



# 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 <sup>1</sup>	nbn15 <sup>3</sup> Created by Dodo	nbn25	nbn50/ Fixed Wireless Plus	nbn100	Home Superfast
Pre-paid Monthly Access Fee	\$55	\$65	\$80	\$85	\$110
Min Cost – 1 mth term <sup>2</sup> with BYO Modem	\$55	\$65	\$80	\$85	\$110
Optional Modem fee	Dodo Modem \$99 Upfront				
Data Allowance	Unlimited				

<sup>1</sup> For information about speeds please see [NBN Key Facts Sheet](#).

<sup>2</sup> Min cost calculated as Monthly Fee + BYO Modem. Min cost does not include eligible add-ons, optional modem, promotions, or discounts. Your plan does not include a voice (VOIP) service.

<sup>3</sup> A speed tier created by Dodo to provide 15Mbps typical evening speed on the nbn network.

### Minimum Contract terms

1 Month

### 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.

## 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://dodo.com/nbn).

### Payment Options

You must pay for your service by direct debit from your credit or debit card and no additional fees apply. Monthly fees in advance and usage charges incurred during the month are on the date of bill issue.

### Early Cancellation Fees

As you are on a 1 month contract, there will be no early cancellation fees. For clarity, if you choose to cancel your service prior to the end of the first month, we will not refund any pre-paid fees.

### Usage Information

View up to date information about your data usage by logging in to My Dodo at <https://my.dodo.com/>

### Changes To Your Plan

We may from time to time make changes to your plan, including its pricing and inclusions, by providing you with written notice. Where any changes have a neutral or beneficial impact to you, we can make those changes immediately. If the change is materially detrimental to you, we will provide you with at least 30 days' notice.

### 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, FTTN, 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

Dodo nbn services are self-installed either with a Dodo provided modem, or your own modem. 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 charges.

## Hardware

For your internet service you need a compatible modem and you may need a nbn™ connection box, (plus a nbn™ outdoor antenna for Fixed Wireless services).

You can purchase a modem from Dodo or use your own compatible nbn modem (BYO) to access the nbn service.

If you use your own modem, we can only provide limited online support to assist with the setup of the device and cannot guarantee its compatibility.

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 \$114. The nbn™

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

## Warranty Claims

If you purchase a Dodo Modem, please refer to the warranty leaflet in the hardware box for details of Manufacturer warranties. For more information, visit [www.dodo.com/terms-policies](http://www.dodo.com/terms-policies).

## Contact details

Self service: [my.dodo.com](http://my.dodo.com)

## Complaints & 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 (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>

## Online Safety

The eSafety Commissioner provides a range of educational material about staying safe online: <https://www.esafety.gov.au>. A range of certified Family Friendly Filters can be found on the Communications Alliance website: <https://www.commsalliance.com.au/Activities/ispi/fff>