



# Dodo nbn™ Broadband

## Information about the service

### Service Description

Dodo nbn™ broadband is a broadband data service that provides you with internet access at your premises via the National Broadband Network.

### Pricing Information

Plan	nbn25	nbn50	nbn100 <sup>2</sup>
Monthly Access Fee	\$65	\$70	\$85
Min. Cost – 12 mth term <sup>1</sup>	\$804.90	\$864.90	\$1,040.90
Min Cost – 1 mth term <sup>1</sup>	\$209.90	\$214.90	\$229.90
Setup Fees incl. Modem	1-month term: \$120 12-month term: \$0		
Data Allowance	Unlimited		
Speed Tier	nbn25	nbn50 or Fixed Wireless Plus	nbn100
Included calls to Local, National, Mobile & International numbers	Pay as you go rates (see below)		
Early Cancellation Fees	\$8 x remaining months left in contact		

<sup>1</sup> Min cost calculated as Monthly Fee \* Contract Term + Set-up Fee incl. Modem + P&H of \$24.90 (\$0 online)

<sup>2</sup> nbn100 only available in certain areas. Please see [NBN Key Facts Sheet](#).

Pay as You Go call rates	
Local Calls:	25c untimed
National Calls:	29c per Minute
Australian Mobile Calls:	39c Per Minute
Cost of standard 2 min call to Australian Mobiles:	\$1.23
13/1300 Calls:	44c per call
Flag Fall:	45c
International Calls	Please visit <a href="https://www.dodo.com/home-phone">https://www.dodo.com/home-phone</a>

### Minimum Contract terms

1 or 12 Month(s)

### Upfront Fees

Set-up fee incl. Modem – \$120 (1-month contracts only)

Postage & Handling - \$24.90

### NBN Connection charges

nbn co charges \$300 for first-time connections in new developments and \$297 for an additional connection requiring installation of additional nbn equipment. We will let you know if either of these charges apply to you and include them on your bill.

### Early Cancellation Fees

If you sign up to a 12-month contract term and cancel the service before the end of the contract you will be charged a cancellation fee of \$8 per month for the remaining months. For example, terminating a contract with 11 months remaining will incur a fee of \$88 (\$8 x 11).

### Usage information

View up to date information about your data usage by logging in to My Dodo at <https://my.dodo.com/> or by calling Customer Service on 13 dodo (13 36 36).

## Other Information

### Key Details

This is an internet service that is delivered over the National Broadband Network. For more information about NBN speed tiers visit [dodo.com/nbn](https://www.dodo.com/nbn).

This service also features an optional Dodo home phone. Should you elect to enable this feature upon sign-up, a Pay as You Go voice service will be activated as part of the offering. You can enable this feature at any stage by contacting Dodo.

Dodo VoIP can ordinarily be used to call the emergency number 000, however you should not regard any VoIP service as a reliable service in an emergency, such as during a power outage. VoIP services are not recommended if you/another resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line.

### Service Availability

Service not available to all areas, homes, or customers. While we perform preliminary qualification checks upfront for broadband service availability, the type of service offered the (nbn™ network FTTP, FTN, FTTB, FTTC, HFC or FW) may be subject to further qualification checks to determine what is available at your location. If we are unable to connect all your services, we will attempt to contact you to discuss further options first or, if we cannot contact you after making reasonable attempts, we will cancel your order.

### Installation & setup

Standard installation is included. Non-standard installations may incur additional costs. You must obtain permission from the owner of the property, if that is not you, to have Dodo Broadband installed and have someone over 18 years of age in attendance at the Appointment.

### Moving Home

If you relocate, dodo may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

### Receiving monthly statements

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

### Hardware

For your internet service, you may need a nbn™ connection box, (plus a nbn™ outdoor antenna for Fixed Wireless services) and a compatible modem. If you have elected to use your included VoIP service, you will need compatible telephone handset.

You may opt for a modem to be included on a 12 month plan or included with your Setup Fee of \$120 on a Month to Month plan. Modems supplied on a 12-month contract must be returned if your service is cancelled. A non-return fee (\$109) applies 30 days after cancellation if not returned. Modem may be refurbished.

You may receive a notification to return the nbn connection box to us (e.g. where the equipment is faulty). If you fail to return the nbn connection box within 30 days of receiving such notification, you may be charged a non-return fee of \$140.

The nbn™ connection box is the property of nbn co and must remain at the property when you leave.

### Additional Call Packs

Packs can be used in conjunction with one another or standalone and can be cancelled at any time. Dodo fair usage policy applies on included calls. Please check the dodo website for all other call type charges. Excludes calls to 13/1300 numbers, premium numbers and other special services which are charged at the applicable rates.

<b>Unlimited Call Pack</b> Local, National & Mobile call pack	<b>\$10/mth</b>
<b>International Landline Pack</b> 2000 minutes to landline phones to top 25 countries	<b>\$15/mth</b>
<b>International Landline &amp; Mobile Pack</b> 2000 minutes to landline and Mobile phones in top 25 countries	<b>\$20/mth</b>

Top 25 International Call destinations can be found at <https://www.dodo.com/home-phone>

### 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.

### Contact details

Phone: 13 dodo (13 36 36)

Website: [www.dodo.com/feedback](https://www.dodo.com/feedback)

### Complaints & Disputes

If you have a complaint or a dispute, please visit [www.dodo.com/contactus](https://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](https://www.dodo.com/feedback) or by sending an email to [complaints@dodo.com.au](mailto: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>

### Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/bep>