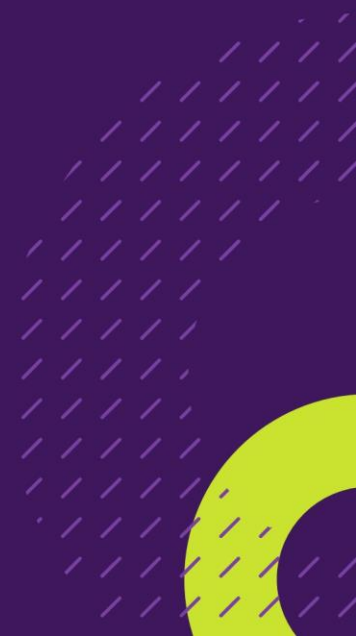


The logo features the word "dodo" in a white, lowercase, sans-serif font. It is positioned inside a dark purple circle. A thick, light green ring is partially visible, overlapping the top and right sides of the purple circle.

**dodo**

# **Dodo Standard Form of Agreement**



## **Dodo SFOA**

### **Section 1- General Terms and Conditions**

#### **1. About these terms and conditions**

1.1. Under the Telecommunications Act 1997, Dodo Services Pty Ltd ('Dodo') may contract with its customers either on an individual basis or by way of a standard form of agreement ('SFOA'). Dodo has chosen to supply Services to You by way of a SFOA. The terms and conditions constituting Dodo's SFOA are set out below. When You acquire a Consumer Service from Dodo, these terms and conditions will apply to You.

1.2. This SFOA only applies to:-

- (a) new Dodo customers who joined after 28 April 2021; or
- (b) Dodo customers who have been notified in writing by us that they have been migrated to the new digital system (MyDodo). If so, this SFOA will apply to you effective the date of notification.

For other customers, the SFOA provided to you at the time of joining Dodo (as updated from time to time) will continue to apply to you. Please visit [www.dodo.com/terms-policies](http://www.dodo.com/terms-policies) to view the SFOA which applies to You.

1.3. Dodo is a wholly owned subsidiary of Vocus Group Limited (ABN 96 084 115 499) of Level 10, 452 Flinders Street, Melbourne, Victoria, 3000.

1.4. A reference to 'Dodo' or 'we' or 'us' means Dodo Services Pty Ltd (ABN 33 158 289 331), the company that supplies a telecommunications Product to You.

1.5. The Dodo SFOA is divided into the following sections:-

- (a) General Terms and Conditions; and
- (b) Specific Service Terms and Conditions which include the general features, types of Charges, provisioning and maintenance which apply to a specific Service. To understand Your rights and obligations You need to read the General Terms and Conditions, together with the Specific Service Terms and Conditions which relate to the Service which You acquire from Us.

1.6. To the extent that there is any inconsistency with the General Terms and Conditions and the Specific Service Terms and Conditions, the Specific Service Terms and Conditions apply.

1.7. When You sign up for a specific Service plan with Us, there will be terms and conditions relating to that specific Service plan including details of the contract period (if any), and specific pricing details. These specific Service plan terms and conditions are set out on the Dodo web page and contain the details of the relevant Service. You will also first have to agree to these terms and conditions:-

- (a) Verbally if You sign up to a particular Service via the telephone; or
- (b) on the Dodo Internet site, before We will agree to provide You with that specific Service. Your contract with Us will also include the specific Service plan terms and conditions.

## **2. Becoming a dodo customer**

2.1. When You ask Us to provide a Service, We decide whether to supply it to You based on:-

- (a) the Service to be provided;
- (b) Your eligibility for the Service;
- (c) its availability to You; and
- (d) You meeting Our credit requirements.

2.2. The contract between Us and You begins when We accept Your application for the supply of a Service.

### **No contract term for a service**

2.3. If We provide a Service to You without a fixed contract term, We will provide the Service in accordance with this SFOA and the terms and conditions for the specific Service plan until the Service is cancelled under clause 10 below.

## **3. How we communicate**

3.1. We prefer to communicate with Our customers by email or through Our website. We make invoices and other notices available through a password-protected secure account management tool, MyDodo available at [my.dodo.com](http://my.dodo.com).

3.2. The presentation of bills or any other notices may be adversely affected by equipment or conditions beyond our control. It is Your responsibility to notify us if the presentation of any bill or notice sent to you is adversely affected. If you fail to pay an outstanding amount because of a presentation problem, we will give a reasonable time to pay any outstanding balance after the presentation problem has been identified before we take any action under this contract.

3.3. You agree that you must provide and maintain a current email address as a condition of Dodo providing the Service(s) to you. Furthermore, you agree that:-

- (a) We may give You notices under this SFOA by sending an email to that address;
- (b) It is Your responsibility to check Your email regularly and make sure that Your email facility is capable of receiving emails from Us. (You may contact Dodo Customer Support on 13 DODO (133636) if You are having difficulties with Your nominated email account); and
- (c) The notice is deemed to have been delivered to You at the time that Our email

message leaves Our computer system unless, with 24 hours of sending, We receive a notification that the email has not reached its destination.

#### **4. Your responsibilities**

##### **Payment for service**

- 4.1. Other than in circumstances where We have incorrectly charged You for use of Your Service, You are responsible for and have to pay for any use of Your Service, whether You authorise it or not. As You are in the best position to monitor and control Your account usage, please ensure that You regularly review Your account to ensure that it is not being used without Your authorisation. You can access Our online account management system, MyDodo available at [my.dodo.com](http://my.dodo.com). If You believe that Your account is being used without Your authorisation, please contact us immediately.
- 4.2. If You do not disconnect Your Service when You vacate Your Premises, You have to pay for any use of the Service by later occupants or others. We therefore suggest that You make every effort to ensure the disconnection of Your Service when You vacate Premises.

##### **Access to premises**

- 4.3. We (or our contractors/suppliers) may need access to Your Premises. You agree to provide Us safe access to Your Premises to:-
  - (a) Install Equipment for a Service You have asked for;
  - (b) Inspect, test, maintain and repair or replace Equipment; and
  - (c) Recover Our Equipment after Your Service is cancelled.
- 4.4. If You do not own Your Premises, You have to get the owner's permission for Us to access the Premises and install any Equipment.
- 4.5. You owe Us the value of Our Equipment as a debt due if We cannot access Your Premises to recover it.

#### **5. Use of the service**

- 5.1. Where the SFOA and/or the Specific Service Terms and Conditions state that a Service is provided for a particular purpose, You must only allow the Service to be used for that purpose.
- 5.2. In some circumstances We may monitor usage of Your Service for excessive or unusual usage patterns, but We do not promise to do so. You are responsible for monitoring the use of the Service.
- 5.3. You may not use a Service to commit an offence or allow anybody else to do so.
- 5.4. You are responsible for ensuring that no one interferes with the operation of a Service or makes it unsafe.

- 5.5. You must follow Our reasonable instructions if We determine that Your use of a Service interferes, or threatens to interfere, with the efficiency of Our Network or Our suppliers' Networks.
- 5.6. You must follow Our Acceptable Usage Policy when using Our Services. This policy can be found at [www.dodo.com/terms-policies](http://www.dodo.com/terms-policies)
- 5.7. In calculating usage, 1GB (Gigabyte) is equal to 1000MB (Megabytes) and 1MB is equal to 1000KB (Kilobytes).

## **6. Liability**

### **6.1. Our liability to you**

- (a) As Your Service is provided to You for personal, domestic or household use, We do not accept liability for losses that result from the use of Your Service in connection with the conduct of a business;
- (b) We are liable to You for breach of contract or negligence under the principles applied by the courts, and subject to clause 6.2 below;
- (c) We are not liable for any loss to the extent that it is caused by You, for example through Your negligence or breach of contract;
- (d) We are not liable for any loss to the extent that it results from Your failure to take reasonable steps to avoid or minimise Your loss; and
- (e) Subject to clause 6.2 below, We are not liable for any loss caused by Us failing to comply with Our obligations in relation to Your Service where that loss is caused by events outside Our reasonable control, such as failure in Equipment that is not owned by Us, an industrial strike or an act of God.

- 6.2. Our goods come with unconditional guarantees under consumer protection legislation, including that they will be reasonably fit for their purpose and match any description or sample, and Our Services come with unconditional guarantees that they will be rendered with due care and skill and be reasonably fit for their purpose. Subject to clause (c) You are entitled, at Your option, to a refund, repair or replacement of the goods or Service for a major failure and for compensation for any other reasonably foreseeable loss or damage.

### **Your liability to us**

- 6.3. You are liable to us for, and agree to indemnify us, from and against any losses arising out of or in connection with any breach or of any failure to comply with these terms and conditions, or any act or omission by you which is fraudulent or negligent. However, You are not liable to Us for any loss to the extent that it is caused by Us, for example, through Our negligence or breach of contract.

6.4. The provisions set out in this clause 6 will continue unaffected by cancellation or suspension of Your Service.

## **7. Maintenance and repair of services**

### **General maintenance of the service**

7.1. We will use reasonable care and skill in providing the Services. Given the nature of telecommunications systems, including Our reliance on systems, Equipment and services that We do not own or control, We cannot promise that Our Services will be continuous and fault free. This does not affect Your rights under the statutory warranties as described in clause 6.2.

In addition to services we provide on our own network, Dodo supplies telecommunications services through a number of wholesale service partners:-

#### **nbn co.**

Phone: 1800 687 626

Mail: Tower 5, Level 14 727 Collins Street Docklands VIC 3008 Australia

#### **Telstra**

Phone: 1300 368 387

Mail: Locked Bag 5639 Melbourne VIC 3001

#### **Optus**

Phone: 1300 727 414

Mail: 1 Lyonpark Rd, Macquarie Park NSW 2113

### **Maintaining the service**

7.2. Unless We advise You otherwise, We maintain the Services for as long as they are offered to You.

7.3. In certain circumstances We are required to repair any faults to the Dodo Home Phone Services within certain regulatory timeframes. For further details read the Customer Service Guarantee for Standard Telephone Services which can be found at [www.dodo.com/terms-policies](http://www.dodo.com/terms-policies)

### **Broadband Equipment**

7.4. For your internet service you need a nbn connection box, a compatible modem and if applicable, a compatible telephone handset. You may purchase a compatible modem from Dodo. If you choose to use your own equipment, you acknowledge that:-

- (a) Dodo will only be able to provide limited support and your equipment may not be compatible with the Services;
- (b) You acknowledge that your equipment may continue to communicate and share your information with the original equipment supplier.

From time to time, we may conduct speed tests of your broadband service via your modem to measure network performance. This will take a short period of time and is not expected to affect service quality.

### **Mobile**

- 7.5. For your mobile service you will need a 4G Compatible Mobile Handset. Dodo does not supply mobile handsets.

### **Hardware**

- 7.6. Any equipment supplied or installed (but is not sold to you) (“Service Equipment”) by Us or our third party suppliers such as nbn, remains the property of its respective owner. You must maintain the Service Equipment in good repair and condition, and may not tamper or modify it. You are responsible for any damage or costs incurred by Us as a result of your misuse or neglect of the Service Equipment.
- 7.7. Risk and responsibility for hardware which is sold by Us passes to you upon the earlier of receipt of payment in full, or despatch. Subject to your rights under the Australian Consumer Law, we will not accept any requests for returns or refunds for purchased hardware. Hardware warranty information will be supplied with your purchase.
- 7.8. Postage and handling fees and non-return fees may apply.

### **Mobile and Mobile Wireless Broadband**

- 7.9. All mobile sim cards supplied by Dodo are for use in 4G Compatible Mobile Handsets or tablet devices only. Mobile sim cards must not be tampered with or modified. Mobile sim cards are not required to be returned at the end of the service relationship. Postage and handling fees may apply.
- 7.10. You are responsible for any Equipment at Your Premises, including any that belongs to Us. You must pay Us for any loss or damage to Our Equipment at Your Premises, fair wear and tear excepted.

### **Your equipment**

- 7.11. You must only connect equipment that complies with relevant technical standards and other relevant requirements. For these standards see the website of the Australian Communication and Media Authority: [www.acma.gov.au](http://www.acma.gov.au)
- 7.12. You must make any reasonable changes to Your equipment when We ask You to do so to

avoid any danger or interference.

7.13. You must advise Us of any changes to Your equipment and/or telecommunications services that may affect Our ability to provide Services to You.

7.14. We may not be able to provide support for any equipment which has not been supplied by us (e.g. modems) and cannot guarantee its compatibility with the Services.

## **8. Charges and payment**

### **Charges**

8.1. The Charges payable for Our Services can be found at [www.dodo.com](http://www.dodo.com)

8.2. When You apply for a Service from Us We will go through the Charges for that specific Service with You. Some of these Charges will be fixed for the duration of a fixed contract term, for example monthly access fees. Some Charges will be subject to change without notice. International calling Charges or Charges for calling certain numbers (such as 1300 numbers) change from time to time – You can always find the current rates on Our website. You are required to pay some Charges in advance.

8.3. If You use Our Service to access a service provided by someone else, and We are charged for that other service, You must pay Us for that other service.

### **Payments & Invoicing**

8.4. You can access Your current Charges and previous tax invoices at any time using the account management tool, MyDodo, available at [my.dodo.com](http://my.dodo.com).

8.5. You agree that:-

(a) Your Charges must be paid by direct debit;

(b) The direct debit for your Charges will occur on the first day of each billing cycle;

(c) You will not be issued a bill, unless the total payable by You in that billing cycle is more than 10% higher than the usual fixed Charge with respect to your Service; and

(d) Subject to clause 8.5(c) above, we are not required to issue you a bill nor notify you of a upcoming direct debit.

8.6. There may be circumstances where for credit management and usage monitoring purposes We issue an interim bill. Charges on your interim bill will be direct debited no sooner than 7 days from the date of your interim bill.

8.7. We try to include all Charges relating to a billing cycle on a bill. Where that does not happen, bills may include Charges from previous billing cycles. We may not set out Charges that were incurred more than 160 days prior to the date of a particular bill.

8.8. We try to ensure that Our bills are accurate and verifiable. Our records are sufficient proof that a Charge is payable unless Our records are shown to be incorrect.



### **Direct debit and credit cards**

- 8.9. You understand that the provision and maintenance of a valid direct debit is a condition of us providing the services to You. You may change your direct debit arrangements at any time through MyDodo available at my.dodo.com .
- 8.10. It is Your responsibility to ensure that You have sufficient credit or funds available in Your bank account or credit card to pay the bill.
- 8.11. If you fail to maintain a valid direct debit method, we reserve the right to suspend or terminate the services until you provide a new direct debit method.

### **Late or dishonoured payments**

- 8.12. If You do not pay a bill by its due date, We can charge You a late payment charge as set out in clause 8.19, and may sell, assign, transfer, or otherwise deal with your debt to us.
- 8.13. If You pay a bill by direct debit and the payment declines, You must also pay Us all fees associated with the direct debit decline other than where We are at fault.
- 8.14. The administrative fees set out in this clause 8 attract GST.
- 8.15. We can also suspend or cancel Your Service provided We comply with Our rights to suspend or cancel Your Service as set out in clause 10 below.

### **Adjustments and Refunds**

- 8.16. We can pay You amounts We owe You or that You have in credit by deducting them from amounts You owe Us. In the event a refund is necessary, you acknowledge that:-
- (a) We will only refund those amounts to the original payment method which the amounts were received from; and
  - (b) If the original payment method is no longer valid, We will exercise our discretion:-
    - (i) as to the method of refund and may require supporting documentation from you; or
    - (ii) to refer you to your banking institution to assist with the refund.
- 8.17. Any Charges which are paid to Us in advance (for example monthly access fees) will not be refunded if you terminate your Service prior to the end of a billing cycle, instead you will be able to use your Service until the end of applicable billing cycle. This clause 8.17 does not detract from any obligations You may have to give notification to cancel a Service, or to pay early termination fees or hardware repayment fees where applicable.
- 8.18. If We determine, acting reasonably, that there is an excess credit on Your account, we may by written notice to you either:-
- (a) refund the credit in accordance with clause 8.16; or
  - (b) temporarily suspend any direct debit arrangements until Your account is no longer in

excess credit.

## **GST**

8.19. GST, if applicable, is included in all prices that We advertise. However, if there is an increase in the rate of GST, We will notify You and increase Our prices accordingly.

### **Charges that apply to all services**

8.20. Administrative Charges may apply to Services supplied by Us:-

- (a) **Payment by direct debit:** If You pay Us by means of direct debit from an Australian bank account, a service fee per transaction applies;
- (b) **Direct debit declined charge:** If a direct debit transaction is not processed successfully, except where caused by Our error or the error of Our supplier, a charge declined transaction will apply;
- (c) **Late payment charge:** Where You have not successfully made payment within at least 14 days after payment is due, a Charge may apply; and
- (d) **Debt Collection:** Where a payment is due by more than 28 days and We refer the debt to Our lawyers or a third party, a debt collection administration Charge may apply.

8.21. The amount for Our administrative Charges can be found on Our website at [www.dodo.com](http://www.dodo.com). In addition, We will have informed You of the exact Charges for printed invoices and payment by direct debit at the time when You sign up to a Dodo Service for a fixed contract term. Any changes to the Charges for printed invoices and payments by direct debit will be dealt with as a contract amendment in accordance with clause 11.

### **Credit checks and security bond**

#### **9. Credit checks**

9.1. You authorise Us to conduct credit checks and searches and to use the information obtained as a result of these checks and searches to assess Your credit worthiness, so long as in doing so We comply with the Privacy Act.

#### **10. Cancelling or suspending your service**

##### **Your rights**

10.1. You may cancel a Service at any time by using the cancellation function within our online account management system at [www.dodo.com](http://www.dodo.com).

10.2. Upon cancellation of your Service, you will continue to have access to the Service for the balance of the relevant billing cycle. For clarity, Dodo will not pro-rate, or offer any refunds, for cancellations actioned during a billing cycle.

10.3. If You cancel a Service before We have provided it to You, We can charge You any reasonable costs We incurred while preparing to provide the Service to You.

### **Material breach by us**

10.4. You may cancel Your Service at any time if:-

- (a) We are in material breach of the SFOA, for example We fail to use reasonable care and skill in providing the Service to You; and
- (b) You have told Us in writing of Our material breach and We have failed to remedy it within 14 days of Your written notice; or
- (c) The material breach is something We cannot remedy, in which case You can terminate the Service immediately by telling Us.

10.5. We will not charge You an early termination fee if You cancel Your Service as a result of Our material breach.

### **Your other rights to cancel**

10.6. You can also cancel Your Service by providing Us with reasonable notice if:-

- (a) We become bankrupt or insolvent or appear likely to do so;
- (b) The law requires You to do so; or
- (c) the provision of the Service becomes illegal.

10.7. We will not charge You an early termination fee if You cancel a Service for the reasons set out in clause 10.6. above.

### **Our rights**

10.8. Where You acquire a Service on a month by month basis We can cancel Your Service at any time if We:-

- (a) Get Your consent;
- (b) give You 30 days written notice, or as otherwise agreed between You and Us; or
- (c) Migrate Your Service to a Service that is not materially worse than Your existing Service.

### **Material breach by you**

10.9. We can cancel, suspend, or restrict Your Service at any time, if:-

- (a) You are in material breach of the SFOA; and
- (b) We have notified You in writing of Your material breach and You have failed to remedy it within 14 days of the date of the notification; or
- (c) The material breach is something that cannot be remedied, in which case We reserve the right to cancel Your Service immediately.

10.10. You will be in material breach of the SFOA if You:-

- (a) Do not pay the Charges for the Services when they become due and payable as specified in clause 8 of the section 1 of the SFOA;

(b) Use Your Service in a way which We reasonably believe is fraudulent, poses an unacceptable risk to Our security or Network capability or that of Our suppliers or other customers, or is illegal, or to conduct a business; or

(c) Breach any of Your obligations under the Dodo Acceptable Usage Policy.

10.11. We can charge You any applicable early termination fee if We cancel Your Service under clause 10.9 above.

**Suspension of your service**

10.12. We can suspend or restrict the provision of Your Service during the period before We cancel Your Service because You are in material breach of the SFOA.

10.13. If any suspension lasts for more than 7 days, We will not charge You any fixed fees during the period of suspension, but We may charge You a reconnection fee to restore Your Service.

**Our other rights to cancel, suspend or restrict your service**

10.14. We can cancel, suspend or restrict Your Service by providing You with reasonable notice if:-

(a) the law requires Us to do so;

(b) the Service becomes illegal or We believe on reasonable grounds that it may become illegal;

(c) You die;

(d) there is an emergency that affects Our ability to provide the Service;

(e) We are unable to provide the Service to You due to events outside Our reasonable control, such as failure in Equipment that is not owned or operated by Us, an industrial strike or an act of God; or

(f) We reasonably believe that providing the Service may cause death, personal injury or damage to property.

10.15. We will not charge You for (and will rebate if necessary) any fixed fees during any period of suspension under clause 10.14 exceeding 24 hours. We will not charge You any applicable early termination fee if We cancel Your Service under clause 10.14 above.

10.16. You may also terminate Your Service without incurring an early termination fee (however, hardware fees may still apply) if suspensions under clause 10.14, or interruptions of the Service:-

(a) last for 5 consecutive days; or

(b) over a 12 month period amount to a total of 14 days.

10.17. We can also cancel, suspend or restrict Your Service by providing You with reasonable notice if:-

- (a) We cannot enter Your Premises because of Your act or omission when We need to do something in connection with the Service in order to supply the Service or make the Service or related Equipment safe;
- (b) You become bankrupt or insolvent or reasonably appear likely to do so;
- (c) You vacate the Premises to which the Service is connected;
- (d) There is excessive or unusual use of the Service that is in breach of any Dodo Acceptable Usage Policy that applies to the Service. The Dodo Acceptable Usage Policy can be found at [www.dodo.com/terms-policies](http://www.dodo.com/terms-policies); or
- (e) We reasonably consider that You pose an Unacceptably High Credit Risk to Us.

10.18. We can charge You any applicable early termination fee if We cancel Your Service under clause 10.17 above.

10.19. If termination occurs under clause 10.17 (c) when You leave Premises to which the Service is connected, We will waive the early termination fee if We are able to provide an equivalent Service from Your new premises that does not require Us to pay a new establishment fee to Our supplier, and You agree to receive the Service at the new premises. If We cannot supply such a Service from the new premises but You agree to receive a similar Service that requires Us to pay a new establishment fee to Our supplier, We will reduce the early termination fee to take into account any minimum commitment You make in connection with the new service.

10.20. If We suspend or restrict Your Service under clause 10.17, You may terminate the Service under clause 10.1 (subject to any early termination fee in accordance with clause 10.2) in which case We will not charge You for (and rebate if necessary) any fixed fees during the period of suspension.

#### **Maintenance and repair work**

10.21. We can suspend or restrict Your Service temporarily if We reasonably believe it is desirable to do so in order to maintain or restore part of a third party supplier's Network. We will try to perform maintenance and repair work at times that will cause the least inconvenience to Our customers. We will not charge You for (and will rebate if necessary) any fixed fees during any period of suspension exceeding 24 hours. If We have no alternative but to cancel Your Service due to necessary maintenance or restoration of any part of a third-party supplier's Network, We will not charge You any applicable early termination fees. You have the right to terminate the Services if any of the events in clause 10.16 arise.

#### **If you use the service for business purposes**

10.22. We will provide the Service to You on the condition that Your use of the Service is for

personal, household or domestic purposes. If We reasonably believe or You notify Us that You are using the Service for any business purposes, We can ask You to cancel the Service and contract with Us for the supply of a suitable business service. If You do not agree to cancel the Service and contract with Us for the supply of a suitable business service, We can cancel Your Service by giving You 30 days written notice and charge You any applicable early termination fee.

#### **Refunds of prepayments**

10.23. If Your Service is cancelled under this clause 10, We may at our election, either:-

(a) refund to You any unused portion of Your monthly access fee if this has been paid in advance and any other amount You have prepaid. However, We can deduct from Your refund any amounts that You owe to Us.; or

(b) Continue to provide the service for the balance of any prepaid access fees.

This clause 10.23 does not detract from any obligations You may have to give written notification to cancel a Service, or to pay early termination fees where applicable.

### **11. Amending these terms and conditions**

11.1. We may amend these terms and conditions as set out below.

#### **Changes that benefit you**

11.2. If We reasonably believe that the amendment to the SFOA will benefit You or have a neutral impact on You We can make the amendment immediately. For example, We do not have to give a period of notice to You when We reduce call rates or increase Our obligations to You. We will take reasonable steps to bring the general nature of such changes to Your attention (for example, by informing You in a bill that Our current terms and conditions have changed and can be viewed on Our website).

#### **Changes that may adversely impact you**

11.3. Where We reasonably believe that the amendment to the SFOA will have a minor impact on You, We will give You 30 days written notice of the change being implemented by bill message, direct mail or email. We will use this method of notification for example where We withdraw a minor feature of a Service.

11.4. If the change referred to in clause 11.3 above will have more than a minor impact on You, We will allow You to cancel the contract without incurring any early termination fees.

11.5. Where We reasonably consider that an amendment to the SFOA will result in more than a minor detrimental impact to You, We will give You individual notice 30 days prior to the amendment taking affect by bill message, bill insert, direct mail or email, if You have provided an email address for the purpose of receiving notices from Us.

11.6. If any amendment to the SFOA would have a material adverse impact on You, You may elect to cancel Your Service without incurring any early termination fees or other penalty and without being bound by the change.

## **12. Other matters**

If any term, or part of a term in this SFOA is void or unenforceable, that term, or part, is taken to be removed from the SFOA and not to form part of it. The remaining terms continue to have full effect.

## **13. Privacy**

In collecting, using and storing your personal information, we will comply with our Privacy Policy (as amended from time to time) and the Privacy Act. More information about our privacy practices, including how to access or correct our records, or make a complaint, can be found at [www.dodo.com/terms-policies](http://www.dodo.com/terms-policies)

## **14. Meanings of words**

**Charge** means a charge specified in the SFOA or for any Service provided by Us to You.

**Consumer** means a person who ordinarily acquires the Services from Us.

**Equipment** means a 'Facility' under the Telecommunications Act 1997 and includes any line, tower, mast, antenna, tunnel, hole, pit or pole used in connection with a Service.

**GST** means the tax imposed by A New Tax System (Goods and Services Tax) Act 1999.

**Network** means a 'telecommunications network' as defined under the Telecommunications Act 1997.

**Premises** means any land, building, structure, vehicle or vessel whether owned, leased or occupied by You, containing Equipment or a Service, or to which a Service is supplied.

**Privacy Act** means the Privacy Act 1988 (Cth), as amended from time to time.

**Service** means any service that We supply to You for personal, domestic and household purposes only, including any goods or Equipment provided in connection with the service, and excludes the use of the service for the conduct of a business.

**Unreasonably High Credit Risk** means there is some doubt in Your ability to pay amounts owing by the due date based on factors such as:-

- (a) previous payment history and payment behaviour, e.g. late payments, dishonoured payments or failure to pay;
- (b) any previous advice from You about a potential inability or unwillingness to pay;

- (c) Your usage of the Service is inconsistently high when compared with previous usage patterns;
- (d) Your response where We have told You of this unusually high usage; or
- (e) pending bankruptcy or insolvency.

**We/Us/Our/Dodo** means Dodo Services Pty Ltd ACN 158 289 331

**You/Your** means the customer who contracts with Us for a Service, including for supply of that Service to another person, or who seeks to acquire a Service from Us.



## **Section 2- Specific service terms and conditions**

### **Section 3- Fixed line services**

#### **1. Available fixed line services**

1.1. When You purchase fixed line Services from Us, You may have the option of purchasing:

- (a) Our Full Service product, We provide a standard telephone Service and all calls from that Service (including long distance calls and calls to mobiles); or
- (b) Our Pre-select product, which includes long distance calls, calls to mobile numbers and international calls – this means that We provide the specific pre-selected Services that You choose but the provider of Your standard telephone Service does not change, (“Fixed Line Service”).

#### **2. What is a standard telephone service?**

A standard telephone Service includes line rental, a telephone number, a telephone directory listing and making and receiving local calls (“Standard Telephone Service”).

#### **3. Who can sign up to a fixed line service?**

Only an occupier of a Premises, or their authorised representative, may sign up to a Standard Telephone Service. We may require evidence, such as a rental agreement, contract of sale, or similar document, to confirm that You have the right to arrange for the connection of a Fixed Line Service.

#### **4. What features are available with a standard telephone service**

There are a number of enhanced call handling and other features available. More information on such features may be available from Our website.

#### **5. Telephone numbers and pins**

- 5.1. The Telecommunications Numbering Plan sets out rules for issuing, transferring and changing telephone numbers. We must comply with the Telecommunications Numbering Plan. In using Your Service, You must not do anything that would be inconsistent with the Telecommunications Numbering Plan or that would adversely affect Our ability to comply.
- 5.2. You do not own or have any legal interest or goodwill in any telephone number or personal identification number (‘PIN’) issued to You. You are entitled to continue to use any telephone number We issue to You, except in circumstances where the Telecommunications Numbering Plan allows Us to recover the number from You.
- 5.3. You can transfer a telephone number or PIN to another person if You get Our consent first.
- 5.4. Because You have to pay for any use of Your Service (whether You authorise it or not), We recommend You protect the security of any PIN used with Your Service.

5.5. For a Service where usage is associated with a PIN, We can change the telephone number that You use to access that Service. However, We will tell You of the change before it takes effect (for example, by placing a recorded voice announcement on the affected Service). Once the telephone number for accessing that Service is changed, it is important that You use the changed telephone number, as You may not be able to access that Service using the old telephone number.

## **6. Porting your telephone number to us**

6.1. You are normally able to retain Your existing telephone number when You change service providers. If You wish to retain Your existing telephone number You acknowledge that:-

- (a) You are authorised to request the porting of the telephone number to Us;
- (b) By porting the telephone number to Us, the Fixed Line Service and/or any related Services associated with that telephone number may or may not be disconnected from Your previous service provider, and may result in finalisation of the account for that service; and
- (c) For the purposes of porting Your telephone number, call and message routing, fault management and fraud prevention, You permit Us to disclose relevant details set out above to other service providers.

6.2. Although You have the right to port the telephone number:-

- (a) there may be costs and obligations associated with Your previous Fixed Line Service and the porting of the telephone number;
- (b) If You have an existing long term contract with Your previous service provider You may be obliged to make early termination payments to that service provider;
- (c) Porting may be unsuccessful if You fail to provide full and accurate details to Us, or if You cancel Your Fixed Line Service with Your previous service supplier before the port cutover date;
- (d) If another service provider raises a proper charge with Us relating to a service it provided to You before the porting of Your telephone number to Us, We will advise You accordingly and You must pay the other service provider that amount. If You dispute the amount claimed, You must notify Us in writing. You may also be liable to pay to Us or Your previous service provider charges relating to disputes or investigations by Us or Your previous supplier arising out of the transfer of Your Fixed Line Service to Us;
- (e) We will not accept any liability for any amounts owing by You to another service provider for Services associated with the telephone number prior to the date on which

We port Your telephone number to Us; and

- (f) You hereby authorise Us to take all reasonable steps necessary to port Your telephone number.

## **7. Premium services**

Premium services are content, voice and data services offered by third party providers ('Premium Services'). Due to the potential credit risk associated with Premium Services, We reserve the right to bar access to Premium Services by default. If You wish to gain access to Premium Services You need to contact Our call centre on 13 DODO (133636). If We agree to unbar Premium Services, there may be a delay of up to 7 days until access to the Premium Services are made available.

## **8. Interim charges**

For credit management purposes:-

- 8.1. In this clause, a reference to contact means that We will send You an SMS and an email, provided We have Your mobile and email details ('Contact'). We may also attempt to telephone You.
- 8.2. Where You incur excess or usage Charges that are more than four times the monthly plan fee (or \$400, whichever is less), We will Contact You (and also send a letter if We do not have an email address for You) advising You of this fact and of the further thresholds set out below.
- 8.3. Where You incur excess or usage Charges that are more than six times the monthly plan fee (or \$500, whichever is less), then We will Contact You and inform You as follows:-
  - (a) If You are paying by direct debit from a bank account, You must make cleared payment to Us for all excess and usage Charges within one day.
- 8.4. If payment is not made or received as described above, We may suspend all or part of Your Services until such payment is made.
- 8.5. Where You incur excess or usage Charges that are more than eight times the monthly plan fee (or \$600, whichever is less) then We will immediately:-
  - (a) If You are paying by direct debit from a bank account, We may immediately suspend all or part of Your Service until payment in cleared funds is received; and
  - (b) Contact You to inform You of the situation, confirm any suspension of Service that has been imposed, and give You an opportunity to make payment.

- 8.6. If Your level of excess and usage Charges reaches more than one of these thresholds on the same day, We will apply the procedures that apply to the higher threshold. For example, if Your excess and usage Charges reach both four and six times Your monthly plan fee on the same day, the procedures in clause 8.4 above will apply.
- 8.7. If You incur interim Charges on a regular basis then We suggest that You pay by means of credit card and/or manage Your Dodo account using the Dodo account management tool available at [www.dodo.com](http://www.dodo.com). The Dodo account management tool enables You to monitor the use of Your Services and enables You to pay Charges before they become due. This will also protect You against unauthorised and excessive use of Your Services.

## **9. Responsibility for charges**

You are responsible for paying all Charges relating to Your Fixed Line Service even if You did not personally make all the telephone calls from that Service nor authorise those calls. Details of the Charges for Fixed Line Services can be found at [www.dodo.com](http://www.dodo.com). We will also detail the relevant Charges applicable to Your Fixed Line Service when You sign up for this Service.

## **10. Early termination fee if applicable**

If You cancel the Fixed Line Service before Your fixed contract term for Your Service has expired, We can charge an early termination fee. Details of when the early termination fee will be applicable are set out in clause 10 of the section 1 of the SFOA.

## **11. About pre-selection and over-ride calls**

11.1. If You are a Full Service product customer who has contracted to obtain a Fixed Line Service for a fixed contract term, You must not pre-select any calls, including international calls to mobiles ('Pre-selected Services') to a different service provider. If You do acquire Preselected Services from a different service provider during the fixed contract term, then We may at Our option:-

- (a) treat the fact that You have pre-selected certain Services to a different service provider as an election by You to terminate Your Fixed Line Service and Your agreement with Dodo for the supply of that Service, in which case any applicable early termination fee or cancellation Charges may apply. We will make reasonable efforts to contact You if this occurs to give You an opportunity to reverse the pre-selection;
- (b) reverse the Pre-selected Services from the different service provider and continue providing the Fixed Line Service to You; or
- (c) continue providing You with local call Services only in accordance with Our standard rates and conditions. Our standard rates are usually higher than the rates charged to customers on a fixed contract term.

## 12. Meanings Of Words

**Charge** means a charge specified in the SFOA or for any Service provided by Us to You.

**Equipment** means a 'Facility' under the Telecommunications Act 1997 and includes any line, tower, mast, antenna, tunnel, hole, pit or pole used in connection with a Service.

**Premises** means any land, building, structure, vehicle or vessel whether owned, leased or occupied by You, containing Equipment or a Service, or to which a Service is supplied.

**Service** means any service that We supply to You and includes any goods or Equipment provided in connection with a service.

**We/Us/Our/Dodo** means Dodo Services Pty Ltd ACN 158 289 331

**You/Your** means the customer who contracts with Us for a Service, including for supply of that Service to another person, or who seeks to acquire a Service from Us.

## **Section 4 - Mobile phone services**

### **1. Available mobile phone services**

Details about Dodo Mobile Phone and associated Services together with the terms and conditions relating to specific mobile phone plans are available on Our website and can be located at [www.dodo.com](http://www.dodo.com) The following terms and conditions apply to all Dodo Mobile Phone and associated Services.

### **2. Sim cards**

2.1. We will provide You with a SIM card so that You can access Your Mobile Phone Service. All SIM cards remain Our property. You agree to the following conditions in relation to any SIM card which We provide to You:-

- (a) We may require You to comply with SIM card activation procedures in order to protect You against unauthorised use of a SIM card;
- (b) You must take all reasonable care to keep the SIM card in a safe and good condition;
- (c) You must immediately return the SIM card to Us on demand, or if We suspend or terminate Your Mobile Phone Service in accordance with clause 10 of section 1 of the SFOA;
- (d) If You fail to return the SIM card to Us within 30 days of Our demand, or date of suspension or termination of Your Mobile Phone Service, You must pay Our standard SIM Card replacement fee; and
- (e) You must notify Us immediately if any SIM card is lost, stolen or destroyed, even if You have not yet activated the SIM card. You will be liable for all Charges attributed to any SIM card supplied to You until such time as You have notified Us of the theft, loss or destruction of such SIM Card.

### **3. Mobile number portability**

3.1. You are normally able to retain Your existing mobile number when You change mobile service providers. If You wish to retain Your existing mobile number You acknowledge that:-

- (a) You are authorised to request the porting of the mobile number to Us;
- (b) By porting the mobile number to Us, the mobile service and/or any related services associated with that mobile number may or may not be disconnected from Your previous mobile service provider, and may result in finalisation of the account for that service; and
- (c) For the purposes of porting Your mobile number, call and message routing, fault management and fraud prevention, You permit Us to disclose relevant details set out above to other service providers.

3.2. Although You have the right to port the mobile number:-

- (a) There may be costs and obligations associated with Your previous mobile service and the porting of the mobile number;
- (b) If You have an existing long term contract with Your previous mobile service provider You may be obliged to make early termination payments to that provider;
- (c) Porting may be unsuccessful if You fail to provide full and accurate details to Us, or if You cancel Your mobile service with Your previous service provider before the port cutover date;
- (d) If another service provider raises a proper charge with Us relating to a service it provided to You before the porting of Your mobile number to Us, We will advise You accordingly and You must pay the other supplier that amount. If You dispute the amount claimed, You must notify Us in writing. You may also be liable to pay to Us or Your previous service provider charges relating to disputes or investigations by Us or Your previous service provider arising out of the transfer of Your mobile phone service to Us;
- (e) We will not accept any liability for any amounts owing by You to another service provider for services associated with the mobile number prior to the date on which We port Your mobile number to Us; and
- (f) You hereby authorise Us to take all reasonable steps necessary to port Your mobile number.

#### **4. Interim charges**

For credit management purposes:-

- 4.1. In this clause, a reference to contact means that We will send You an SMS and an email, provided We have Your mobile and email details ('Contact'). If We have neither, We will attempt to telephone You.
- 4.2. Where You incur excess or usage Charges that are more than twice the monthly plan fee We will Contact You (and also send a letter if We do not have an email address for You) advising You of this fact as follows:-
  - (a) If You are paying by credit card, We will debit Your card for all excess and usage Charges the following day; or
  - (b) If You are paying by direct debit from a bank account, You must make cleared payment to Us for all excess and usage Charges within one day. If payment is not made or received as described above, We may suspend all or part of Your Services until such payment is made; and

(c) And contact You to inform You of the situation, confirm any suspension of Service that has been imposed, and give You an opportunity to make payment.

4.3. If Your level of excess and usage Charges reaches more than one of these thresholds on the same day, We will apply the procedures that apply to the higher threshold. For example, If Your excess and usage Charges reach both four and six times Your monthly plan fee on the same day, the procedures in clause 4.2 above will apply.

## **5. Unreasonable use**

5.1. You must follow our Acceptable Usage Policy when using the Our Mobile Phone Services.

This policy can be found at [www.dodo.com/terms-policies](http://www.dodo.com/terms-policies)

5.2. We further reserve the right to terminate Your Mobile Phone Service if You do any of the following without Our written permission, which can be withheld at Our sole discretion:-

(a) Make or receive calls or send or receive content using the Mobile Phone Service other than for Your own personal use;

(b) Wholesale any Service, including transit, re-file or aggregate domestic or international traffic;

(c) Use the Service, including any SIM card, in connection with a device that switches or reroutes calls to or from Our Network or the Network of any supplier;

(d) Use the Service or a value added Service feature to switch devices which overcome the time cap on free or flat call rates, thus keeping a line open potentially for hours and limiting the ability of other customer to access Our Network or the Network of Our supplier; or

(e) Materially breach Acceptable Usage.

## **6. Responsibility for charges**

You are responsible for paying all Charges relating to Your Mobile Phone Service even if You did not personally authorise the Services which incurred the Charges. Details of the Charges for Our Mobile Phone Services can be found at [www.dodo.com.au](http://www.dodo.com.au). We will also detail the relevant Charges applicable to Your Mobile Phone Service when You sign up for this Service.

## **7. Early termination fee if applicable**

If You cancel the Mobile Phone Service before the term of any fixed contract term for Your Service has expired, We can charge an early termination fee equal to the monthly fixed charge for each month remaining in Your term or \$400, whichever is less. If You have received a discounted Handset on Your Mobile Phone Service plan, then You may be liable for further early termination fees. The terms and conditions relating to Your specific Mobile Phone Service will set out whether any such early termination fees are applicable. See [www.dodo.com](http://www.dodo.com) for this



information. Details of when the early termination fee will be applicable are set out in clause 10 of section 1 of the SFOA.

## **8. Meanings of words**

**Charge** means a charge specified in the SFOA or for any Service provided by Us to You.

**Equipment** means a 'Facility' under the Telecommunications Act 1997 and includes any line, tower, mast, antenna, tunnel, hole, pit or pole used in connection with a Service.

**Network** means a 'telecommunications Network' as defined under the Telecommunications Act 1997.

**Service** means any service that We supply to You and includes any goods or Equipment provided in connection with a service.

**We/Us/Our/Dodo** means Dodo Services Pty Ltd ACN 158 289 331

**You/Your** means the customer who contracts with Us for a Service, including for supply of that Service to another person, or who seeks to acquire a Service from Us.

## **Section 5 - Internet service terms and conditions**

### **1. Provision of services**

- 1.1. We provide Dodo Mobile Wireless Broadband and Dodo NBN and Voice Services ('Dodo Internet Service'). If You order a Dodo Mobile Wireless Broadband Service and Dodo NBN and Voice Service, We will provide the Service to You from the date that the Service is provisioned.
- 1.2. Details about Dodo Internet Service and associated Services together with the terms and conditions relating to specific Internet plans are available on Our website and can be located at [www.dodo.com](http://www.dodo.com). The following terms and conditions apply to Dodo Internet Service and associated Services.

### **2. Your obligations when using a dodo internet service**

- 2.1. You must comply with Our Dodo Acceptable Usage Policy when using a Dodo Internet Service. The Dodo Acceptable Usage Policy can be found at [www.dodo.com/terms-policies](http://www.dodo.com/terms-policies)
- 2.2. You must comply with all Our reasonable directions regarding the access and use of the Dodo Internet Service.
- 2.3. You warrant that in accessing and using the Dodo Internet Service, You will only use software that You are legally entitled to use.
- 2.4. You acknowledge that We do not and cannot in any way supervise, edit or control the content and form of any information or data accessed through the Dodo Internet Service and We will not be held responsible in any way for any content or information accessed via the Dodo Internet Service, except where We actually provide such content or information.
- 2.5. We disclaim all or any liability for any material on the Internet that You may find offensive, upsetting, defamatory or personally offensive.
- 2.6. You must not access, nor permit any other party to access, the Dodo Internet Service for any purpose or activity of an illegal or fraudulent nature.
- 2.7. You must not reproduce, distribute, transmit, publish, copy, transfer or commercially exploit any information accessed through or received from the Dodo Internet Service that would infringe the intellectual property rights of any person.
- 2.8. The statutory warranties described in clause 6.2 of section 1 of the SFOA apply to Dodo Internet Services We provide, but We strongly encourage You to prepare and maintain sufficient back-up files and data storage capacity for all Your data including electronic messages.
- 2.9. We have no responsibility to provide training in the use of any Dodo Internet Service and/or related applications.

### **3. IP addresses**

- 3.1. IP addresses will be provisioned using CG NAT unless you order a static IP address in which case You will incur an additional Charge.
- 3.2. If You are unable to use an IP address allocated with CG NAT because You require a public IP address, as an alternative we may enable a dynamic IP address, or You can purchase a static IP address.
- 3.3. Any IP addresses allotted to You by Us, whether provisioned by CG NAT, as a static address or dynamically allocated:-
  - (a) remains Our sole property;
  - (b) may be changed or revoked by Us at Our sole discretion at any time; and
  - (c) is not transferable.

### **4. Dodo broadband terms and conditions**

- 4.1. In order for Us to provide You with the Dodo Broadband Service, You need to do the following:-
  - (a) ensure that You keep Your account information, password, data and Equipment secure;
  - (b) regularly check the default email address that We have allocated to You for messages about Your Dodo Broadband Service;
  - (c) ensure that any other people to whom You provide access to the Dodo Broadband Service comply with Our Acceptable Usage Policy; and
  - (d) ensure that any equipment provided by You does not damage the Dodo Broadband Service or any transmission facilities.
- 4.2. The ADSL Service works off a fixed telephone line and as such can sometimes affect the fixed telephone line. You warrant that:-
  - (a) You are the legal lessee of the standard fixed telephone service to which the Dodo Broadband Service will be connected; and
  - (b) If You are not the legal lessee of the relevant fixed telephone service, You have obtained the written legal lessee's permission to connect the Dodo Broadband Service.
- 4.3. If Your Dodo Broadband Service is provided concurrently with an active phone Service, You acknowledge that:-
  - (a) If the relevant telephone Service is disconnected Your Dodo Broadband Service may be disconnected, and this agreement terminated, in which case You may be liable to pay Us a cancellation fee or early termination fee, if any such fee is applicable to Your Service;

- (b) The installation of Your Dodo Broadband Service may cause minor disruptions to the relevant telephone Service;
  - (c) The installation of the Dodo Broadband Service may interfere with other services You receive, such as back-to base security monitoring services. It may be necessary to install additional Equipment such as a central line splitter, filter and Network termination device, to ensure that these services continue to operate when a Dodo Broadband Service has been installed. You must inform any provider of monitoring services that installation of the Dodo Broadband Service may cause temporary interruption of monitoring Services and that installation of additional Equipment may be required;
  - (d) There may be minor disruptions to Your Dodo Broadband Service; and
  - (e) You may not be able to access some other products and services that are incompatible with Your Dodo Broadband Service.
- 4.4. If We fail to bring the possibility that these impacts may occur to Your attention when You sign up, We will permit You to terminate the Dodo Broadband Service without any early termination fees within 30 days of sign-up if You are adversely affected as a result of any of these events.
- 4.5. If Your Dodo Broadband Service is not provided concurrently with an active phone Service (this is known as a “Naked DSL” Service), You acknowledge that:-
- (a) Your telephone Service will no longer be available for use for telephone calls; and
  - (b) if at any future time the Dodo Broadband Naked DSL Service is disconnected, a new telephone connection fee may apply to access a standard telephone Service from those premises.
- 4.6. If You move premises then clause 10.20 of section 1 of the SFOA applies.

## **5. Dodo nbn and voice service**

- 5.1. The Dodo NBN and Voice Service is a service that provides broadband internet and/or voice telephony to Your Premises over a single NBN connection (‘NBN Service’). The NBN Service is provided by us over an Access Network which is provided to us by our network suppliers.
- 5.2. In order for Us to provide You with the NBN Service, You will need to do the following:-
- (a) ensure Your computer is configured for Internet and VoIP (voice over internet protocol);
  - (b) ensure that You keep Your account information, password, data and Equipment secure;
  - (c) regularly check the default email address that We have allocated to You for messages

- about Your NBN Service;
  - (d) ensure that any other people to whom You provide access to the NBN Service comply with Our Acceptable Usage Policy; and
  - (e) ensure that any Equipment provided by You does not damage the NBN Service or any transmission facilities.
- 5.3. The NBN Service is not available in all areas or to all premises. The availability of the NBN Service will be assessed by Us at the time You apply for the NBN Service. Please check [www.dodo.com](http://www.dodo.com) for details about the general availability of the NBN Service.
- 5.4. Any general statements, maps or illustrations of the NBN Service's availability are a guide only and must not be relied upon as a commitment to provide a NBN Service to any particular Premises.
- 5.5. We will endeavour to connect Your NBN Services as soon as We are able to. However, We cannot guarantee the availability or date of commencement of the NBN Service.
- 5.6. In order to connect Your NBN Service, You will be charged a standard installation cost. The standard installation costs include (but are not limited to):-
- (a) installing a Network Access Point ('NAP') onto the Premises, at the most practical place;
  - (b) connecting the drop cable to the NAP, from the street;
  - (c) installing the Optical Network Termination Device ('ONTD') (either internal or external, determined by practicality and safety), including earthing where required;
  - (d) making the connection between the NAP to the ONTD; and
  - (e) testing the ONTD to ensure that it is functioning.
- 5.7. Any non-standard requests regarding the location of the ONTD, NAP or other aspects of the NBN Service installation at the Premises ("Custom Installation") may incur additional fees which must be agreed upon prior to installation of the NBN Service via quotation and acceptance of additional costs. Additional charges for Custom Installations will be invoiced by Us to You on Your bill in addition to the standard installation costs referred to in clause 5.6 or may be invoiced by the third party actioning the installation.
- 5.8. If You need to reschedule an installation appointment, You must give Us at least two Business Days' notice. Fees may apply for missed or changed appointments where You have not given at least two Business Days' notice.
- 5.9. Any internal wiring which may be required to connect the NBN Service to a desired location within the Premises from the ONTD is Your responsibility and must be completed by an ACMA-licensed technician. We may recommend or supply the licensed technician to

perform the required work. Any related charges may be billed via Us or the party who performs the required work.

5.10. You agree that You will allow Us (or any other person nominated by us, including Our network partner and its contractors) safe, efficient and timely access to the Premises when required:-

- (a) to supply the NBN Service to You or any other customer;
- (b) to deliver, install, connect, inspect, modify, replace, maintain, repair, reinstate, service, disconnect, remove or perform any other work on or in relation to part of the Access Network or any third party network; or
- (c) for any other reasonable purpose, for as long as the NBN Service is provided to You, and for a reasonable period thereafter as reasonably requested by Us or Our supplier.

5.11. If You do not own the Premises You must:-

- (a) obtain any necessary consents so as to ensure at all times We and any other third party (if applicable) have safe, unimpeded, sufficient and timely access to that Premises as required to install, inspect, repair, maintain or provide the NBN Service or any related facility or equipment on the Premises;
- (b) advise Us in writing of any relevant safety and access protocols that the landowner, landlord or relevant third party requires Us to comply with prior to Us agreeing to provide You with the NBN Service; and
- (c) indemnify Us and any other relevant third party (if applicable) against any claim made by the owner, occupier, lessee, lessor, agent or any other party providing access to that Premises, in relation to Us or any other third party (if applicable) entering that/those Premises including reimbursement for the cost of removing any equipment because the relevant consent was not obtained.

5.12. You agree that the purpose for which the NBN Service is fit is 'internet grade' only.

Accordingly, You acknowledge that:-

- (a) successful data transport using the NBN Service is not guaranteed;
- (b) the availability or performance of the NBN Services may vary; and
- (c) the NBN Service may not be provided, depending on capacity, interference, technical capability or other technical matters affecting the Access Network at the relevant time.

5.13. The ability to provide NBN Service to the Premises is dependent on a continuous power supply to Your Premises and You agree that You are responsible for arranging, and will continue to provide, a reliable power supply to Your Premises. The NBN Service requires access to a domestic AC 240v socket for the powering of the ONTD and power-supply. You

will be responsible for the cost of power used by the unit.

**Specific nbn data service conditions**

- 5.14. Specifics of the NBN Data Service, including any included data allowance and charges, are set out in the relevant plan and/or pricing schedule, available at [www.dodo.com](http://www.dodo.com).
- 5.15. The continuity and speed of access to the Internet depends on a wide range of factors, many of which are beyond Our control. Speeds refer to the maximum theoretical output under ideal conditions. Speeds may differ from the maximum theoretical output speeds including for the following reasons:-
- (a) Electrical interference from outside sources;
  - (b) Wiring used throughout the Premises (Note: Cat5e or Cat6e structured cabling throughout the Premises is recommended);
  - (c) The TPC/IP protocol stack and application software configuration;
  - (d) The Equipment You are using, including the capacity of the central processing unit;
  - (e) The capacity of, load on, and available throughput rate of the remote host You are accessing;
  - (f) The presence of service faults or network link congestion at any point in the end to-end path between a remote host and the customer's system; and
  - (g) the nbn Fair Use Policy being applied for nbn Fixed Wireless Services.
- 5.16. Your included data allowance is set out in the terms and conditions of your Plan or as otherwise notified to You from us in writing. Your included data allowance may be allocated between Peak and Off-Peak periods.

**Specific nbn voice service conditions**

- 5.17. Specifics of the NBN Voice Service, including charges, are set out in the relevant Plan and/or pricing schedule, available at [www.dodo.com](http://www.dodo.com).
- 5.18. Unless specified otherwise in your Plan, You will be assigned one telephone number per NBN Voice Service and that number will be within Your geographically defined local call zone. Porting in of an existing number may also be available depending on what Plan is selected. You do not own or receive any legal interest or goodwill in any telephone number that is provided to You in connection with the NBN Voice Service.
- 5.19. If You relocate Your NBN Voice Service outside of an NBN serviced area, or geographical location, the telephone number provided for Your NBN Voice Service may not be able to be transferred to Your new service location, We may not be able to provide You with the same service, and You may incur relocation and/or cancellation charges.
- 5.20. Limitations: Whilst We will make all reasonable efforts to ensure continuity of the NBN

Voice Service, We make no guarantee that the NBN Voice Service will be either uninterrupted or fault-free. Certain factors such as network congestion, maintenance, technical capabilities and geographic factors, obstructions or interference may mean You will not be able to use Your NBN Voice Service at all times. For example:-

- (a) The NBN Voice Service will not operate in the event of a power failure unless a handset which does not require electricity to operate, and the back-up battery required for the ONTD have been installed in accordance with the manufacturers specifications. If this is not the case, You will not be able to make calls (including calls to emergency numbers) in the event of a power failure. You are solely responsible for the installation and maintenance to manufacturers specifications of the battery unit;
- (b) 'Priority Assistance' is not offered by Dodo on the NBN Voice Service;
- (c) Operator assisted services and directory assistance are not guaranteed; and
- (d) You acknowledge that some telecommunications devices and/or software such as older fax machines, cordless analogue phones, PABX, line hunt groups and any other analogue devices, are not compatible with the NBN Voice Service. These devices must be discontinued before the NBN Service can be ordered.

**IMPORTANT:** Monitored medical alarms or fire or security alarms may not be compatible with the NBN and might need to be adapted or replaced. Please check first with the provider of these services.

- (e) Important: for the period of any outage that may occur in respect of existing fixed telephone and broadband services at the Premises while NBN Access is being provisioned and that You will not be able to receive or make any telephone calls (including to the 000 emergency service) for the duration of the outage;
- (f) Important: If there is no back up battery or power supply unit at the Premises, or the back up battery or power supply unit is not installed, is faulty or is flat, any end user at Your Premises will not be able to receive or make any telephone calls (including calls to 000 emergency services) for the duration of the power interruption;
- (g) Where the NBN Access occurs as part of the migration from a copper network to a NBN network, the copper communications wire to the Premises will be taken as removed from the date that NBN Access is provisioned and that neither Us or Our suppliers will be required to reinstall the copper communications wire to Your Premises.

#### **Equipment**

5.21. We may provide you with Equipment for use in connection with your NBN Service, such as a modem.



5.22. If you choose to provide your own Equipment for use in connection with your NBN Service, such as a modem, then you acknowledge that we may not be able to provide support for that Equipment and its use is as your own risk.

5.23. You acknowledge and agree that:-

- (a) subject to any requirements applied by law, the mere provision of the Equipment to You is not to be interpreted as any representation by us that the Equipment will perform to a certain level or that the Equipment will be compatible with your other equipment or with any software; and
- (b) You have made Your own prior independent enquiries in respect of the performance of the Equipment provided to You and the compatibility of the Equipment with Your other equipment, with any software and any other services used in connection with the Premises.

## **6. Sim cards and software**

6.1. We will provide You with a SIM card so that You can access Your Dodo Mobile Wireless Broadband Service. All SIM cards remain Our property. You agree to the following conditions in relation to any SIM card which We provide to You:-

- (a) We may require You to comply with SIM card activation procedures in order to protect You against unauthorised use of a SIM card;
- (b) You must take all reasonable care to keep the SIM card in a safe and good condition;
- (c) You must immediately return the SIM card to Us on demand, or if We suspend or terminate Your Dodo Mobile Wireless Broadband Service in accordance with clause 10 of section 1 of the SFOA;
- (d) You must notify Us immediately if any SIM card is lost, stolen or destroyed, even if You have not yet activated the SIM card. You will be liable for all Charges attributed to any SIM card supplied to You until such time as You have notified Us of the theft, loss or destruction of such SIM card.

6.2. SIMs on which the Dodo Mobile Wireless Broadband Service is activated are only permitted to be used inside a Roamer Device.

6.3. If a SIM is used in another device to access voice or data services ('Non- Permitted Usage'):-

- (a) We may charge You the current rates at which those Services are supplied to Our customers; and
- (b) Any data usage will count as part of any monthly or per hour usage allowance in respect of the Dodo Mobile Wireless Broadband Service.

## **Software**

**6.4.** Where We provide Software for the Dodo Mobile Wireless Broadband Service, We do not make any warranty or representation (other than under clause 6.2 of section 1 of the SFOA regarding the performance of the Software as it operates on Your computer. You agree not to make a claim against Us in respect of the Software or its performance, except where We are liable under clause 6.2 of the section 1 of the SFOA.

6.5. The Software may not be compatible with some operating systems, including versions of operating systems older than Microsoft Windows XP SP2 and Macintosh OS 10.4 operating systems. If We fail to bring the compatibility requirements of the Software to Your attention when You sign up, We will permit You to terminate the Dodo Mobile Wireless Broadband Service without any early termination fees within 30 days of sign-up if You are adversely affected as a result of Software being incompatible with Your operating system.

6.6. You must not disassemble, decompile or reverse engineer any Software provided by Us in relation to the Dodo Mobile Wireless Broadband Service.

## **7. Billing & Charges**

7.1. Bills will be available in MyDodo at the start of each billing cycle and are payable in advance. Payments will be direct debited from your nominated account on the same day your bill is issued.

7.2. You are responsible for paying all Charges relating to Your Dodo Internet Service even if You did not personally authorise the services which incurred the Charges. Details of the Charges for Dodo's Internet Service can be found at [www.dodo.com.au](http://www.dodo.com.au). We will also detail the relevant Charges applicable to Your Dodo Internet Service when You sign up for this Service.

7.3. You must maintain a valid and active direct debit for your account at all times. You may update your direct debit details at any time through MyDodo;

7.4. You have authorised us to direct debit any outstanding amount from your nominated payment method on the payment due date for your account.

7.5. It is your responsibility to ensure that your nominated payment method remains valid, can accept direct debits, and has sufficient funds, for the duration of your service.

7.6. You acknowledge that we may terminate your service if you do not have a valid direct debit. You may update your direct debit details at any time through MyDodo.

## **8. Early termination fees if applicable**

If You cancel the Dodo Broadband Service, Dodo Mobile Wireless Broadband Service or the Dodo NBN and Voice Service before Your fixed contract term for Your Service has expired, We can charge an early termination fee as advised to You at the time of sign-up, but in any event no more than \$400. If You have received a discounted laptop or other device on Your Service plan,

then You may be liable for further early termination fees as advised to You at the time of sign-up. The terms and conditions relating to Your specific Dodo Broadband Service, Dodo Mobile Wireless Broadband Service or Dodo NBN and Voice Service plan will set out whether any such early termination fees are applicable. See [www.dodo.com](http://www.dodo.com) for this information. Details of when early termination fees are applicable are set out in clause 10 of the section 1 of the SFOA.

## 9. Meanings of words

**Access Network** means a fibre to the premises access network which consists of the optical network connection from the relevant exchange to the ONTD located at the Premises or a fixed wireless access network or satellite access network, each that forms part of the National Broadband Network.

**Charge** means a charge specified in the SFOA or for any Service provided by Us to You.

**CG NAT or Carrier Grade NAT** is a method of sharing a single unique public IP address with multiple users.

**Equipment** means a 'Facility' under the Telecommunications Act 1997 and includes any line, tower, mast, antenna, tunnel, hole, pit or pole used in connection with a Service.

**NBN Access** means the utilisation of a fibre, wireless or other technological networks to deliver voice telephony and/or broadband services to the Premises

**NBN Data Service** means the Internet portion on the NBN Service which is provided either using NBN Access.

**NBN Service** means the Dodo NBN and Voice Service that provides broadband internet and/or voice telephony to Your Premises over a single connection utilising the National Broadband Network.

**NBN Voice Service** means the voice telephony portion of the NBN Service which is provided using NBN Access.

**GSM Network** means the Optus mobile GSM (global system for mobile) Network which is the digital mobile Network used to transmit voice and data services.

**NAP** means Network Access Point. Generally, this will be installed on the outside of the Premises.

**National Broadband Network** means the broadband network which provides Australian Premises with access to a broadband Internet service through optical fibre, wireless or satellite technologies, as operated by NBN Co Ltd.

**ONTD** means the Optical Network Termination Device, which is required to be installed at the Premises to provide termination of the fibre connection, and to provide services. The ports on the ONTD are the network boundary point of the NBN Service.

**Optus Mobile Network** means the mobile network provided by Optus, as it may change from time to time.

**Premises** means any land, building, structure, vehicle or vessel whether owned, leased or occupied by You, containing Equipment or a NBN Service, or to which the NBN Service is supplied.

**Roamer Device** means a wireless modem, such as a USB modem or PC Data Card, which is used to access the Dodo Mobile Wireless Broadband Service. The Roamer modem is compatible with the Optus Mobile Network

**Service** means any service that We supply to You and includes any goods or Equipment provided in connection with a service.

**SIM** means Our subscriber identity module card which, when inserted into Your Equipment gives You access to the Dodo Mobile Wireless Broadband Service.

**Software** means the software supplied by Us for use with the Dodo Mobile Wireless Broadband Service and includes the software that You need to install and use the Dodo Mobile Wireless Broadband Service, as updated from time to time.

**We/Us/Our/Dodo** means Dodo Services Pty Ltd (ACN 158 289 331).

**You / Your** means the customer who contract with Us for a Service, including for the supply of that Service to another person, or who seeks to acquire a Service from Us.

## **Section 6 - Dodo VoIP terms and conditions**

### **1. Provision of services**

Details about Dodo VoIP Service and associated Services together with the terms and conditions relating to specific Dodo VoIP Service plans are available on Our website and can be located at [www.dodo.com](http://www.dodo.com) The following terms and conditions apply to Dodo VoIP Service and associated Services.

### **2. General conditions**

- 2.1. Dodo VoIP Service requires a minimum broadband speed of 256/64 to operate and provide optimum performance and quality. As Voice over IP (VoIP) uses Your broadband internet connection to pass the voice traffic to conventional phone lines, it will contribute to uploads and downloads of Your internet service. You acknowledge that although We will take all reasonable steps to make sure You receive the Dodo VoIP Service within the calling areas, the Dodo VoIP Service is not free from faults or interruptions. Certain factors, such as network congestion, maintenance, technical capabilities, geographic factors, obstructions or interference, may mean that You will not receive the Dodo VoIP Service at certain times or that the Service quality may be affected. To reduce any technical problems with Your Service, We recommend that You limit Your internet use to increase the performance and quality of the Dodo VoIP Service.
- 2.2. You are responsible for ensuring that Your Dodo VoIP Service is working correctly. If Your broadband connection is not working or is set up incorrectly, or if Your VoIP Analogue Terminal Adaptor (ATA) is set up incorrectly, or there is a power failure, Your VoIP service may not work. If any of these events occurs, telephone calls cannot be made using the Dodo VoIP Service, including calls to 000.
- 2.3. If You use a telephone connected to an ATA to make VoIP calls, and You are unsure if Your Dodo VoIP Service is working correctly, We recommend that You make a test call to a telephone (such as a mobile phone) that supports Calling Number Display. If the number displayed during Your test call is not Your VoIP phone number, the call is not being made using Your Dodo VoIP Service. We do not accept any responsibility for the costs associated with any calls You may make using Your landline instead of Your Dodo VoIP Service.
- 2.4. Unless otherwise stated, VoIP plans under these terms and conditions are available for business customers and business use only.
- 2.5. If We detect excessive or unusual use of Your service, We reserve the right to terminate Your service. Excessive or unusual use means where there is a high volume of usage outside of normal usage patterns or other usage which suggests irregular network access (for

example, where a call remains connected for an unusually long period of time, where an unusual pattern of short calls is made in a short period of time, or where an unusually large volume of calls are made, particularly to premium-rate or international services).

- 2.6. You cannot make calls to Premium Service Numbers such as 1900 numbers from VoIP.
- 2.7. The maximum call duration for a VoIP call is 4 hours. If a single call reaches 4 hours duration, the call will be disconnected.
- 2.8. Calls are billed in 1 minute increments. All calls will be rounded up to the next cent. No connection fees apply. Call value, time and count inclusions (where applicable) are applied on a monthly basis and must be used within the billing month and cannot be rolled over.

### **3. Access to emergency services**

- 3.1. VoIP supports access to 000 or other similar emergency service telephone Numbers. However, We recommend that You call from a fixed line. As a Dodo VoIP customer, it is important to understand that Your Dodo VoIP Service is a secondary line. As such, We recommend that You utilise Your primary phone line for emergency related calls. It is also important that You are aware that location information may not be provided or can be incorrect for emergency services, for example:-
  - (a) If You are using Your Dodo VoIP Service from a location other than the location advised to Us, the location information passed through to emergency services will not be correct; or
  - (b) If You have an outbound only service, no location information can be provided In these cases, or if You have any concern that the location information provided to the emergency services operator may not be correct, You should confirm Your location with the emergency services operator.

### **4. Local number portability**

- 4.1. You authorise for Your telephone number(s) to be ported to Us. We may charge You a fee to port Your existing telephone number. We do not warrant that We can port Your telephone number from Your current service provider. Your current service provider may reject a port request if the information You provide is incorrect or does not match the data held by them. In this case, You authorise Us to correct the information and resubmit the request to port Your telephone number to Us, or dispute the rejection by Your current service provider. A porting request may also be rejected for other reasons as stated in the LNP Industry Code. We do not warrant that the telephone number will be ported within any specified timeframe. Only Your telephone number will be transferred to Us. This may result in the loss of any value added services that are associated with the service provided by Your

existing service provider (eg Voicemail).

4.2. You may only withdraw Your authority to port Your telephone number before the Electronic Cutover Advice is sent by Us to Your current service provider, which will be on or after the preferred cutover date specified by Us to You. In the event of a port, withdrawal or reversal, We are not responsible for any period of outage. If You wish to port Your telephone number from Us to another service provider, then You must contact the other service provider. We reserve the right to charge a fee for porting Your telephone number to or from Us. You must not deactivate Your existing service when porting. Telephone numbers can only be ported whilst active.

4.3. A Customer Authorisation to port a telephone number must be authorised by the customer or the customer's agent.

#### **Alternative phone**

4.4. We recommend that You should always maintain an alternative phone service if You port Your phone number to a Dodo VoIP Service. A Dodo VoIP Service is not a substitute for a standard (PSTN) telephone service, as in the event of power failure the Dodo VoIP Service will not operate.

### **5. Early termination fees if applicable**

If You cancel the Dodo VoIP Service before Your fixed contract term for Your Service has expired, We can charge an early termination fee as advised to You at the time of sign-up, but in any event no more than \$400. If You have received a discounted laptop or other device on Your Service plan, then You may be liable for further early termination fees as advised to You at the time of sign-up. The terms and conditions relating to Your specific Dodo VoIP Service plan will set out whether any such early termination fees are applicable. See [www.dodo.com](http://www.dodo.com) for this information. Details of when early termination fees are applicable are set out in clause 10 of section 1 of the SFOA.

### **6. Meanings of words**

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**Equipment** means a 'Facility' under the Telecommunications Act 1997 and includes any line, tower, mast, antenna, tunnel, hole, pit or pole used in connection with a Service.

**Service** means any service that We supply to You and includes any goods or Equipment provided in connection with a service.

**You/Your** means the customer who contracts with Us for a Service, including for supply of that Service to another person, or who seeks to acquire a Service from Us.