DYN I.T. SOLUTIONS
Smart, reliable technology.

Critical Information Summary
Mobile Voice with Pooled Data

Plan	10GB	30GB	45GB	60GB
Minimum plan cost (excluding PAYG Charges)	$ 40.83	$ 54.82	$ 71.87	$ 88.97
Excess Data Cost	$15.50 / Gigabyte			
Early Termination Charge	$0			
Minimum Term	1 Month			
Network Access	Telstra Wholesale 4G		Telstra Wholesale 5G	

Service Information

The Service

DYN I.T. Solutions' mobile phone service is a SIM-only service for use with an existing, BYO or outright purchased handset.

Availability

These services are available within the Telstra Wholesale Network Coverage area. Coverage and service quality will vary based on a number of environmental factors - for more details you can visit https://www.telstrawholesale.com.au/mobile-network.html.

Access Requirements

You will need an unlocked mobile phone handset that can access the 5G network.

You can either request a new phone number with this service, or port across an active number from another carrier.

Number portability requires you to verify the existing account by account name and number, account holder name and date of birth.

Inclusions

Features of this service include all calls and SMS to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers

Minimum Term

This service is offered on a monthly basis with no contract term. If you request to change your plan, the change will be queued to take effect on your monthly anniversary date of service switch-on.

Pricing Information

All pricing in this document is exclusive of GST unless otherwise stated.

Setup-up Fee

There will be a $0 setup fee.

Exit Fee

There is no exit fee for this service.

Data Usage Pool

Each eligible service on the account will contribute to the total data pool for the account. Any unused data for a service will be available in the pooled data balance. Any service that exeeds it's included usage will consume pooled data balance prior to excess usage charges applying.

Excess Usage Charges

Whre the included data, and pooled data balance have been exhausted, excess data is charged at a rate of $15.50 per Gigabyte (GB).

Outbound International Charges

Additional charges apply to calls, call forwarding, SMS and MMS to international numbers (where this is enabled) – These rates vary by country and you should check with us for accurate costings based on your destination.

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International Roaming Charges

Charges apply if you use your service internationally (when enabled). This cost varies depending on the country and the carrier you roam with. We recommend you check with us prior to travel 10Equipment Fees

You will need a DYN I.T. Solutions SIM Card to use this service. Your initial SIM Card will be provided free of charge. Lost, Stolen or Damaged SIM's may incur a replacement fee

You can use an existing unlocked mobile phone handset with this service. New handsets are available for outright purchase through DYN I.T. Solutions – if you require a new handset. Please contact our team to discuss options and obtain a quote.

Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

Service Cancellation

You need to notify us in writing, by emailing support@dyn-it.com.au to cancel your mobile service. Services are subject to a 90 day cancellation notice period, which commences from the day you notify us in writing of your cancellation.

Early Termination Charges

mobile services are offered on a monthly basis, and early termination costs will be equal to the duration of the 90 day notice period.

Service Restriction

Please note that this service may be restricted and/or cancelled if you fail to pay your bill on time, breach our terms and conditions or our fair use policy.

Other Information

Customer Service

Our team can help you with any technical support, account or sales questions you have.

Our team is available by emailing support@dyn-it.com.au or calling 1800 960 487

Our standard support hours are 9am to 5pm Monday to Friday, excluding public holidays. Emergency on-call support is available via the same phone number.

Complaints Handling

Please contact our team to discuss any complaints relating to your service. We will work with you to resolve any issues following our internal dispute resolution process.

If you are still not happy with the outcome, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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