

# Critical information summary

## Mobile – Month to Month

### Information about the Service

This is Post-Paid mobile phone service. Our plans are powered by the Optus 3G & 4G Plus Network, so you'll get the same great coverage & service. Check out the full coverage map [here](#). All plans come with unlimited national calls to landlines, mobiles, special numbers like 13/1300/1800 & voicemail, national & international text and national & international MMS. All call & data inclusions are for use within Australia only & expire after each billing period. Dodo's Acceptable Use Policy applies to all inclusions.

Dodo acts as a reseller of Optus 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.

### Bundling Requirements

This service does not require you to bundle any other Dodo

Services

### Minimum Term

1 months

### Equipment Required

We've kept it simple, so all Dodo plans are BYO mobile phone. You will need a 4G Compatible Mobile Handset and SIM for this service. Dodo do not supply mobile handsets. We've slashed the P&H to just \$10.

## Information about Pricing

### Plan details

|                      | 4GB       | 12GB                                  | 18GB                                  |
|----------------------|-----------|---------------------------------------|---------------------------------------|
| Mobile Data Included | 4 GB      | 12 GB                                 | 18 GB                                 |
| Included Call Value  | Unlimited | Unlimited                             | Unlimited                             |
| International Calls  | N/A       | First 100 mins to select destinations | First 500 mins to select destinations |
| Monthly Fee          | \$20      | \$30                                  | \$40                                  |

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

|                                      | 4GB | 12GB | 18GB |
|--------------------------------------|-----|------|------|
| Standard National Calls              | Yes | Yes  | Yes  |
| Standard Mobile Calls                | Yes | Yes  | Yes  |
| Calls to 13/1300                     | Yes | Yes  | Yes  |
| Standard Australian National SMS/MMS | Yes | Yes  | Yes  |
| International SMS/MMS                | Yes | Yes  | Yes  |
| Voicemail                            | Yes | Yes  | Yes  |
| National Video Calls                 | Yes | Yes  | Yes  |

## Information about Pricing

|   |           | 4GB  | 12GB  | 18GB  |
|---|-----------|--|-------|-------|
| Minimum Monthly Charge                      |           | \$20   | \$30  | \$40  |
| Total Minimum cost                          | 12 Months | \$250  | \$370 | \$490 |
| Early Termination Fee (per month remaining) |           | \$0  | \$0   | \$0   |
| Cost of 2 min call to mobile (National)     |           | N/A  |       |       |
| Cost of Standard National SMS               |           | N/A  |       |       |
| Cost of 1MB of data in Australia            |           | Once included data is used, \$10 per additional GB |       |       |

## Other Information

### Monitoring your usage

Your plan doesn't cover everything. View up to date information about your data usage by logging in to Account Management at [www.dodo.com](http://www.dodo.com) or by calling Customer Service on 13 dodo (13 36 36). Things like excess data, premium calls & text, international calls and international video are not included in your plan. You can find the fees [here](#). Additionally, SMS alerts will also be sent once 50%, 85% and 100% of the included value has been reached, and when any additional charges outside of the included value reaches \$20.

### Using from your service overseas (roaming)

Roaming is not activated by default, please contact our Customer Service team if you wish to activate this service. WARNING: Charges are

significantly higher when roaming than when in Australia and are not included in the Included Value of the plan. Please visit <https://www.dodo.com/mobile/monthly-mobile-plans/4g-mobile-plans/global-roaming-rates/> for roaming charges.

### How to pay for your service

You can pay your service by direct debit from either your credit card (no additional fees apply) or your bank account (\$2.50 processing fee applies per transaction). Monthly fees in advance and usage charges incurred during the month are debited 7 days after bill issue.

### Statements

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

### Customer Service Contact Details

Phone: 13 dodo (13 36 36)

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

### Complaints and Disputes

If you have a complaint or a dispute please visit [www.dodo.com/contactus](http://www.dodo.com/contactus) where you will find full contact details for our complaints department, as well as a copy of our complaints and disputes resolution processes. You may also lodge a complaint at [www.dodo.com/feedback](http://www.dodo.com/feedback) or by sending an email to [complaints@dodo.com.au](mailto:complaints@dodo.com.au).

### Telecommunications Industry Ombudsman

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