

Dodo Mobile – Month to Month

Information about the service

Service Details

This is a Post-Paid mobile phone 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 plans come with unlimited national calls to landlines, mobiles, special numbers like 13/1300/1800 & voicemail and national & international text and MMS. To use MMS, simply call 13 36 36 to activate this service. All call & data inclusions are for use within Australia. International roaming is not included as part of your service. If you have a plan with data banking, any unused data will automatically roll over into your bank in the next bill cycle. Some plans are subject to an overall data banking cap of 500GB, and any unused data exceeding this limit will not roll over to the next billing cycle. Any unused data on plans without data bank feature will expire at the end of the bill cycle. [Dodo's Acceptable Use](#) applies to all inclusions.

This service is not compatible with e-SIM or any devices (like watches) that use e-SIM to connect to the mobile network.

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.

Minimum contract term

1 Month

Bundling Requirements

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

Equipment Required

We've kept it simple, so all Dodo plans are BYO mobile phone. You will need a 4G Compatible Mobile Handset and Dodo SIM for this service. Dodo doesn't supply mobile handsets. Postage of the SIM is free.

Information about Pricing

Plan Details

| Plan | \$10 | \$20 | \$25 | \$35 |
|----------------------------------|--|-------|----------------------|----------------------|
| Mobile Data Included | 2 GB | 15 GB | 25 GB | 45 GB |
| Data Banking | No | No | Yes (Up to 500GB) | Yes (Up to 500GB) |
| Excess Data | All plans come with no excess data charges, if you use up your monthly data allowance plus any banked data, you will stay connected at a slower internet speed for free. | | | |
| Standard National Calls | Unlimited | | | |
| Standard Mobile Calls | Unlimited | | | |
| International Call Credit | N/A | \$100 | \$200 | \$300 |
| Minimum Monthly Charge | \$10 | \$20 | \$25 | \$35 |
| Minimum Contract term | 1 Month | | | |

Click [here](#) for international call rates

| Plan | \$10 | \$20 | \$25 | \$35 |
|--|------|------|------|------|
| Calls to 13/1300 | Yes | Yes | Yes | Yes |
| Standard National and International SMS | Yes | Yes | Yes | Yes |
| National and International MMS | Yes | Yes | Yes | Yes |
| Voicemail | Yes | Yes | Yes | Yes |
| Premium Calls and MMS | No | No | No | No |

| Plan add-ons | \$10 | \$20 | \$25 | \$35 |
|---|------|------|------|------|
| Data Pack: \$10 = 5 GB | Yes | Yes | Yes | Yes |
| International Talk Pack: \$5 = \$100 | Yes | Yes | Yes | Yes |

Click [here](#) for detailed call pricing

Other Information

Monitoring your usage

You can view up to date information on your data usage via my.dodo.com. We'll also send you SMS alerts in near real-time when you are close to running out of your monthly data allowance. Once you have no data remaining, we'll send a final SMS to let you know and your service will be slowed for the rest of that monthly billing cycle. We will not charge any excess data fees. You can purchase more data via MyDodo or upgrade your plan once per month for increased data allowance.

Data banking

Data banking is available on specific plan type(s) and allows you to rollover the data which has not been used within the billing month of usage, to the next month. Your data bank will expire if you downgrade to a non-data banking plan, or your bill is unpaid.

Using your service overseas

Your service is for use in Australia only. You won't be able to make and receive mobile phone calls, text messages and MMS messages, or access the internet while you are travelling overseas.

How to pay for your service

You can pay for your service by direct debit or by Visa or Mastercard. Please note that we do not accept payment by American Express or Diners Club. Monthly fees paid in advance and usage charges incurred during the month will be debited 7 days after the bill issue date.

Statements

Dodo will issue your monthly statements to your nominated email address. Any add-ons will be charged and invoiced at point of purchase.

Plan Changes

You may change your plan once per bill cycle. When you upgrade, the change will take effect immediately. When you downgrade, the change will apply in the next bill cycle. Any promotions or discounts will be removed when changing plans. Data bank will be lost if you downgrade to a plan without this feature.

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, log into My Dodo where you will be able to raise a ticket in relation to your complaint or dispute.

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.