-service>.

### Information About Pricing

#### Excess Usage

There are no excess usage charges. Your speed will be slowed to 1/1 Mbps when you use your full allocation of data.

#### Setup Fees

There is no set-up fee for this service.

#### Equipment Fees

You don't have to purchase an NBN-ready modem/router from Dorks Delivered, but we can provide one if you prefer: modem/router cost is \$179 plus postage, router mesh options from \$249 to \$499 plus postage. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post if you have also ordered a router mesh option.

#### New Development Fees

The NBNCo may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn™ connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

#### Other Possible Costs

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.

- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorate refunds on plan downgrades.

If you choose to have a second line installed as a safety net for your business during changeover, this will cost \$297. It is your responsibility to arrange any relevant cabling through a licensed contractor.

#### Exit Fee

There are no exit fees for this service.

### Other Information

#### Customer Service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just call us at (07) 3166 5465 or 1300 85 3675 (1300 85 DORK) or send an email to [consultants@dorks.com.au](mailto:consultants@dorks.com.au). Our support hours are constantly expanding — check our website for our current hours.

#### Complaints

If you are not happy with your service, you can file a complaint through:

- Phone: (07) 3166 5465 or 1300 85 3675 (1300 85 DORK) every day from 8 am to 6 pm AEST
- Email: [consultants@dorks.com.au](mailto:consultants@dorks.com.au)
- Contact Form: <https://dorksdelivered.com.au/contact-us>
- Mail: PO Box 1284 Beenleigh QLD 4207

#### Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).