

# Critical information summary

## 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 4G Plus and 5G 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. All call & data inclusions are for use within Australia. International roaming is not included as part of your plan price.

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 onto the next billing cycle. [Dodo's Acceptable Use Policy](#) applies to all inclusions.

The 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 SIM and a 4G/5G compatible mobile handset which is able to make Triple Zero (000) calls. You can check if your mobile handset is compatible by checking with the manufacturer or validating your device(s) compatibility by entering your 15 digit IMEI [here](#). 3G mobile handsets and some 4G/5G handsets unable to make Triple Zero (000) calls will not be able to access this service

Dodo do not supply mobile handsets. Postage of the SIM is free.

## Information about Pricing

### Plan Details

Plan	\$26	\$31	\$36	\$41
<b>Mobile Data Included</b>	30GB	50GB	60GB	90GB
<b>Network Access</b>	5G Network (Max 150Mbps)			
<b>Data Banking</b>	500GB	Unlimited		
<b>Standard National Calls</b>	Unlimited			
<b>Standard Mobile Calls</b>	Unlimited			
<b>International Call Credit</b>	\$100	\$200	\$300	\$400
<b>Minimum Monthly Charge</b>	\$23	\$28	\$33	\$38
<b>Excess Data</b>	\$0 with speeds slowed to 256kbps, once included data is used			
<b>Minimum Contract Term</b>	1 month			

Click [here](#) for international call rates and the list of selected countries

### Usage types included in included plan value

Usage Types	\$26	\$31	\$36	\$41
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 SMS	No	No	No	No

### Plan Add-ons

Add-on	\$26	\$31	\$36	\$41
Data Pack: \$10 = 5GB	Yes	Yes	Yes	Yes
International Talk Pack: \$5 = \$100 Credit	Yes	Yes	Yes	Yes

## Other Information

### Monitoring your usage

You can view up to date information on your data usage via [my.dodo.com](http://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 to a maximum of 256Kbps for the rest of that monthly billing cycle. We will not charge any excess data fees. You can purchase more data via My Dodo 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, a plan of lesser value than your current plan or your bill is unpaid.

### Customer Service Contact Details

Phone: 13 dodo (13 36 36)

Website: <http://www.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](http://www.tio.com.au/about-us/contact-us).

### Using from your service overseas

You can enable or disable roaming by logging in your MyDodo, before flying out to an eligible country.

For more information please visit:

<https://www.dodo.com/support/mobile/international-roaming>

### How to pay for your service

You can pay for your service by direct debit or by Visa or Mastercard.

A \$10 late payment fee may apply if your bill becomes more than 3 days overdue. If you require additional time to pay, you can set up a payment extension or payment plan anytime online at [my.dodo.com](http://my.dodo.com).

### Statements

Your monthly invoice is available to view and download in [MyDodo](#).

### 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 of lesser value or a plan without this feature.