

# Critical information summary

## Dodo TV by Fetch

### Information about the Service

This is an IPTV service that utilises your existing broadband connection to supply IPTV.

### Equipment Required

You will require a Fetch set-top box, cabling (HDMI or Composite Cable), a compatible TV that can receive free-to-air television channels and an internet connection.

### Bundling Requirements

This service needs to be bundled with a Dodo broadband (DSL or NBN) connection. If you cancel or transfer either service in the bundle, Dodo may suspend or terminate other services and you may be liable for early termination fees.

### Fetch TV Channel Packs

Fetch comes with one included channel pack, unless a customer is purchasing their Fetch with Ultimate Pack. Customers can purchase additional channel packs on a month to month basis available via their Fetch Set top box. Charges for

additional channel packs are \$6 for each individual channel pack or \$20 for all channel packs. Additional a la carte channels are available for purchase. See website at [www.dodo.com.au/fetch-tv](http://www.dodo.com.au/fetch-tv) for further details.

### Minimum Term

12 months

### Hardware

Fetch Hardware must be returned if your service is cancelled. A non return fee (\$280) applies 30 days after cancellation if not returned. See website for current charges. \$24.90 Postage & Handling fee applies

### Service Availability

The service is not available in all areas and is subject to you undertaking a service speed qualification. A minimum throughput speed of 3Mbps is required per set-top box. The ability to receive free-to-air TV is also dependent on your premises' ability to receive free-to-air reception.

## Information about Pricing

### Plan details

Fetch Box	Channel Pack Included	Channel Pack Included
Fetch Mighty	\$20	\$35
Fetch Mini	\$15	\$30
Fetch with 1 Channel Pack		
Total Minimum Cost	Mini	\$204.90
	Mighty	\$264.90
Fetch with Ultimate Pack		
Total Minimum Cost	Mini	\$444.90
	Mighty	\$384.90
Early Termination Fee		\$8 / month x number of months remaining

## Other Information

### Full Terms

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [dodo.com.au](http://dodo.com.au) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products & services to you.

### Usage Information

N/A.

### 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).