

Critical Information Summary: Mobile SIM Plans

Techwiz (ABN 66 287 897 255) · Services provided over the Aussie Broadband network, using the Optus 4G and 5G mobile network

Information about the service

What is it? A SIM-only mobile plan with calls, SMS and mobile data in Australia.

Included calls and SMS: Unlimited standard national calls and SMS to Australian landlines and mobiles. International calls, premium numbers (such as 19xx) and satellite services are not included.

Minimum term: Month to month, with no lock-in contract.

Bundling: Not required. You don't need to buy any other service.

Handset: You need your own unlocked handset that works on the Optus 4G/5G network and supports VoLTE (voice over 4G), which is needed to make calls, including to 000. 5G needs a 5G-compatible handset and 5G coverage in your area. A physical SIM card is provided at no charge.

Plans and prices

Plan	Monthly data allowance	Monthly charge	Minimum total cost
Techwiz Mobile Saver	20 GB	\$39.00	\$39.00
Techwiz Mobile Value	45 GB	\$49.00	\$49.00
Techwiz Mobile Premium	180 GB	\$79.00	\$79.00

The monthly charge is both the minimum and maximum monthly charge for your included calls, SMS and data. The minimum total cost is one month's charge, plus any pro-rata charge for your first month. All prices include GST.

When you reach your data allowance: There are no excess data charges. Your data speed is slowed to 1.5 Mbps for the rest of the billing month, then returns to normal at the start of the next month. Unused data does not roll over.

Information about pricing

Set-up fee: \$0.

Early termination fee: \$0.

Late payment fee: \$0.

Plan changes: You can change plans at any time with no change fee. Upgrades take effect once processed, 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

Usage alerts: You will receive automatic SMS alerts as you use your monthly data allowance. You can also contact us to check your usage.

Account security: We verify your identity before SIM replacements, number ports and account changes.

Coverage: Coverage and speeds depend on your location, handset and network conditions.

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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