



# CRITICAL INFORMATION SUMMARY

## Home Phone Standard and Metro ADSL 100GB

### Information about the Service

This is a high-speed internet service which is delivered using broadband technology over your standard copper telephone line. 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.

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.

#### Bundling Requirements

In order to receive this service you are required to bundle both a home phone and a broadband service with Dodo.

#### Equipment Required

For your internet service you need 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 nonreturn fee (\$109) applies 30 days after cancellation if not returned. See website for current charges. Modem may be refurbished. Pick up hardware from Dodo (Clayton, Victoria) or have delivered for \$24.90 (Postage & Handling).

#### Minimum Term

1, 12 & 24 Months

#### Included Data

Your plan includes the following data:  
100 GB anytime

#### 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 line, and the applications that you are using. Wherever possible, we will attempt to provision the service on the highest possible speed.

### Information about Pricing

#### Plan Information

Contract Term	Min Monthly Charge	Max Monthly Charge	Excess Charges	Set-up Fee (new)	Set-up Fee (transfer)	Total Min Cost	Cost of 1MB of data	Early Termination Fee
1 month	\$64.90	\$84.90	\$0.002 per MB	\$99	\$29	\$272.90	\$0.0002	N/A
12 months	\$54.90	\$74.90	\$0.002 per MB	\$69	\$0	\$777.80	\$0.0002	\$24pm for every month remaining
24 months	\$54.90	\$74.90	\$0.002 per MB	\$0	\$0	\$1317.60	\$0.0002	

\* The minimum monthly charge is calculated as follows; broadband charge (\$24.90) + Home Phone Charge (\$40 for 1 month, \$30 for 12 months, and \$30 for 24 months).

## Call Charges

Local Call	25c Untimed	13/1300 Call	44c per call
National Call	29c per minute	International Call	Refer to link below
Mobile Call to Australian mobile	39c per minute	Flagfall for timed calls	39c (National/Mobile/International)

\$1.95 Value calls apply to National calls for up to 2 hours, then 29c per minute & 39c flagfall per call; calls to Australian Mobiles for up to 10 minutes, then 39c per minute & 39c flagfall per call and selected International calls for up to 30 minutes.

Costs for international calls are subject to change. Our current international call costs are always available at [www.dodo.com/internationalphonerates](http://www.dodo.com/internationalphonerates).

## Other Information

### Purchasing Additional Data

Once you have reached the data allowance for your plan, you will be charged excess data charges of \$.002 per MB up to a maximum of \$20 excess charge on the base monthly plan cost. Once you reach the maximum monthly cost prior to the end of your current billing cycle, your service will be blocked and you will be redirected to a portal where you will have the option to purchase additional data blocks.

### 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 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.

### Statements

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

### 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).