



# CRITICAL INFORMATION SUMMARY

## Pre-Paid Mobile Wireless Broadband

### Information about the Service

This is a Pre-Paid Mobile Wireless Broadband which operates through a SIM card and provisioned on the Optus Mobile network.

### Bundling Requirements

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

### Equipment Required

You will need a mobile wireless-enabled device, which does not need to be purchased from Dodo, and a Dodo SIM card for this service. Additional hardware may be included on some plans, or you may choose to include hardware at an additional fee. Please refer to [www.dodo.com](http://www.dodo.com) for options and costs. You may pick hardware for free from Dodo Hardware Collection (Clayton, Victoria), or have it delivered for \$24.90.

### Minimum Term

There is no minimum term for this service

### Additional Information

The use of the service is subject to Dodo Fair GO™ policy which can be found at [www.dodo.com/legal/terms-policies](http://www.dodo.com/legal/terms-policies) along with our Terms and Conditions and other legal documentation. This service also has a maximum data usage allowance of 10 GB per calendar month, irrespective of the included data allowance. Once the maximum usage is reached, browsing is disabled until the next calendar month. SMS is not available via this service.

### Service Availability

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the quality and location of your mobile coverage, and the applications that you are using.

## Information about Pricing

Upfront Cost	SIM Included	Hardware	Bonus Data
\$0	SIM Included	Not Included	Not included
\$40	Included	Not Included	Receive 3GB on 1st Recharge

### Top-Ups

A number of top-up options are available. A top up will be required before the service can be used

\$10 - 300MB (30 Day Expiry)

\$20 - 1GB (30 Day Expiry)

\$30 - 2GB (30 Day Expiry)

\$40 - 3GB (30 Day Expiry)

\$70 - 6GB (60 Day Expiry)

\$99 - 6GB (180 Day Expiry)

\$139 - 10GB (365 Day Expiry)

## Other Information

### Usage Information

View up to date information about your data usage by logging in to Account Management at [www.dodo.com](http://www.dodo.com) or by calling Customer Service on 13 dodo (13 36 36).

### How to pay for your service

You can pay your service by direct debit from either your credit card (no additional fees apply) or your bank account (\$1.90 processing fee applies per transaction). 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).

### 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](mailto: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).