Critical Information Summary

Mobile Broadband

Service Description
This is a Post-Paid mobile broadband service. Our plans are powered by the Optus 3G & 4G Plus Network, so you'll get the same great coverage & service. Check out the full coverage map here. All data inclusions are for use within Australia only & expire after each billing period. Excess data will be automatically charged at $15 per additional GB. Dodo’s Acceptable Use Policy applies to all inclusions.

Dodo acts as a reseller of Optus 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.

Information about Pricing

<table>
<thead>
<tr>
<th>Plan Details</th>
<th>15GB</th>
<th>25GB</th>
<th>25GB</th>
<th>50GB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Allowance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract Term</td>
<td>1 Month</td>
<td></td>
<td>12 Months</td>
<td></td>
</tr>
<tr>
<td>Minimum Monthly Charge</td>
<td>$20</td>
<td>$40</td>
<td>$20</td>
<td>$40</td>
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<tr>
<td>Minimum Contract Term</td>
<td>1 Month</td>
<td></td>
<td>12 Months</td>
<td></td>
</tr>
<tr>
<td>Minimum Total Cost</td>
<td>$20</td>
<td>$40</td>
<td>$240</td>
<td>$480</td>
</tr>
<tr>
<td>Early Termination Fee (per month remaining)</td>
<td>$0</td>
<td>$0</td>
<td>$10</td>
<td>$20</td>
</tr>
<tr>
<td>Cost of 1MB of data within Australia</td>
<td>$0.0013</td>
<td>$0.0016</td>
<td>$0.0008</td>
<td>$0.0008</td>
</tr>
<tr>
<td>Excess Data</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Once included data is used, $15 per additional GB</td>
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</table>

Early Cancellation Fees
If you sign up for a 12-month contract term and cancel the service before the end of the contract you will be charged a cancellation fee. These charges can be calculated by multiplying half of your monthly fee & the number of months left in your term. For example, terminating a contract on a $40 plan with 12 months remaining will incur a fee of $240 (12 x $20). Early termination fees are waived if you’re upgrading to a higher value plan during your 12-month term.

Other Information

Bundling Requirements
This service does not require you to bundle any other Dodo Services

Equipment Required
We’ve kept it simple, so all Dodo Mobile Broadband plans are BYO equipment. You will need a 4G compatible device, such as a dongle or tablet and a SIM for this service. Dodo do not supply equipment. Postage of the SIM is free.

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

Monitoring your usage
View up to date information about your data usage by logging in to Account Management at my.dodo.com or by calling Customer Service on 13 dodo (13 36 36). Additionally, SMS alerts will also be sent once 50%, 85% and 100% of the included value has been reached. Excess data will be automatically charged at $15 per additional GB.
Using from your service overseas (roaming)
Roaming is not activated by default, please contact our Customer Service team if you wish to activate this service. WARNING: Charges are significantly higher when roaming than when in Australia and are not included in the Included value of the plan. Please visit [https://www.dodo.com/mobile/global-roaming-rates](https://www.dodo.com/mobile/global-roaming-rates).

Service Availability
The Optus 4G plus network is available in all capital cities and hundreds of metro, regional and holiday towns with a compatible device and plan. Coverage and speed will vary by device and location. Check out the full coverage map [here](https://www.dodo.com/mobile/global-roaming-rates).

How to pay for your service
You can pay your service by direct debit from either your credit card or your bank account. Payments made by American Express and Diners Club will incur a 2.89% surcharge. Monthly fees in advance and usage charges incurred during the month are debited 7 days after bill issue.

Customer Service Contact Details
Phone: 13 dodo (13 36 36)
Website: [www.dodo.com/feedback](http://www.dodo.com/feedback)

Complaints and Disputes
If you have a complaint or a dispute please visit [www.dodo.com/contactus](http://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](http://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/about-us/contact-us](http://www.tio.com.au/about-us/contact-us).