

Critical Information Summary: NBN Fixed Line Plans

Techwiz (ABN 66 287 897 255) · Services provided over the Aussie Broadband network

Information about the service

What is it? NBN broadband delivered to your premises over FTTP, HFC, FTTC, FTTB or FTTN connections.

Term, data and bundling: Month to month with no lock-in contract. Unlimited data with no excess usage charges. Bundling is not required.

Equipment: You need an NBN-compatible modem/router. You can use your own, or contact us for options.

Speeds on copper connections: FTTN, FTTB and FTTC speeds are limited by the copper line to your premises. After connection, we check the maximum speed your line can achieve and tell you the result. If your line can't reach your plan's speed tier, you can move to a lower plan or cancel, with no fee.

Plans, speeds and prices

Plan	Speed tier (download/upload)	Typical evening speed, 7–11 pm (download/upload)	Monthly charge	Minimum total cost
Techwiz NBN 12	12/1 Mbps	12/1 Mbps	\$69.00	\$69.00
Techwiz NBN 25	25/10 Mbps	23/9 Mbps	\$75.00	\$75.00
Techwiz NBN 50	50/20 Mbps	47/18 Mbps	\$95.00	\$95.00
Techwiz NBN 100	100/20 Mbps	94/18 Mbps	\$99.00	\$99.00
Techwiz NBN 100 Plus	100/40 Mbps	94/36 Mbps	\$109.00	\$109.00

The monthly charge is both the minimum and maximum monthly charge. The minimum total cost is one month's charge, plus any pro-rata charge for your first month. Typical evening speeds are not guaranteed. All prices include GST.

Information about pricing

Fees: No set-up fee, early termination fee or late payment fee.

New development charge: If NBN Co classifies your address as a new development, NBN Co may charge a \$300 New Development Charge, which we pass on at cost. We will tell you at sign-up if this applies.

Plan changes: You can change plans at any time with no change fee. Upgrades take effect once processed by the network, and the price difference for the rest of that billing month is charged pro-rata. Downgrades take effect from the start of the next billing month.

Billing and payment: Billed monthly in advance on the 1st of each month. Your first invoice includes a pro-rata charge for the rest of your first month. You can pay by card through our online payment link, or by bank transfer. No card surcharges apply, and bank transfer is free. Invoices are sent by email; we don't issue paper bills.

Other information

Power outages: Your NBN service will not work during a power outage. Any phone service that runs over your connection, such as VoIP, will also stop working, including calls to 000. Keep a charged mobile phone for emergencies.

Customer service: 0487 758 786 (Monday to Friday, 8:30 am to 5:30 pm Melbourne time) · accounts@techwiz.net.au · Techwiz, 15 Madden Street, Seaford VIC 3198

Complaints: See our Complaints Handling Policy at www.techwiz.net.au/complaints.

Payment assistance: If you're having trouble paying, see our Payment Assistance Policy at www.techwiz.net.au/hardship.

Telecommunications Industry Ombudsman (TIO): If we can't resolve your complaint, contact the TIO on 1800 062 058 or at www.tio.com.au.

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