

# Dodo ADSL Broadband

## Critical Information Summary Information about the service

### Service description

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

	Metro Plans				Regional Plans			
	Home Phone included		No Home Phone		Home Phone included		No Home Phone	
	101GB Bundle	Unlimited Bundle	101GB Standalone <sup>1</sup>	Unlimited Standalone <sup>1</sup>	101GB Bundle	Unlimited Bundle	101GB Standalone <sup>1</sup>	Unlimited Standalone <sup>1</sup>
Minimum Monthly Fee	\$50	\$60	\$20	\$30	\$80	\$90	\$50	\$60
Minimum term applicable	1 or 12 months							
Maximum termination charge	\$288 (12 months x \$24)		\$192 (12 months x \$16)		\$288 (12 months x \$24)		\$192 (12 months x \$16)	

	Metro Plans				Regional Plans			
	101GB Bundle	Unlimited Bundle	101GB Standalone	Unlimited Standalone	101GB Bundle	Unlimited Bundle	101GB Standalone	Unlimited Standalone
Minimum Cost (12 Month Term) <sup>2,3</sup>	\$624.90	\$744.90	\$264.90	\$384.90	\$984.90	\$1,104.90	\$624.90	\$744.90
Minimum Cost (1 Month Term) <sup>2</sup>	\$194.90	\$204.90	\$164.90	\$174.90	\$224.90	\$234.90	\$194.90	\$204.90
Speed Shaping	256kbps	N/A	256kbps	N/A	256kbps	N/A	256kbps	N/A
Standard Local Calls	PAYG	PAYG	N/A	N/A	PAYG	PAYG	N/A	N/A
National calls to standard fixed lines	PAYG	PAYG	N/A	N/A	PAYG	PAYG	N/A	N/A
Calls to standard Australian mobiles	PAYG	PAYG	N/A	N/A	PAYG	PAYG	N/A	N/A
International calls	PAYG	PAYG	N/A	N/A	PAYG	PAYG	N/A	N/A

<sup>1</sup>Standalone service requires an active phone line which does not need to be provided by Dodo.

<sup>2</sup>Minimum Total cost is calculated as (Min. Monthly Fee \* Contract Term) + Set-up Fee+ Hardware Fee + P&H.

<sup>3</sup>Min. Cost does not include any eligible add ons, promotions or discount offers

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

### Upfront Fees

Set-up fee incl. Modem – \$120 (Month to Month contracts only)

Postage & Handling - \$24.90

## Other Information

### Service Availability

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

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

### Installation & Setup

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

### Transitioning to nbn™

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

### Moving Home

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

### Hardware

For your internet service you will need a compatible modem and if you have elected to receive a telephone service, you will need a telephone handset. The supplied modem on a 12 month contract must be returned if your service is cancelled. If it is not returned, a non-return fee of \$109 applies 30 days after cancellation of your service. See website for current charges. Modem may be refurbished. \$24.90 Postage & Handling fees may apply.

### Payment Options

You can pay your service by direct debit from either your credit card or your bank account and no additional fees apply. Monthly fees in advance and usage charges incurred during the month are debited 7 days after bill issue.

### Receiving Statements

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

### Early Cancellation Fees

If you sign up to a 12 month contract and cancel the service before the end of the contract you will be charged a cancellation fee. The cancellation fee is calculated at \$24 per month for the remaining months for ADSL & Home phone plans or \$16 per month for the remaining months for Standalone plans. For example, terminating an ADSL & Home phone contract with 11 months remaining will incur a fee of \$264 (11 x \$24).

### Plan inclusions

This plan does not have any included calls. Call packs can be purchased and used in conjunction with one another or standalone and can be cancelled at any time. Dodo fair usage policy applies on included calls. Please check the dodo website for all other call type charges. Excludes calls to 13/1300 numbers, premium numbers and other special services which are charged at the applicable rates.

<u>Unlimited Call Pack</u> Local, National & Mobile call pack	\$10/mth
<u>International Landline Pack</u> 2000 minutes to landline phones to top 25 countries	\$15/mth
<u>International Landline &amp; Mobile Pack</u> 2000 minutes to landline and Mobile phones in top 25 countries	\$20/mth

Top 25 International Call destinations can be found at <https://www.dodo.com/home-phone>

### Complaints & 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 (TIO)

If you are not satisfied with how your complaint has been handled by Dodo, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at <https://www.tio.com.au/about-us/contact-us>

### Contact details

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

### Usage information

View up to date information about your data usage by logging in to My Dodo at <https://my.dodo.com/> or by calling Customer Service on 13 dodo (13 36 36).

### Broadband Education Package

To better understand broadband technologies and the actors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/bep>