



# CRITICAL INFORMATION SUMMARY

STANDARD LINE RENTAL PLUS UNLIMITED LOCAL, NATIONAL AND MOBILE CALL PACK

## 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

This plan will give you unlimited standard local, national and mobile calls Australia wide. 13/1300, International calls and premium numbers are not a part of the unlimited feature of this plan.

Our current charges are available via [www.dodo.com/homephonecharges](http://www.dodo.com/homephonecharges)

## Information about Pricing

Contract Term	Min Monthly Charge	Max Monthly Charge	Total Min Cost	Early Termination Fee
1 month	\$50.00	Variable dependant on use	\$50.00	N/A
12 months	\$40.00		\$480.00	\$8 per month for every month remaining
24 months	\$40.00		\$960.00	

### 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	Unlimited	13/1300 Call	\$0.44 untimed
Standard / National Call	Unlimited	International Call	Refer to link below
Mobile Call within Australia	Unlimited	Flagfall	\$0.39 (Nat/Mob/Int)

Costs for international calls are subject to change. Our current international call costs are always available at [www.dodo.com/internationalphonerates](http://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](http://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](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).