Dodo nbn™ Home Phone

Information about the service

Service Description

Dodo Home Phone is a telephone service which is dependent on a compatible Dodo broadband connection.

Pricing Information

Plan	Everyday Plan	International Plan
General	A domestic call plan, charged monthly. Does not allow international calls.	A call plan with domestic and international calls, charged monthly. Does allow international calls. No top ups allowed.
Monthly cost	**$12**	**$30**
Standard national calls	Unlimited	Unlimited
Standard mobile calls	Unlimited	Unlimited
Calls to 13/1300	Unlimited	Unlimited
International call credit	Not available	up to $2,000 IDD (no top up available)
Minimum contract term	1 month	1 month

Click here for international call rates

Other Information

Key Details

This is a home phone plan which allows you to make and receive calls through your Dodo broadband connection also known as VoiP (Voice over Internet Protocol). Dodo Home Phone is internet telephony and the availability and quality of the service may differ from a standard copper telephone service.

Dodo only offers a telephone service to customers who agree to waive their rights under any applicable Customer Service Guarantee for this service. More information is available on www.dodo.com.au

Dodo Home Phone can ordinarily be used to call the emergency number 000, however a Dodo Home Phone is not considered reliable in an emergency such as, for example, during a power outage. Dodo Home Phone services are not recommended if you/another resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line.

Service Availability

Dodo Home Phone is currently available to existing Dodo broadband customers only. If the broadband service is cancelled this will cancel the Home Phone service.

Usage Information

For information about your current usage levels please use the MyDodo web application, available at my.dodo.com or contact Customer Service (13 36 36).

Hardware

In order to use your Dodo Home Phone service, you need a Dodo modem for your broadband service and a compatible telephone handset.

Plan Inclusions

This plan includes call types as per the Information About Pricing section above.

Dodo Acceptable Use Policy applies in relation to plans which include unlimited call consumption. Please check the Dodo website for our current acceptable use policy.

Payment Options

You must pay for your service by direct debit from your credit or debit card and no additional fees apply. Monthly fees in advance and usage charges incurred during the month are on the date of bill issue. If you require additional time to pay, you can set up a payment extension or payment plan anytime online at my.dodo.com.

If you are experiencing financial difficulty, our Financial Hardship Policy outlines options available to assist you.

Full Terms

This information is a summary only.
Visit www.dodo.com for our Standard Form of Agreement which sets out the terms and conditions for our products & services.

Customer Service Contact Details

Phone: 13 dodo (13 36 36)
Website: my.dodo.com

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/contact-us.

Online Safety

The eSafety Commissioner provides a range of educational material about staying safe online: https://www.esafety.gov.au/. A range of certified Family Friendly Filters can be found on the Communications Alliance website: https://www.commsalliance.com.au/Activities/ispi/fff