

Domestic, Family and Sexual Violence Support Statement — Techwiz

Techwiz (ABN 66 287 897 255) recognises that domestic, family and sexual violence can directly affect your safety and your ability to keep essential phone and internet services. We are committed to supporting customers experiencing violence with care and dignity, and to handling your information confidentially.

Immediate Safety and Online Privacy

- **If you are in immediate danger:** call emergency services on 000 straight away.
- **Browsing safely:** if you are worried someone may monitor your device or internet history, consider opening this page in a private or incognito browsing window, or clearing your browser history after viewing it.

How to Contact Us for Support

If you or someone in your care is affected by domestic, family or sexual violence, you can contact us directly:

- **Phone:** 0487 758 786
- **Email:** accounts@techwiz.net.au

A senior member of our team handles these requests personally, so you have a consistent point of contact.

You do not need to provide police reports, court documents or any other proof of violence to receive support. We will listen respectfully and make sure you are not asked to repeat your story more than necessary.

How We Can Help

As a small business, we work with you directly to find practical solutions that fit your situation. We will work with you on options such as:

- updating or securing your account details, passwords and contact information;
- setting up a separate account or a new service in your own name;
- changing an existing mobile phone number;

- keeping your information confidential and making sure it is not disclosed to anyone else associated with the account; and
- payment assistance, bill flexibility and fee relief under our Payment Assistance Policy at www.techwiz.net.au/hardship.

Free External Support Services

Free and confidential support is available across Australia:

- **1800RESPECT:** call 1800 737 732 or visit 1800respect.org.au. National sexual assault, domestic and family violence counselling service, available 24/7.
- **Men's Referral Service:** call 1300 766 491. Support for men concerned about their own behaviour in relationships and families.
- **National Debt Helpline:** call 1800 007 007 or visit ndh.org.au. Free, confidential financial counselling.

Feedback and Complaints

If you are unhappy with how we handled your request, you can make a complaint under our Complaints Handling Policy at www.techwiz.net.au/complaints.

If we can't resolve it together, you can contact the Telecommunications Industry Ombudsman (TIO) for free, independent dispute resolution on 1800 062 058 or at www.tio.com.au.

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