

Critical information summary

Mobile – Month to Month

Information about the service

Service Description

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. All call & data inclusions are for use within Australia only & expire after each billing period. Excess data will be automatically charged at \$10 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

Plan	\$5	\$20	\$30
Mobile Data Included	N/A	6GB	12GB
Included Call Value	Unlimited		
International Calls	N/A	First 100mins to 35 selected countries	First 200mins to 35 selected countries
Minimum Monthly Charge	\$5	\$20	\$30
Excess Data	N/A	Once included data is used, \$10 per additional GB	
Minimum Contract Term	1 month		
Early Termination Fees	Not applicable		

Usage types included in included call value

Plan	\$5	\$20	\$30
Standard National Calls	Yes	Yes	Yes
Standard Mobile Calls	Yes	Yes	Yes
International calls	N/A	First 100mins to 35 selected countries	First 200mins to 35 selected countries
Calls to 13/1300	Yes	Yes	Yes
Standard National and International SMS	Yes	Yes	Yes
National and International MMS	No	No	No
Voicemail	Yes	Yes	Yes
National Video Calls	No	Yes	Yes
International Video Calls	No	No	No
Premium Calls and SMS	No	No	No
Call Forwarding	No	No	No

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 plans are BYO mobile phone. You will need a 4G Compatible Mobile Handset and SIM for this service. Dodo do not supply mobile handsets. Postage of the SIM is free.

Monitoring your usage

Your plan doesn't cover everything. 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). Things like excess data, premium calls & text, national and international MMS, international calls and international video are not included in your plan. You can find the fees [here](#). Additionally, SMS alerts will also be sent once 50%, 85% and 100% of the included value has been reached, and when any additional charges outside of the included value reaches double your monthly plan fee.

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>

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.

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

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.