DYN I.T. SOLUTIONS
Smart, reliable technology.

Important Information
Credit Management Policy

Purpose

This Credit Management Policy outlines how DYN I.T. Solutions manages credit risk, overdue payments, debt recovery and credit reporting in compliance with applicable legal and industry obligations, including:

- Telecommunications Consumer Protections (TCP) Code C628:2019 incorporating Variation 1/2022 (including credit and debt management provisions);
- Australian Telecommunications Alliance
- Privacy Act 1988 (Cth), Part IIIA (Credit Reporting);
- Australian Privacy Principles.

The objective of this policy is to ensure consistent, fair and transparent credit practices that support customer understanding and minimise financial harm.

Scope

This policy applies to all:

- Residential and business customers that receive post-paid services or payment terms from DYN I.T. Solutions.
- Staff involved in credit assessments, billing, debt management, collections and reporting.
- Credit-related personal information collected, held, used or disclosed by DYN I.T. Solutions.

Credit Assessment and Approval

Asesssment Criteria

Before providing services with post-paid billing or extended payment terms, the Company may:

- Conduct a credit assessment using customer-provided information.
- With the customer's consent, obtain credit reports from external Credit Reporting Bodies (CRBs).
- Take into account payment history with DYN I.T. Solutions and other credit providers.

Customers will be informed when a credit report is sought, and consent will be obtained where required by law.

Customer Notification

If credit is refused due to adverse information from a credit report or assessment, customers will be notified promptly with clear, written reasons and information on their right to access the credit report used.

Billing and Overdue Payments

Billing Terms

Accounts are issued with specified payment terms (e.g., due within 14 days of issue, or as per your agreement with us) and will state applicable fees and charges.

Overdue Payment Management

If payment is not received by the due date:

1. Reminder Stage – at 7 days overdue, we'll send you a reminder email that your invoice is overdue.
2. Second Contact – at 14 days overdue, we'll send you another email, offering discussion of payment arrangements.
3. Suspension Notice – Written warning of suspension if the debt remains unpaid after a further 7 days.
4. Second Suspension Notice – Written warning of suspension in 24 hours if the debt remains unpaid.
5. Service Suspension – Temporary suspension of service if no payment or arrangement is in place.
6. Disconnection – Where payment or arrangement remains unresolved, service disconnection may occur.
7. Debt Recovery - the debt may be referred to a collection agency or legal recovery.

DYN I.T. SOLUTIONS
Smart, reliable technology.

Important Information
Credit Management Policy

Payment Plans and Financial Hardship
Customers experiencing difficulty in paying bills should be directed to the Financial Hardship Policy for assistance, including payment plans and alternative arrangements.

While a hardship arrangement is active and being discussed, DYN I.T. Solutions will not pursue credit management actions such as suspensions or reporting defaults related to those periods, unless otherwise permitted by industry rules.

Credit Reporting
DYN I.T. Solutions may disclose credit-related information to authorised CRBs where permitted by the Privacy Act and associated Codes. Credit information may include:

- Customer identification information;
- Repayment history;
- Amounts overdue and duration of overdue;
- Default information;
- Serious credit infringements.

Before disclosing credit information to CRBs, customers will be notified as required under the Privacy Act. Customers have the right to request access to or correction of credit information held about them and to request CRBs not use or disclose their credit information if they reasonably believe they have been or are likely to be victims of fraud.

Handling of Duisputed Debts
DYN I.T. Solutions will not list disputed amounts with a CRB until the dispute is resolved. If a debt is sold or assigned in error, a formal resolution process will be followed to correct records

Debt Recovery
If your account is sent to debt collection, there will be additional charges added to your account, you will be sent a letter of demand and the debt collectors will continue to contact you.

This may also result in field calls and, if your debt is significantly large, court actions.

Complaints and Dispute Resolution
Customers may lodge complaints about credit management actions through DYN I.T. Solutions' Complaints Handling Policy. Complaints will be acknowledged and investigated, and customers will be informed of outcomes within specified timeframes.

If unresolved, customers can make a complaint to the Telecommunications Industry Ombudsman (TIO) or other external dispute resolution bodies listed in our Complaints Handling Policy.

DYN I.T.Solutions
17B Denney Street
Broadmeadow NSW 2292

Phone: 1800 960 487
Email: team@dyn-it.com.au

ABN: 16 642 323 304