

Dodo nbn™ Broadband

Information about the service

Service description

Dodo nbn™ is a fixed broadband data services that provides you with internet access via the National Broadband Network as supplied to us.

Dodo acts as a reseller of NBN Co 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.

Service availability

Service not available to all areas, homes or customers. While we perform, preliminary qualification checks upfront for broadband service availability, the type of service offered the (nbn™ network FTTP, FTTN, FTTB, FTTC or FW) may be subject to further qualification checks to determine what is available at your location. If we are unable to connect all your services, we will attempt to contact you to discuss further options first or if we can't contact you after making reasonable attempts we will cancel your order.

Minimum contract term

1/12/24 Months

Key details

This service provides a high-speed internet service that is delivered over the National Broadband Network. For more information about NBN speed tiers visit dodo.com.au/nbn-speeds

This service also features an optional Dodo home phone. Should you elect to enable this feature upon sign-up, a Pay-As-You-Go voice service will be activated as part of the offering. You can enable this feature at any stage by contacting Dodo.

Dodo VoIP can ordinarily be used to call the emergency number 000, however you should not regard any VoIP service as a reliable service in an emergency. VoIP services are not recommended if you/another resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line.

Moving home

If you relocate, dodo may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

Installation & setup

Standard installation is included. Non-standard installations may incur additional costs. You must obtain permission from the owner of the property, if that's not you, to have dodo Broadband installed and have someone over 18 years of age in attendance at the Appointment.

Receiving statements

Dodo provide you with a choice of receiving your statements electronically (no additional fees apply) or via post (\$2.20 fee per statement).

Hardware

For your internet service you need a, nbn connection box, a compatible modem and telephone handset. You may buy a modem outright from Dodo or opt for a Dodo supplied modem at \$0/month. The supplied modem must be returned if your service is cancelled. A non-return fee (\$109) applies 30 days after cancellation if not returned. See website for current charges. Modem may be refurbished. Delivered for \$24.90 (Postage & Handling). The nbn connection box remains the property of nbn co.

Plan inclusions

This plan does not have any included calls. An unlimited local, national & mobile call pack can be purchased for additional \$10 per month. For 2000 min to fixed lines to top 25 countries can be purchased for \$15 per month and for 2000 min for fixed line and mobile to top 25 countries can be purchased for additional \$20 per month. Packs can be used in conjunction with one another or standalone and can be cancelled at any time. dodo fair usage policy applies on included calls. Please check the dodo website for all other call type charges Excludes calls to 13/1300 numbers, premium numbers and other special services which are charged at the applicable rates.

Broadband speeds

Typical evening download speed is measured between 7pm & 11pm. The actual speeds vary due to several factors, including the type of technology available at your address, any Speed Tier you may have purchased, network capacity set up at your home (such as location of modem and how the internet is used in your home), whether your device is connected by WiFi rather than Ethernet cable. For important information on nbn speeds, visit dodo.com.au/nbn-speeds Customers can upgrade their speed or plan at any time, changes take effect from the next billing cycle.

Payment options

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.

Information about pricing

	Standard \$50	Standard \$60	Turbo \$65	SuperCharged \$75	Max \$95
Minimum Cost (24 Months term)	\$1,224.90	\$1,464.90	\$1,584.90	\$1,824.90	\$2,304.90
Minimum Cost (12 Months Term)	\$733.90	\$853.90	\$913.90	\$1,033.90	\$1,273.90
Minimum Cost (1 Month Term)	\$282.90	\$292.90	\$297.90	\$307.90	\$327.90
Monthly data allowance	101GB	Unlimited	Unlimited	Unlimited	Unlimited
Cost Per Mb	\$0.000483	N/A	N/A	N/A	N/A
Speed Tier	Standard	Standard	Turbo	SuperCharged	Max
Excess Usage	\$2 per GB	N/A	N/A	N/A	N/A
Standard Local Calls	PAYG	PAYG	PAYG	PAYG	PAYG
National calls to standard fixed lines	PAYG	PAYG	PAYG	PAYG	PAYG
Calls to standard Australian mobiles	PAYG	PAYG	PAYG	PAYG	PAYG
International calls	PAYG	PAYG	PAYG	PAYG	PAYG

*Minimum Total cost is calculated as (Min. Monthly Fee * Contract Term) + Set-up Fee+ Hardware Fee + P&H

Max Plans not available for the nbn™ Fixed Wireless technology type, nbn™ Fibre to the Node & nbn™ Fibre to the Building

Call rates

Local Call:	25c untimed
National/Interstate Call:	29c per Minute
Australian Mobile Calls:	39c Per Minute
Cost of standard 2 min call to Australian Mobiles:	\$1.23
13/1300 Calls:	44c per call
Flag Fall:	45c
International Calls	Please visit www.dodo.com/internationalphonerates

Early Cancellation Fees

If you sign up for a 12 or 24 months contract and cancel the service before the end of the contract you will be charged a cancellation fee. The cancellation fee is calculated at \$8 per month for the remaining months.

Other information

Contact details

Phone: 13 dodo (13 36 36) Website:

www.dodo.com/feedback

Complaints & 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 (TIO)

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

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).