

# Critical information summary

## Mobile Broadband

### Information about the Service

This is Post-Paid mobile broadband 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 data inclusions are for use within Australia only & expire after each billing period. Dodo's Acceptable Use Policy applies to all inclusions.

If you've signed up for a 12-month plan, but have cancelled it within those 12 months, there will be an early exit fee. These charges can be calculated by multiplying half of your monthly fee & the number of months left in your term. Early termination fees are waived if you're upgrading to a higher value plan during your 12 month term.

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 - 12 months

### Equipment Required

We've kept it simple, so all Dodo plans are BYO mobile device. You will need a 4G compatible device for this service. Dodo do not supply mobile devices.

We've slashed the SIM card P&H to just \$10 or free for online orders.

## Information about Pricing

### Plan details

Contract Term	0 Months		12 Months	
	15 GB	25 GB	25 GB	50GB
Minimum Monthly Charge	\$20	\$40	\$20	\$40
Total Minimum cost	\$20	\$40	\$240	\$480
Early Termination Fee (per month remaining)	0	0	\$10	\$20
Cost of 1MB of data within Australia	0.0013	0.0008	0.0016	0.00008
Excess Data Fees	Once included data is used, \$15 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.au](http://www.dodo.com.au) or by calling Customer Service on 13 dodo (13 36 36). Excess data is not included in your plan and is \$15 per additional GB. 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 \$75.

### 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.

### Service Availability

The Optus 4G plus network is available in all capital cities and hundreds of metro , regional and holiday towns with a compatible device and plan. Coverage and speed will vary by device and location. Check your coverage [here](#).

### 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).

### 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).