DVC TELCO

DVC Telco Standalone Mobile Plans: Critical Information Summary

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Summary

Here's a quick summary of the important parts about your DVC Telco Standalone Mobile plan. These plans are postpaid mobile services which provide you access to our network, a mobile phone number and access to mobile data.

Plan	DVC Core	DVC Plus	DVC Pro	DVC Max	DVC Ultra	DVC Super-Size
Minimum Monthly Charge	$35/Mth	$45/Mth	$50/Mth	$55/Mth	$70/Mth	$75/Mth
Monthly Data Allowance	15GB	45GB	65GB	100GB	150GB	180GB
Network Access	5G Access	5G Access	5G Access	5G Access	5G Access	5G Access
Data Banking Limit	1,000GB Per Device (Maximum)					
Plan Speeds	Capped	Capped	Capped	Capped	Capped	Capped
Calls + SMS + MMS + Message bank (Australian Standard numbers)	Unlimited					
Calls + SMS + MMS (International Numbers)	Unlimited to selected countries					
Roaming Data Allowance (Use while overseas)	Not included. Check the International Calling Pack					

Minimum Term

Your mobile service will be on a casual month by month option. If you disconnect your mobile plan or port your service away from DVC Telco there is no prorate for your plan and no credit will apply for remaining days in the bill cycle. If you port your number away from DVC Telco, the total amount owing will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge. At times we may increase the plans or change plan inclusions, this will be from our Telstra Wholesale service provider. We will provide updates as soon as possible and advise the plan changes and cost to you.

What's included

These plans are for use in Australia. With your monthly plan allowance, you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13 - 1300* numbers.

Included international call value

If your plan includes an international call value: unlimited landline calls to 14 countries. Can only be used to call landline numbers unless otherwise stated. Countries include China #, Germany #, Greece #, Hong Kong #, India #, Ireland #, Malaysia #, New Zealand #, Singapore #, South Korea #, Thailand, UK #, USA, Vietnam #.

# denotes countries that include calls to mobile.

Offer Limitations

Your unlimited included value cannot be used for video MMS. MMS Video (National) and MMS (International) are charged at PAYG rates. Your unlimited included value cannot be used for making calls and sending SMS / MMS to International numbers unless it is part of your plan inclusions. Calls and SMS/MMS to premium numbers (e.g., 19xx numbers), Sensis calls or other content charges (including third party charges) are barred. Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage. Calls to Satellite numbers, calls to 1234, 12455 and 12456 or content charges (including third party charges). It does not include usage when roaming overseas, among other assistance and special numbers. These will incur excess usage charges to your monthly bill and are charged at the standard PAYG rates.

Usage and Data

You can check your data usage balance via your mobile handset. Dialling *159# and press the call button. Your data balance will appear on the screen. You will receive SMS notifications when you use 50%, 85% and 100% of your data allowance. These SMS notifications are only a guide and can be up to 48 hours behind real time usage. You will get an SMS each time a 10GB data top-up is added. Unused data is 'banked' and carried forward each month up to a maximum of 1,000GB. Unused data cannot be used while roaming overseas. Contact the DVC Telco support team if you have any questions on your usage.

Data Banking Rules

The maximum amount of unused data that can be stored in a bank is 1,000GB. Any data accrued over 1,000GB will be forfeited. Data Bank data will only be used once you have exceeded your monthly data allowance. Data banking is for stand-alone services on a single phone number/SIM.

Excess Usage Limit

All services under a shared data account will have an excess usage limit of $500 for the entire account regardless of the number of services. To lift barring on the account you must contact DVC Telco or do so via the Customer Portal (if you have access).

Overseas Usage

Your monthly included call and data value do not include usage while you are overseas, so you will be charged separately for this usage. International Roaming Bolt Ons are automatically applied to be used overseas, the Roaming Bolt Ons commence from the day they are applied to your service. Roaming is not available in all the countries. Please refer to the International Roaming Travel Pack Information for more information. All services have international calling activated by default, for services needing international barring you must contact DVC Telco or do so via the Customer Portal (if you have access).

Billing / Billing Cycle

Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected for the first month. Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge. Plan upgrade/downgrade are not prorated. New plan rate will apply in full on the day of the change, unless made on the 27th of the month. If you cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.

Payments

Invoices are issued on the 1st day of each month and are due on the 15th of each month. You can pay by direct debit from a bank account, by credit or debit card, or by bank transfer. We do not charge a surcharge for paying by card or by any other payment method.

A late payment fee of $15 will be applied if the bill due date is missed.

Should payment dates be missed or a payment be unsuccessful, and your account remains outstanding by the 27th of the month (12 days past the due date), your mobile service/s may be restricted, and your standard monthly recurring charges will still apply. We will try to contact you before we restrict or disconnect a service.

If you are experiencing difficulty paying, please contact us as early as possible on 1300 655 985 or accounts@dvctelco.com.au so we can discuss a payment plan or other assistance. Our Financial Hardship Policy is available in the customer portal. We will not suspend or disconnect a service while we are assessing a financial hardship request.

If you do not contact DVC Telco and your account remains 40 days in arrears, your mobile service/s will be disconnected.

You may change the nominated Direct Debit date by contacting our Business Services Team on 1300 655 985 or support@dvctelco.com.au.

Coverage (Restrictions and Qualifications)

The mobile product of DVC Telco uses the Telstra Wholesale 4G network and provides a 4G coverage footprint of 97.9% and a combined 5G and 4G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres.

Customer Complaints / Support Issues

DVC Telco prides itself on our customer service and if you have any complaints or issues our team can be contacted at support@dvctelco.com.au or 1300 655 985. Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 (tio.com.au), a free and independent service.

Our policies

This Critical Information Summary should be read with our Terms of Service, Privacy Policy and Financial Hardship Policy, which are available in the customer portal (https://portal.dvctelco.com.au) or on request. If anything in the Terms of Service conflicts with this summary on price or inclusions, this summary for your plan applies.