

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

Plan Details

Data Allowance	15GB	25GB	25GB	50GB
Contract Term	1 Month		12 Months	
Minimum Monthly Charge	\$20	\$40	\$20	\$40
Minimum Contract Term	1 Month		12 Months	
Minimum Total Cost	\$20	\$40	\$240	\$480
Early Termination Fee (per month remaining)	\$0	\$0	\$10	\$20
Cost of 1MB of data within Australia	\$0.0013	\$0.0016	\$0.0008	\$0.0008
Excess Data	Once included data is used, \$15 per additional GB			

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>

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](#).

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

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/about-us/contact-us.