



# CRITICAL INFORMATION SUMMARY

## Mobile – The Lot

### Information about the Service

This is Post-Paid mobile phone service utilising the Optus Network with 4G service available in selected areas. This service allows you to make and receive voice calls, send and receive messages (SMS & MMS) and access mobile data services via a mobile telecommunications service

#### Bundling Requirements

This service does not require you to bundle any other Dodo Services

**Minimum Term** 12 months

#### Equipment Required

You will need a 4G Compatible Mobile Handset and SIM for this service. Dodo do not supply mobile handsets. The SIM can be delivered for \$24.90

### Information about Pricing

#### Plan Details

	Regular	Value	The Lot
Monthly Fee	\$19.90	\$29.90	\$39.90
Mobile Data Included	3 GB	6 GB	12 GB
Included Call Value	Unlimited	Unlimited	Unlimited
International Calls	N/A	N/A	First 300 mins to 88 Destinations only

#### Usage types included in *Included call value*

	Regular	Value	The Lot
Standard National Calls	Yes	Yes	Yes
Standard Mobile Calls	Yes	Yes	Yes
Calls to 13/1300	Yes	Yes	Yes
Standard Australian National SMS/MMS	Yes	Yes	Yes
International SMS/MMS	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
National Video Calls	Yes	Yes	Yes

## Information about Pricing

		Regular	Value	The Lot
Minimum Monthly Charge		\$19.90	\$29.90	\$39.90
Total Minimum cost	12 Months	\$238.80	\$358.80	\$478.80
Early Termination Fee (per month remaining)		\$9.95	\$14.95	\$19.95
Cost of 2 min call to mobile (National)		N/A		
Cost of Standard National SMS		N/A		
Cost of 1MB of data in Australia		Once included data is used, \$10 per additional GB		

## Other Information

### Monitoring your usage

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). Additionally, SMS alerts will also be sent once 50%, 85% and 100% of the included value has been reached, and when any additional charges outside of the included value reaches \$20.

### Using from your service overseas (roaming)

Roaming is not activated by default, please contact our Customer Service team if you wish to activate this service. WARNING: Charges are significantly higher when roaming than when in Australia and are not included in the Included Value of the plan. Please visit <https://www.dodo.com/mobile/monthly->

[mobile-plans/4g-mobile-plans/global-roaming-rates/](#)for roaming charges.

### 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).