

Techwiz Complaints Handling Policy

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Complaints Handling Policy

Techwiz (ABN 66 287 897 255) handles complaints about our telecommunications services fairly, promptly and free of charge. This policy follows the applicable ACMA standards, including the Telecommunications (Consumer Complaints Handling) Industry Standard.

1. What is a complaint?

A complaint is an expression of dissatisfaction made to us about our telecommunications services (NBN broadband, mobile and data SIM services), our staff, or how we have handled a complaint, where you expect a response or resolution.

You don't need to use the word "complaint". Many issues can be fixed straight away when you contact us. If you tell us you're unhappy with our service or how we've handled something, we will record it as a complaint and follow the process below.

2. How to make a complaint

Making a complaint is free. You can contact us by:

- **Phone:** 0487 758 786 (Monday to Friday, 8:30 am to 5:30 pm Melbourne time)
- **Email:** accounts@techwiz.net.au (subject line: "Complaint")
- **Post:** Techwiz, 15 Madden Street, Seaford VIC 3198

You can ask someone else, such as a family member, carer or advocate, to deal with us on your behalf. Just let us know and tell us who they are.

If you need help communicating with us:

- **Interpreter:** call the Translating and Interpreting Service on 131 450 and ask them to call us.
- **Hearing or speech impairment:** contact us through the National Relay Service at accesshub.gov.au.

3. How we handle your complaint

1. **Acknowledgement.** We will acknowledge your complaint straight away if you contact us by phone or in person, and within 2 business days if you contact us another way. We will give you a unique reference number.
2. **Investigation.** We will look into the issue and keep you informed of our progress.
3. **Proposed resolution.** We will tell you how we propose to resolve your complaint within 15 business days of receiving it.
4. **Implementation.** Once you accept our proposed resolution, we will complete all agreed actions within 10 business days, or sooner where we can.

4. Urgent complaints

We treat a complaint as urgent if:

- you have applied for, or are receiving, help under our Financial Hardship Policy, and the complaint relates to that
- your service has been disconnected, or disconnection is imminent
- you are registered for priority assistance for a medical condition
- you are experiencing domestic, family or sexual violence, and the complaint relates to your safety or your service

For urgent complaints, we will propose a resolution within 2 business days and complete any agreed actions within 2 business days of your acceptance.

5. If we need more time

If we can't propose a resolution within the timeframes above, we will contact you before the deadline. We will explain why, give you a new timeframe, and tell you that you can go to the Telecommunications Industry Ombudsman (TIO).

If the delay is more than 10 business days beyond the original timeframe, we will also explain that you can go to the TIO without waiting any longer, unless the delay is caused by something outside our control that we have told you about.

6. Escalating within Techwiz

If you're unhappy with how your complaint is being handled, or with our proposed resolution, you can ask for it to be reviewed by the business owner. Just ask when you contact us, quoting your reference number. We will treat a request for review as urgent if the complaint was urgent.

7. Disputed amounts

While your complaint is being handled, we will not suspend or disconnect your service, or take collection action, for an amount that is the subject of your complaint. You still need to pay any part of your bill that isn't in dispute.

8. Closing your complaint

We will close your complaint when:

- you tell us you're satisfied with the resolution, and we have completed the agreed actions, or
- we have told you about the TIO and you haven't responded within 10 business days.

9. Going to the Telecommunications Industry Ombudsman

If you're not satisfied with how we have handled your complaint, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent dispute resolution service for residential and small business customers.

- **Phone:** 1800 062 058
- **Email:** tio@tio.com.au
- **Fax:** 1800 630 614
- **Website:** www.tio.com.au
- **Post:** PO Box 276, Collins Street West VIC 8007

The TIO will usually ask you to give us a chance to fix the problem first.

10. Access to this policy

This policy and a one-page summary are free and available on our website at www.techwiz.net.au/complaints. We will email or post you a copy on request.

We keep records of all complaints, and use them to find and fix recurring problems. We handle your personal information in line with our Privacy Policy.

Last updated: 30 September 2026

Customer summary: how to make a complaint

If you're unhappy with your Techwiz phone or internet service, tell us and we'll work to fix it. Making a complaint is free.

Contact us

- Phone 0487 758 786, Monday to Friday, 8:30 am to 5:30 pm Melbourne time
- Email accounts@techwiz.net.au with "Complaint" in the subject line
- Post to Techwiz, 15 Madden Street, Seaford VIC 3198

What happens next

Step	Standard complaint	Urgent complaint
We acknowledge it and give you a reference number	Immediately by phone, otherwise within 2 business days	Immediately by phone, otherwise within 2 business days
We propose a resolution	Within 15 business days	Within 2 business days
We complete the agreed actions	Within 10 business days of you accepting	Within 2 business days of you accepting

Complaints are urgent if they involve financial hardship, disconnection, priority assistance, or domestic, family or sexual violence. If we need more time, we'll tell you why and when to expect an answer.

While we handle it, we won't suspend or disconnect your service over an amount you're disputing. Please keep paying the rest of your bill.

Not happy with our response? Ask for a review by the business owner. You can also contact the Telecommunications Industry Ombudsman, a free and independent service, on 1800 062 058 or at www.tio.com.au.

Need help communicating? Call the Translating and Interpreting Service on 131 450, or use the National Relay Service at accesshub.gov.au.

Our full Complaints Handling Policy is at www.techwiz.net.au/complaints, or ask us for a copy.