

Customer Terms and Conditions — Techwiz

Provider: Techwiz (ABN 66 287 897 255)

Address: 15 Madden Street, Seaford VIC 3198

Contact: 0487 758 786 | accounts@techwiz.net.au

Website: www.techwiz.net.au

Last updated: 30 September 2026

1. About This Agreement

1.1 These Customer Terms and Conditions apply to all telecommunications services supplied by Techwiz to residential and small business customers, including NBN fixed line broadband, NBN Fixed Wireless broadband, mobile SIM plans and data SIM plans.

1.2 Services are delivered by Techwiz as a carriage service provider reselling wholesale capacity over the Aussie Broadband network (and the Optus mobile network for SIM services).

1.3 This agreement begins when you order a service and we confirm your order, or when your service is first activated, whichever happens first.

1.4 The agreement consists of these Terms and Conditions, the Critical Information Summary (CIS) for your plan, our NBN Key Facts Sheet (for NBN services), our Complaints Handling Policy and our Payment Assistance Policy.

2. Service Term and No Lock-in Contracts

2.1 All Techwiz retail plans are supplied on a month-to-month basis.

2.2 There are no lock-in contracts and no early termination fees.

2.3 You may cancel your service at any time in accordance with clause 4.

3. Billing, Fees and Payment

3.1 Services are billed monthly in advance on the 1st day of each month.

3.2 Your first invoice will include a pro-rata charge for the days remaining in your first month from the date of activation, plus the upcoming monthly plan charge in advance.

3.3 You can pay by card through our online payment provider, or by bank transfer (BSB and account number).

3.4 We do not charge card payment surcharges. Bank transfers are free.

3.5 Invoices are delivered by email. We do not provide printed paper invoices.

3.6 Techwiz does not charge late payment fees.

3.7 You may request to upgrade or downgrade your plan at any time without a plan change fee. Upgrades take effect once processed by the wholesale network, and the difference in plan charges for the remaining days of that billing month is charged on a pro-rata basis. Downgrades take effect from the 1st day of the following month.

4. Cancelling Your Service

4.1 You may cancel your service at any time by telling us by email at accounts@techwiz.net.au or by phone on 0487 758 786.

4.2 Cancellation takes effect at the end of the calendar month in which notice is given. Because services are billed monthly in advance, charges for the current billing month are not refunded.

4.3 There are no cancellation fees or early termination charges.

4.4 When a service is cancelled, you remain responsible for any charges incurred before the cancellation date.

4.5 If you transfer your service to another provider, your Techwiz service ends when the transfer completes. Charges already billed for that month are not refunded.

5. Changes to Prices and Terms

5.1 We may change our prices, plans or these terms from time to time.

5.2 If we make a change that has a neutral or beneficial effect on you, we may implement it immediately and notify you on our website or on your next invoice.

5.3 If we make a change that is detrimental to you (such as a price increase or a reduction in plan inclusions), we will give you at least 30 calendar days' advance written notice by email.

5.4 If you do not accept a detrimental change, you may cancel your service without penalty before the change takes effect.

6. Overdue Accounts, Suspension and Disconnection

6.1 Suspension or disconnection of a service for non-payment is a last resort.

6.2 If an invoice is unpaid past its due date, we will make reasonable attempts to contact you by email or phone to resolve the payment before taking any restriction action.

6.3 Before we suspend or disconnect a service for non-payment, we will:

- tell you about our Payment Assistance Policy and the assistance available to you; and
- give you at least 10 business days' written notice of our intention to suspend or disconnect the service.

6.4 We will not suspend or disconnect your service for non-payment if:

- you have asked for payment assistance and we are assessing your request;
- you have an agreed payment assistance arrangement with us and are keeping to it; or
- the unpaid amount is the subject of an unresolved complaint being handled under our Complaints Handling Policy or by the Telecommunications Industry Ombudsman (TIO).

7. Fair and Acceptable Use

7.1 You must use our services reasonably, legally and in good faith.

7.2 Services are intended for standard residential use or normal small business day-to-day operations. You must not:

- resell, re-supply or commercially exploit any Techwiz service to third parties without our prior written consent;
- use mobile SIM or data SIM services for continuous automated call routing, telemarketing, bulk commercial messaging or call centre traffic;
- generate artificial network traffic, or use services in a way that degrades, disrupts or interferes with the networks of our wholesale suppliers or other users; or
- use the service to commit illegal acts, transmit unlawful or abusive material, or infringe third-party intellectual property rights.

7.3 If we reasonably believe you are in breach of this clause, we will contact you to discuss the issue. If the breach continues or poses an immediate threat to network integrity, we may restrict, suspend or end your service after giving reasonable notice.

8. When We May End a Service

8.1 We may end a service by giving you at least 30 days' written notice if we stop offering it, or with as much notice as possible if our wholesale provider stops supplying it. We will refund any charges you have prepaid for the period after the service ends.

9. Customer Responsibilities and Equipment

9.1 You are responsible for supplying, configuring and maintaining an NBN-compatible modem/router (or a mobile handset or 4G/5G device for SIM services), unless you buy hardware directly from us.

9.2 You are responsible for any cabling, data points or power outlets inside your premises beyond the NBN connection box or first telephone socket.

9.3 You must keep your contact details, including your email address and phone number, accurate and up to date.

9.4 You must keep your account details and passwords secure. We will verify your identity before SIM replacements, mobile number ports and other high-risk account changes.

10. Service Quality, Faults and Outages

10.1 We do not own or operate the underlying telecommunications networks. Services are subject to the availability, coverage and maintenance of NBN Co and our wholesale providers' networks.

10.2 We do not provide guaranteed service levels, fault restoration timeframes or uninterrupted service beyond what NBN Co and our wholesale providers provide.

10.3 If you experience a service fault, report it to us. We will investigate the fault, log it with our wholesale provider, and keep you reasonably informed of progress.

10.4 NBN services need mains power and will stop working during a power outage. Any phone service that runs over your NBN connection, such as VoIP, will also stop working, including calls to 000. You are responsible for keeping another way to make emergency calls, such as a charged mobile phone.

11. NBN New Development Charge

11.1 If NBN Co identifies your address as a new development that has not previously been connected to the NBN, NBN Co may charge a \$300 New Development Charge.

11.2 Techwiz passes this charge on at cost. We will tell you before placing the order so you can confirm whether you want to proceed.

12. Privacy and Personal Information

12.1 We collect, store and handle your personal information in accordance with the *Privacy Act 1988* (Cth), the Australian Privacy Principles and Part 13 of the *Telecommunications Act 1997* (Cth).

12.2 We only use your information to supply, bill, support and secure your services, and to meet our legal obligations, including providing information needed for emergency call services.

12.3 We do not sell or rent your personal information to third parties.

13. Australian Consumer Law Guarantees

13.1 Nothing in these terms excludes, restricts or modifies any rights, guarantees or remedies you have under the Australian Consumer Law (Schedule 2 of the *Competition and Consumer Act 2010* (Cth)).

13.2 Our services come with guarantees that cannot be excluded under the Australian Consumer Law. If we fail to meet a consumer guarantee, you are entitled to remedies, which may include having the service fixed, or cancelling the contract and claiming a refund for the unused portion.

14. Complaints and Dispute Resolution

14.1 If you are unhappy with our service, staff or billing, you can make a complaint free of charge under our Complaints Handling Policy at www.techwiz.net.au/complaints.

14.2 We will acknowledge your complaint within 2 business days and aim to propose a resolution within 10 business days.

14.3 If we can't resolve your complaint to your satisfaction, you can refer it to the Telecommunications Industry Ombudsman (TIO), a free and independent dispute resolution service for residential and small business customers:

- Phone: 1800 062 058
- Website: www.tio.com.au
- Post: PO Box 276, Collins Street West VIC 8007

15. Governing Law

15.1 This agreement is governed by the laws of Victoria, Australia.

15.2 Both parties submit to the non-exclusive jurisdiction of the courts of Victoria.