

Dodo nbn™ Broadband

Information about the service

Service description

Dodo nbn™ is a fixed broadband data service that provides you with internet access via the National Broadband Network. 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.

Pricing Information

	101GB	Unlimited	Unlimited Max ²
Minimum Monthly Service Fee	\$60	\$70	\$95
Minimum term applicable	1 or 12 months	1 or 12 months	1 or 12 months
Minimum Total Cost (12 Month Term) ¹	\$744.90	\$864.90	\$1,164.90
Minimum Total Cost (1 Month Term) ¹	\$204.90	\$214.90	\$239.90
Monthly data allowance	101GB	Unlimited	Unlimited
Speed Tier	nbn25	nbn50 (Fixed Wireless Plus – for Fixed Wireless Customers)	nbn100
Speed Shaping	256kbps	N/A	N/A
Standard Local Calls	PAYG	PAYG	PAYG
National calls to standard fixed lines	PAYG	PAYG	PAYG
Calls to standard Australian mobiles	PAYG	PAYG	PAYG
International calls	PAYG	PAYG	PAYG
Maximum Early Cancellation Fees	\$96 or \$8 x remaining months left in contact		

¹Minimum Total cost is calculated as Monthly Fee * Contract Term + Set-up Fee + Hardware Fee + P&H

²Unlimited Data - Max Available on FTTP, FTTC and HFC. Only available in certain areas.
Fixed Wireless speeds will be lower than other nbn access types.

Pay as You Go Call Rates

Local Calls:	25c untimed
National Calls:	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

Minimum Contract terms

1 or 12 Month(s)

Upfront Fees

Set-up fee incl. Modem – \$120 (Month to Month contracts only)
Postage & Handling - \$24.90

NBN Connection charges

nbn co charges \$300 for first-time connections in new developments and \$297 for an additional connection requiring installation of additional nbn equipment. We'll let you know if either of these charges apply to you and include them on your bill.

Early Cancellation Fees

If you sign up to a 12 month contract term and cancel the service before the end of the contract you will be charged a cancellation fee of \$8 per month for the remaining months. For example, terminating a contract with 11 months remaining will incur a fee of \$96 (8 x \$96).

Other Information

Key Details

This is an internet service that is delivered over the National Broadband Network. For more information about NBN speed tiers visit dodo.com/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, such as during a power outage. VoIP 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

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, HFC 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.

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.

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.

Receiving monthly statements

Dodo provides you with a choice of receiving your fee 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, (plus a nbn™ outdoor antenna for Fixed Wireless services) and a compatible modem. If you have elected to receive a VoIP service, you will need compatible telephone handset. The supplied modem on a 12 month contract must be returned if your service is cancelled. If it is not returned, a non-return fee of \$109 applies 30 days after cancellation of your service. See website for current charges. Modem may be refurbished. The nbn connection box remains the property of nbn co.

Additional Call Packs

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.

Unlimited Call Pack Local, National & Mobile call pack	\$10/mth
International Landline Pack 2000 minutes to landline phones to top 25 countries	\$15/mth
International Landline & Mobile Pack 2000 minutes to landline and Mobile phones in top 25 countries	\$20/mth

Top 25 International Call destinations can be found at <https://www.dodo.com/home-phone>

Payment options

You can pay your service by direct debit from either your credit card or your bank account and no additional fees apply. Monthly fees in advance and usage charges incurred during the month are debited 7 days after bill issue.

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 <https://www.tio.com.au/about-us/contact-us>

Usage information

View up to date information about your data usage by logging in to My Dodo at <https://my.dodo.com/> or by calling Customer Service on 13 dodo (13 36 36).

Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/bep>