



## CRITICAL INFORMATION SUMMARY

### Standard 12Mbps (FTTB) - 10 GB & PAYG Home Phone

#### Information about the Service

This service provides both a home phone landline service plus a high-speed Fibre to the Building (FTTB) internet & voice service which is delivered over the National Broadband Network with line interface speeds of 12 Mbps (download) and 1 Mbps(upload).

#### 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 non-return 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 or 24 months

#### Service Availability

The service is not available in all areas. Your specific access service will be determined by what is available at your location and the service speed you experience for broadband depends on a number of factors, including your equipment, the quality and location of your line, and the applications that you are using.

#### New Development Fee

If you are in a newly constructed building and not already connected to the nbn, NBN Co may charge you a once-off New Development charge of \$300 (inc GST). Where the additional work is required to connect your nbn service is more than a standard professional installation, you may be charged an additional fee.

#### Included Data

Your plan includes the following data  
Total Data Allowance: 10GB Anytime

#### Installation

Standard installation is included. Non-standard installations may incur additional costs.

#### Information about Pricing

Contract Term	Min Monthly Charge*	Max Monthly Charge	Excess Data Charges	NBN Set-up Fee (new)	NBN Set-up Fee (transfer)	Total Min Cost (new)	Total Min Cost (transfer)	Cost of 1MB of data	Early Termination Fee
1 month	\$29.90	\$49.90	\$2 / GB	\$99	\$29	\$237.90	\$167.90	\$0.003	N/A
12 months	\$29.90	\$49.90	\$2 / GB	\$69	\$0	\$477.80	\$408.80	\$0.003	\$8 per month for every month remaining + hardware cost balance
24 months	\$29.90	\$49.90	\$2 / GB	\$0	\$0	\$717.60	\$717.60	\$0.003	

\* The minimum monthly charge is calculated as follows; DSL charge (for 1,12 and 24 months) + Home Phone Charge ( for 1 and 12 months; for 24 months).

## Call Charges

Local Call	25c Local Calls Untimed	13/1300 Call	44c Per Call
Standard / National Call	29c National Calls per min	International Call	Refer to link below
Mobile Call within Australia	39c Mobile Calls per min	Flagfall for international calls	\$0.39 (Nat) / \$0.39 (Int)

\$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 29c 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 \$2 per GB up to a maximum of \$20 excess charge on the base monthly plan cost.

### 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 (\$1.10 processing fee applies per transaction).

### Statements

Dodo provide you with a choice of receiving your statements electronically (no additional fees apply) or via post (\$1.10 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).