



# 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	\$58.90	\$68.90	\$83.90	\$88.90	\$98.90
Min Cost – 1 mth term <sup>2</sup> with BYO Modem	\$58.90	\$68.90	\$83.90	\$88.90	\$98.90
Optional Modem fee	Dodo Essential Modem \$99 Upfront or \$8.90/mth for 12 months Dodo Family Modem \$159 Upfront or \$13.90 /mth for 12 months				
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

This service is provided on a 1 Month term.

### NBN Connection charges

nbn co ltd 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. If you require additional time to pay, you can set up a payment extension or payment plan anytime online at [my.dodo.com](https://my.dodo.com). If you are experiencing financial difficulty, our Financial Hardship Policy outlines options available to assist you.

### 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. If you have chosen to pay for your modem in instalments and you cancel your internet service before completing these payments, you must pay the remaining amounts owing on your modem.

### 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. You can check our service availability on our website.

### **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. An nbn technician appointment may be required to get your address ready to be connected or to upgrade your address to Fibre to the Premises. The nbn technician will not install or set up your modem.

### **Moving Home**

If you relocate, Dodo may not be able to provide you with the same offer and you may incur relocation charges.

### **Modems, Devices and Hardware**

For your internet service to work 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.

### **Mobile-Internet Bundle Discount**

If you are a new or existing Dodo nbn customer, the Mobile-Internet Bundle Discount will apply when you add a new Dodo mobile service. If you are a new or existing Dodo mobile customer, the Mobile-Internet Bundle Discount will apply when you add a new nbn service. In either of the above scenarios, if you have multiple Dodo mobile services, the Mobile-Internet Bundle Discount will apply to one of your Dodo mobile services.

The Mobile-Internet Bundle Discount is \$5/off per month (on an ongoing basis) on one of your Dodo mobile services. You must have at least one active Dodo nbn service and at least one active Dodo mobile service when your mobile service bill is produced to be eligible for the Mobile-Internet Bundle Discount. The Mobile-Internet Bundle Discount is available for new Dodo nbn services or new Dodo mobile services signed up from 11th April 2025. Limit of one Mobile-Internet Bundle Discount per customer. The Mobile-Internet Bundle Discount will be automatically removed if you do not have at least one active Dodo nbn service and at least one active Dodo mobile service when your mobile bill is produced.

### **Energy-Internet Chip In Bundle Discount**

You will receive up to \$10/mth off your nbn plan with electricity and gas in VIC and NSW (\$5/mth off for electricity and/or \$5/mth off for gas) or \$5/mth off your nbn plan with electricity in QLD and SA. The discount applies once your energy service is activated and will be automatically removed if your energy service is cancelled. Available in certain areas only. Services must be held by the same customer.

### **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**

Find our contact details at [www.dodo.com/contact-us](http://www.dodo.com/contact-us)

### **Complaints & Disputes**

If you have a complaint or a dispute you can find out about our complaint handling policy at [www.dodo.com/support/feedback-complaints](http://www.dodo.com/support/feedback-complaints). If you'd like to contact us to make a complaint, see our Contact Details section above.

### **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>