

Critical Information Summary: NBN High-Speed Plans (FTTP and HFC)

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

Information about the service

What is it? High-speed NBN broadband, available only on FTTP and HFC connections. We will check which plans are available at your address before you order.

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 that supports your plan's speed. Wi-Fi speeds are usually lower than a wired connection. You can use your own equipment, or contact us for options.

Plans, speeds and prices

Plan	Available on	Speed tier (download/upload)	Typical evening speed, 7–11 pm (download/upload)	Monthly charge	Minimum total cost
Techwiz NBN 500	FTTP and HFC	500/50 Mbps	500/44 Mbps	\$99.00	\$99.00
Techwiz NBN 750	FTTP and HFC	750/50 Mbps	750/44 Mbps	\$115.00	\$115.00
Techwiz NBN 1000	FTTP and HFC	1000/100 Mbps	875/92 Mbps	\$129.00	\$129.00
Techwiz NBN 2000	HFC only	2000/100 Mbps	1780/92 Mbps	\$199.00	\$199.00
Techwiz NBN 2000 Plus	FTTP only	2000/200 Mbps	1810/178 Mbps	\$219.00	\$219.00

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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