



CRITICAL INFORMATION SUMMARY

STANDARD LINE RENTAL

Information about the Service

This service provides a landline service utilising PSTN. This service can be used to make and receive calls.

Bundling Requirements

This service does not require you to bundle any other Dodo services.

Equipment Required

An active telephone line and a telephone handset is required to use this service.

Minimum Term

1, 12 or 24 months

Additional Information

N/A

Our current charges are available via www.dodo.com/homephonecharges

Information about Pricing

Contract Term	Min Monthly Charge	Max Monthly Charge	Total Min Cost	Early Termination Fee
1 month	\$40.00	Variable dependant on use	\$40.00	N/A
12 months	\$30.00		\$360.00	\$8 per month for every month remaining
24 months	\$30.00		\$720.00	

New Connection Fee for Phone Line

A connection fee for the phone line may also apply. When applicable, this fee ranges from \$59 to \$299.

Call Charges

Local Call	\$0.25 untimed	13/1300 Call	\$0.44 untimed
Standard / National Call	\$0.29 per minute	International Call	Refer to link below
Mobile Call within Australia	\$0.39 per minute	Flagfall	\$0.39 (Nat/Mob/Int)
Call Packs available			

Costs for international calls are subject to change. Our current international call costs are always available at www.dodo.com/internationalphonerates.

Other Information

Priority Assistance

Priority Assistance is a service designed to help residential customers who are, or who have a person living at their home, who has been diagnosed with a life-threatening medical conditions and whose life may be at risk without access to a fully operational phone service. Dodo does not offer a Priority Assistance service as Dodo relies on wholesalers and therefore cannot guarantee the connection time frames listed within the Communications Alliance code.

Usage Information

View up to date information about your data usage by logging in to Account Management at www.dodo.com or by calling Customer Service on 13 dodo (13 36 36).

How to pay for your service

You can pay your service by direct debit from either your credit card (no additional fees apply) or your bank account (\$1.90 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

Complaints and Disputes

If you have a complaint or a dispute please visit 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 or by sending an email to 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.