

Critical Information Summary – Dodo Voice

Standard Line Rental

Service Description

This service provides a landline service utilising PSTN (public switched telephone network) to make and receive voice calls.

Pricing Information

Contract Term		Line Rental Only	Local, National & Mobile calls included
Minimum Monthly Service Fee	1 month	\$40	\$50
	24 months	\$30	\$40
Minimum Total Cost (1 Month Term) ¹		\$40	\$50
Minimum Total Cost (24 Month Term) ¹		\$720	\$960
International Landline Pack		2000 minutes to landline phones to top 25 countries \$15/mth ²	
International Landline & Mobile Pack		2000 minutes to landline and Mobile phones to top 25 countries \$20/mth ²	
Maximum Monthly Charge		Variable dependant on use	
Early Termination Fees (24 month Term)		\$8/mth for each month remaining in contract term	

¹Minimum Total cost is calculated as Monthly Fee * Contract Term

²Top 25 International Call destinations can be found [here](#).

Pay as you go call rates	
Local Calls:	25c untimed
National Calls:	29c per Minute
Australian Mobile Calls:	39c Per Minute
13/1300 Calls:	44c per call
Flag Fall:	39c (National, Mobile and International)
International Calls	Please visit www.dodo.com/internationalphonerates

Other Information

Priority Assistance

Priority Assistance is a service designed to help residential customers who are, or who have a person living at their home, who has been diagnosed with a life-threatening medical condition and whose life may be at risk without access to a fully operational phone service. Dodo does not offer a Priority Assistance service as Dodo relies on wholesalers and therefore cannot guarantee the connection time frames listed within the Communications alliance code.

Usage Information

View up to date information about your usage by logging in to Account Management at www.dodo.com.au or call Customer Service on 13 dodo (13 36 36).

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.

Statements

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

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>