DYN I.T. SOLUTIONS
Smart, reliable technology.

Critical Information Summary
nbn™ TC4 Residential Internet

Bandwidth (Down / Upload)	Typical Evening Speed	Monthly Charge	Minimum Term	Access Technology
100/20 Mbps	99/17 Mbps	$ 161	1 Month	FttN and Fixed Wireless
250/20 Mbps	210/12 Mbps	$ 161		Fixed Wireless Only
500/50 Mbps	249/21 Mbps	$ 131		FttP and HFC
750/50 Mbps	749/44 Mbps	$ 152		FttP and HFC
1000/100 Mbps	875/43 Mbps	$ 181		FttP and HFC
2000/200 Mbps	1810/178 Mbps	$ 231		FttP Only

Service Information

The Service

DYN I.T. Solutions' nbn® TC4 broadband service uses NBNCo infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, Fibre To The Node or Fixed Wireless) to deliver broadband to your premises. These services provide the typical business download and upload speeds listed for each plan in the table above.

Availability

These services are available anywhere that nbn® has been rolled out - for more details you can visit https://www.nbnco.com.au/learn/rolloutmap.

Access Requirements

Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises.

A person over 18 will need to be at the premises for this appointment. • You will also need an NBN-ready modem/router (see "equipment fees" on next page) FTTC customers only will also need an nbn® network connection device & HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®

Cable Path

Where an existing line or cable is not available for connection to the nbn network, you may incur private costs to install a suitable cable path for nbn to complete your installation.

Inclusions

Features of this service include:

- Best Effort Contention Ratio
- Unlimited Data with no excess usage

Minimum Term

This service is offered on a monthly basis with no contract term.

Pricing Information

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

Setup-up Fee

There will be a $0 setup fee.

Subsequent Service Fee

Where an active service is already in place at athe premises, a subsequent service fee of $300 may be applied to activate an additional service.

New Development Charge

The nbn® may charge a $300 new development fee for the cost of deploying network infrastructure to new or redeveloped premises or dwellings.

This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Excess Usage Charges

There are no excess usage charges for this service

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Equipment Fees
You may provide your own router or purchase an enterprise grade router from us. The cost of this equipment will depend on the specific requirements of your business. 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 nbn service. Services are subject to a 90 day cancellation notice period, which commences from the day you notify us in writing of your cancellation.

Cancellation Fees during in-flight order
Any fees incurred during the order process will be payable, including:

- Subsequent Service Fee
- New Development Charge

Early Termination Charges
nbn 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.

Service Relocation
Relocation of an nbn service is possible where the new address is part of the nbn footprint. Available speeds will be dependent on the access technology of the new premises.

You should notify our team as soon as possible, so that we can conduct service checks, arrange service delivery where required, and schedule in service cutover with you.

Where you require an overlap in the disconnection of your previous address, and connection at your new address, additional service fees will apply.

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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