

Summary of General Terms for Dodo Global SIM Service

Important Customer Information: Your Rights and Obligations

This document is a summary of Our General Terms which are available on the Dodo website globalsim.dodo.com or by calling Our Customer Service Centre on 13 3636 from Australia or +61 3 8256 6701 from overseas ("Terms"). It is designed to give you information on what the Terms cover, and does not override or change the Terms, the terms of any special offer from us ("Offer"). If you would like more detail about your rights and obligations you should access all of Our applicable Customer Terms which are available from the Dodo website globalsim.dodo.com.

Our Services

Dodo Australia Pty Ltd ACN 097 636 970 ("We" or "Our" or "Us") will provide you with the Dodo Global SIM Service ("Service"). Our Service lets you make calls and send SMS from as well as receive calls and SMS to your mobile phone whilst you are international roaming. To use the Service, you will need a Dodo Global SIM card. Your Dodo Global SIM card will come pre-activated for use. When you recharge the Dodo Global SIM card, the correct details for the person who will be using the Service must be provided. By recharging the Dodo Global SIM card, you warrant that the correct details have been provided to Us. Our Service is not available in all countries. It is your responsibility to check that mobile coverage exists at the location(s) at which the Service is to be used. You may obtain a list of currently participating countries by visiting the Dodo website globalsim.dodo.com or by calling 13 3636 from Australia or +61 3 8256 6701 from overseas.

Before you are able to use the Service you must have a sufficient credit balance on your Prepaid account and to continue to use the Service you must recharge as the credit is used up. The credit on your Prepaid account will expire on the later of 90 days from the date you first use your Dodo Global SIM card and 90 days from the date of your last recharge. At the time of expiry, any unused credits will be forfeit. You cannot claim a credit or a refund for any such forfeited credits. Each time credits are added, a fresh credit validity period begins for those additional credits and the previous balance rolls over when you recharge. If you do not recharge your credit within 6 months of the date it expires, We may cancel the Service without notice and reallocate your number to another customer. You may be able to continue to receive SMS within 3 months of the date the credit on your Prepaid account has expired and/or is zero. However, after the expiry of that 3 month period, We may cancel this facility without notice to you (unless you have recharged your credit in the interim). In any event, if you add even the minimum credit denomination during that 6 month period, the Service will be fully restored. The Service will be provided to you until it is cancelled in accordance with the Terms. Our Service is supplied to you under the Terms and the terms of any Offers you choose to take up. This summary should be read in conjunction with each of these documents.

Variation of Our Terms

We may at times be required to change Our Terms and consequently do not offer ongoing supply of a Service on the same terms and conditions as existed when We commenced providing that Service. If We reasonably believe that any amendment to Our Customer Terms will benefit You or have a neutral impact on You We can make the amendment(s) immediately. For example, We do not have to give a period of notice to You when We reduce call rates or increase Our obligations to You. We will take reasonable steps to bring the general nature of such changes to Your attention (for example, by providing notice to You on Our website (globalsim.dodo.com)). If We reasonably believe that an amendment to Our Customer Terms will have a detrimental impact on You (for example, if We decide to

withdraw all or any offers and/or increase the pricing of Your Service), We will provide You 21 days notice by putting that notice on Our website (globalsim.dodo.com). If You have any credit in Your prepaid mobile account at the time that We make an amendment under this clause 0 then We will continue to provide You the Service on the same terms and conditions that existed when first You obtained that credit. However, upon Your next recharge of Your prepaid mobile account after expiry of the 21 day notice under this clause 0, You are deemed to have accepted the changes to Our Customer Terms and the amended Customer Terms will then govern the relationship between You and Us from that date.

Charges

The Charges you must pay Us may vary depending on your use of the Service (and any value added features of the Service); the type of customers; the origin and destination of the call; the volume of the calls made and received during the period; and any rebates or discounts that might be applicable. You may be charged a surcharge when you receive calls if you are international roaming, this depends on the country in which you are located at the time of receiving the call. You can obtain a list of the countries in which you will be charged a surcharge for receiving calls and the applicable rate of the surcharge on the Dodo website globalsim.dodo.com or by calling 13 3636 from Australia or +61 3 8256 6701 from overseas. Where a Service change is initiated by you, this may result in loss of your remaining call credits and loss of eligibility for Offers associated with other services you receive from Us. Our charges are set out in Our Schedule of Charges and Our Offers. You can obtain a copy of these documents by visiting globalsim.dodo.com or by calling 13 3636 from Australia or +61 3 8256 6701 from overseas. The cost of each call, and where applicable, the surcharge for receiving a call whilst you are international roaming will be deducted from the then current credits on your Service account. You will not be sent any bills, invoices or statements.

Suspension and Termination

The grounds under which We may suspend or terminate a Service are set out in the Terms. We will take all reasonable steps to notify you before We terminate or suspend a Service, and if We are unable to give you Notice We will attempt to contact you by telephone. If suspension is due to your breach or fault you will forfeit any then current credit. If termination is due to any reason other than Our breach or convenience you will forfeit any then current credit. Termination may result in a loss of your eligibility for Offers associated with other services you receive from Us. If you are unhappy with any suspension or termination, please let Us know by sending Us a Notice or by contacting our Customer Service centre on 13 3636 from Australia or +61 3 8256 6701 from overseas.

Our Liability to You

We accept liability to you in accordance with any applicable consumer legislation, including the Trade Practices Act (which for example, imposes the implied terms that services must be provided with due care and skill and goods must be reasonably fit for their purpose and be of a certain quality). We are not liable to you or to any other Person for any faults or defects in the Service which are caused to any material extent by your own conduct or misuse or for any indirect loss or damage incurred by you (including but not limited to loss of profits, loss of business, loss of contract, loss of goodwill). We will not be liable for any failure or delay in Our performance if an event occurs that is beyond Our control, for example an explosion, natural disaster, earthquake, war or an act of God. Where We are liable to you, Our liability is limited (except in the case of negligence) to repair or replacement of the applicable goods or services where the limitations permitted by the Trade Practices Act apply and in all other cases, Our liability is limited in total to the amount paid by You to Us in the 12 months immediately preceding the date of that loss or damage.

Your Liability to Us

You are liable for all charges and any obligations relating to the Service. Unless expressly stated elsewhere in these Terms, you are not liable to Us in contract, tort (including negligence) or otherwise, for any indirect loss or damage incurred by Us (including but not limited to loss of profits, loss of business, loss of contract, loss of goodwill).

Reporting Faults

Faults experienced in relation to any of the Services should be reported by contacting Our Customer Service Centre on 13 3636 from Australia or +61 3 8256 6701 from overseas.

Support

If you have any concerns about the Services We are supplying you, you should contact our Customer Service centre on 13 3636 from Australia or +61 3 8256 6701 from overseas.

Your Personal Information

We will comply with the all applicable privacy legislation when using your personal information. By using the Service, you consent (for the purposes of all applicable legislation that deals with privacy and unsolicited electronic communications) to Us collecting, using and disclosing this information in accordance with these terms and Our Privacy Policy. You can obtain a copy of Our Privacy Policy on the Dodo website globalsim.dodo.com or by calling 13 3636 from Australia or +61 3 8256 6701 from overseas. From time to time, We may use your information to tell you about Our other products, services or bundled offerings. You may stop receiving direct marketing from Us by sending Us an email at privacy@dodo.com.au or by calling Us on 13 3636 from Australia or +61 3 8256 6701 from overseas.

SIM Cards

The Dodo Global SIM card and Recharge Vouchers remain Our property at all times. We will replace a faulty SIM card free of charge provided that it is returned to us. Please return the faulty SIM card to: Level 11, 600 St Kilda Road, Melbourne Victoria 3004. Should the Dodo Global SIM card or Recharge Voucher(s) be otherwise lost, damaged or stolen, We will be under no obligation to replace them or compensate you. If We do choose to replace your SIM card or Recharge Voucher, We may charge you for doing so at the then current replacement charges which are to be found at globalsim.dodo.com You are liable for all charges in relation to any SIM card or Recharge Voucher supplied to you until We have been notified of the loss or theft. You are required to pay all fees and charges which are incurred for the Service until that notification is given to Us even if you did not authorise its use.

Mobile Number Porting

You cannot port an existing mobile number to Us. We will issue you with a phone number for international use.

Special Assistance - Australia

If you have difficulties with the English language, you or a nominated Person can arrange an interpreter by contacting the Translation and Interpreter Service on 131 450 or alternatively please phone Our multilingual call centre number for the applicable language. If you have a hearing impairment you or a nominated person should contact the National Relay Service (NRS) by phoning 133 677. The NRS will be able to assist you to call Us. The NRS has different numbers for different needs and you should consult your directory to obtain the number that best meets your needs.

Governing Law

These Terms are governed by the laws of Victoria, Australia.