



# CRITICAL INFORMATION SUMMARY

## 1GB Mobile Wireless Broadband (4G)

### Information about the Service

This is a 4G Mobile Wireless Broadband service which operates through a SIM card and provisioned on the Optus Mobile network.

### Bundling Requirements

This service does not require you to bundle any other Dodo services. However, you may be entitled to additional discounts if you bundle this service with selected Dodo post-paid products.

### Equipment Required

You will need a 4G mobile wireless-enabled device, which does not need to be purchased from Dodo.

You will need a Dodo provided SIM card for this service.

Additional hardware may be included on some plans, or you may choose to include hardware at an additional fee. Please refer to [www.dodo.com](http://www.dodo.com) for options and costs.

If you do purchase hardware from Dodo. You may choose to pick up your hardware for free

from Dodo Hardware Collection (Clayton, Victoria) or have it delivered at an additional cost of \$24.90.

### Minimum Term

1, 12 & 24 Months

### Included Data

Your plan includes the following data: 1GB  
Once included data has been reached, excess data charges will apply.

### Service Availability

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the quality and location of your mobile coverage, and the applications that you are using. 4G is only available in selected metropolitan cities

### Information about Pricing

#### Plan Information

| Contract Term | Min Monthly Charge | Max Monthly Charge        | Excess Charges | Set-up Fee (new) | Total Min Cost | Cost of 1MB of data | Early Termination Fee           |
|---------------|--------------------|---------------------------|----------------|------------------|----------------|---------------------|---------------------------------|
| 1 month       | \$10.00            | Variable dependant on use | \$15 per GB*   | \$0              | \$10           | \$0.01              | N/A                             |
| 12 months     | \$10.00            |                           | \$15 per GB*   | \$0              | \$120          | \$0.01              | \$5pm for every month remaining |
| 24 months     | \$10.00            |                           | \$15 per GB*   | \$0              | \$240          | \$0.01              |                                 |

\* Excess data limited to 5GB. Excess data usage is rounded up to the next GB.

## Other Information

### Usage Information

View up to date information about your data usage by logging in to Account Management at [www.dodo.com](http://www.dodo.com) or by calling Customer Service on 13 dodo (13 36 36).

### How to pay for your service

You will be notified when your monthly invoice is available for viewing in Account Management (unless you have chosen to receive a paper bill in which case it will be mailed to you). You will be charged monthly access fees in advance and usage charges incurred during that month.

Payment via direct debit from a credit card (Visa or MasterCard) does not attract fees.

Payment via direct debit from a bank account, non-direct debit and other payment methods attract fees. Please check the payment slip of your invoice for details.

### Customer Service Contact Details

Phone: 13 dodo (13 36 36)

Website: [www.dodo.com/feedback](http://www.dodo.com/feedback)

### Complaints and Disputes

If you have a complaint or a dispute please visit [www.dodo.com/contactus](http://www.dodo.com/contactus) where you will find full contact details for our complaints department, as well as a copy of our complaints and disputes resolution processes. You may also lodge a complaint at [www.dodo.com/feedback](http://www.dodo.com/feedback) or by sending an email to [complaints@dodo.com.au](mailto:complaints@dodo.com.au).

### Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Dodo, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us).