



CRITICAL INFORMATION SUMMARY

\$4.90 VOIP Service

Information about the Service

This service uses a broadband connection to make and receive local, mobile, national and international calls.

Bundling Requirements

This service requires an active internet connection which does not need to be provided by Dodo (recommended to be at least 512 Kbps).

Equipment Required

To use this service you are required to have a modem/router, voice box and a telephone handset. Depending on your plan, hardware may be included, or you may purchase hardware at an additional cost from Dodo. Hardware may be picked up for free from Dodo (Clayton, VIC) or \$24.90 delivery.

Minimum Term

1 or 24 months

Service Availability

The service is not available in all areas and the service quality you experience depends on a number of factors, including your equipment, the quality and location of your line, and the applications that you are using.

Additional Information

As this service is reliant on an Internet Connection, the service should not be used as a replacement for a fixed line service as Dodo is unable to guarantee that this service will be available 24/7.

Information about Pricing

Contract Term	Min Monthly Charge	Max Monthly Charge	Total Min Cost	Early Termination Fee
1 month	\$4.90	Variable dependant on use	\$4.90	N/A
24 months	\$4.90		\$117.60	\$3.50 for every month remaining plus pro-rata cost of any hardware (unless hardware paid upfront)

Call Charges

Super Local Call per minute*	\$0.09 untimed
Standard / National Call per minute	\$0.09 per minute
Mobile Call within Australia	\$0.30 per minute
13/1300 Call	\$0.35 untimed
Dodo VoIP to Dodo VoIP	Unlimited
International Call	Refer to the rates found at www.dodo.com/voip

All timed calls are charged on a per minute basis.

* A Super Local Call is a call to a landline number within the telephone zone of your VoIP service.

Note that VoIP numbers are not necessarily allocated to your geographic telephone zone. For example, if you live in Melbourne (are code 038 or 039) and you choose a number commencing with 02, you will be charged call rates as if you were located in the 02 telephone zone.

Add-Ons

Untimed National (\$5pm)	\$0.09 untimed standard national calls
Flat rate Mobile (\$5 pm)	\$0.30 flat rate mobile calls for the first 5 minutes
Untimed International (\$5pm)	\$0.10 untimed to 25 international destinations
All add-ons	Choose all three monthly add-ons for only \$10 per month

Other Information

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).

Data Consumption

Generally a ten minute call on a Dodo VoIP service will use approximately 5MB of your internet data.

How to pay your service

You will be notified when your monthly invoice is available for viewing in Account Management (unless you have chosen to receive a paper bill in which case it will be mailed to you).

You will be charged monthly access fees in advance and usage charges incurred during that month.

Payment via direct debit from a credit card (Visa or MasterCard) does not attract fees.

Payment via direct debit from a bank account, non-direct debit and other payment methods attract fees. Please check the payment slip of your invoice for details.

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.