

Dodo ADSL Broadband

Information about the service

Service description

This is a high-speed internet service which is delivered using broadband technology over your standard copper telephone line (Telstra ADSL/ADSL2+). When the nbn™ network is available in your area, you agree Dodo will transition your service/s to the nbn™ network as soon as we are reasonably able to do so.

Dodo acts as a reseller of Telstra fixed line and DSL broadband services. Dodo is responsible in supplying these services to our customers and we have no other affiliation or relationship with our wholesalers outside of our wholesale agreements.

Before we change your access type, we may contact you to let you know and then either confirm any further details we require for the transition or transition you automatically. You must reasonably cooperate with us to transition your services to the NBN™. If you do not provide information, or reasonable assistance to us, we may not be able to provide you your service. Once upgraded, you will not be able to return to your previous service. Where additional work is required to transition your services (such as non-standard installation) to the NBN™ you may be charged an additional fee, however only where we have agreed this with you beforehand.

Service availability

The service is not available in all areas and the service speed you experience depends on several factors, including your equipment, the quality and location of your line, and the applications that you are using. Wherever possible, we will attempt to provision the service on the highest possible speed.

Minimum contract term

1/12/24 Months

Moving home

If you relocate, dodo may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

Hardware

For your internet service you need a, nbn connection box, a compatible modem and telephone handset. You may buy a modem outright from Dodo or opt for a Dodo supplied modem at \$0/month. The supplied modem must be returned if your service is cancelled. A non-return fee (\$109) applies 30 days after cancellation if not returned. See website for current charges. Modem may be refurbished. Delivered for \$24.90 (Postage & Handling). The nbn connection box remains the property of nbn co

Plan inclusions

This plan does not have any included calls.

An unlimited local, national & mobile call pack can be purchased for additional \$10 per month. For 2000 min to fixed lines to top 25 countries can be purchased for \$15 per month and for 2000 min for fixed line and mobile to top 25 countries can be purchased for additional \$20 per month. Packs can be used in conjunction with one another or standalone and can be cancelled at any time. dodo fair usage policy applies on included calls. Please check the dodo website for all other call type charges Excludes calls to 13/1300 numbers, premium numbers and other special services which are charged at the applicable rates.

Payment options

You can pay your service by direct debit from either your credit card (no additional fees apply) or your bank account (\$2.50 processing fee applies per transaction). Monthly fees in advance and usage charges incurred during the month are debited 7 days after bill issue.

Receiving statements

Dodo provide you with a choice of receiving your statements electronically (no additional fees apply) or via post (\$2.20 fee per statement).

Installation & setup

Standard installation is included. Non-standard installations may incur additional costs. You must obtain permission from the owner of the property, if that's not you, to have dodo Broadband installed and have someone over 18 years of age in attendance at the Appointment.

Information about pricing

	ADSL + Home Phone (Metro) \$50	ADSL + Home Phone (Regional) \$80	ADSL + Home Phone (Metro) \$60	ADSL + Home Phone (Regional) \$90	ADSL Standalone \$20 (Metro)	ADSL Standalone \$50 (Regional)	ADSL Standalone \$30 (Metro)	ADSL Standalone \$60 (Regional)
Minimum Cost (24 Months term)	\$1,224.90	\$1,944.90	\$1,464.90	\$2,184.90	\$504.90	\$1,224.90	\$744.90	\$1,464.90
Minimum Cost (12 Months Term)	\$733.90	\$1,093.90	\$853.90	\$1,213.90	\$373.90	\$733.90	\$493.90	\$853.90
Minimum Cost (1 Month Term)	\$282.90	\$312.90	\$292.90	\$322.90	\$252.90	\$282.90	\$262.90	\$292.90
Monthly data allowance	101GB	101GB	Unlimited	Unlimited	101GB	101GB	Unlimited	Unlimited
Cost Per Mb	\$0.000483	\$0.000773	N/A	N/A	\$0.000198	\$0.000483	N/A	N/A
Excess Usage	\$2 per GB	\$2 per GB	N/A	N/A	\$2 per GB	\$2 per GB	N/A	N/A
Standard Local Calls	PAYG	PAYG	PAYG	PAYG	N/A	N/A	N/A	N/A
National calls to standard fixed lines	PAYG	PAYG	PAYG	PAYG	N/A	N/A	N/A	N/A
Calls to standard Australian mobiles	PAYG	PAYG	PAYG	PAYG	N/A	N/A	N/A	N/A
International calls	PAYG	PAYG	PAYG	PAYG	N/A	N/A	N/A	N/A

*Minimum Total cost is calculated as (Min. Monthly Fee * Contract Term) + Set-up Fee+ Hardware Fee + P&H

#Standalone service requires an active phone line which does not need to be provided by Dodo.

Call rates

Local Call:	25c untimed	\$1.95 Value calls apply to National calls for up to 2 hours, then 29c per minute & 39c flag-fall per call; calls to Australian Mobiles for up to 10 minutes, then 39c per minute & 39c flag-fall per call and selected International calls for up to 30 minutes.
National/Interstate Call:	29c per Minute	
Australian Mobile Calls:	39c Per Minute	
Cost of standard 2 min call to Australian Mobiles:	\$1.23	
13/1300 Calls:	44c per call	
Flag Fall:	45c	
International Calls	Please visit www.dodo.com/internationalphonerates	

Early Cancellation Fees

If you sign up for a 12 or 24 months contract and cancel the service before the end of the contract you will be charged a cancellation fee. The cancellation fee is calculated at \$24 per month for the remaining months for ADSL & Home phone plans or \$16 per month for the remaining months for Standalone plans.

Other information

Contact details

Phone: 13 dodo (13 36 36) Website: www.dodo.com/feedback

Complaints & disputes

If you have a complaint or a dispute please visit 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 or by sending an email to complaints@dodo.com.au.

Telecommunications industry Ombudsman (TIO)

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

Usage information

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