



Terms and Conditions: NOW Techsperts Membership, Remote Support and In-Home Visits

NOW Techsperts Annual Membership

1. The minimum membership term is 12 months.
2. The techsperts membership applies to one residential home. If you wish to access NOW techsperts membership across multiple homes then additional memberships are required.
3. The techsperts membership costs \$9.95 per month for NOW Broadband customers or \$19.95 per month for non-NOW Broadband customers.
4. The techsperts membership includes unlimited access to phone support and remote support between the hours of:
 - Mon – Fri 8:30am to 9:00pm
 - Sat – Sun 8:30am to 5:00pm
5. Remote support is the ability to get access to your computer from a remote distance. NOW provides this via a popular piece of software. With your permission, this software connects to any computer and/or device to allow us to assist you.
6. If you live within the Service Region, one in-home Digital Health Check can be provided for each year of your techsperts membership. This is an in-home visit for a maximum of 2 hours. To access this service, you must contact NOW to arrange it. Unused Digital Health Checks cannot be rolled over to the following year.
7. The Service Region covers Hawke's Bay, Rotorua, Tauranga, Lower Hutt and a radius of up to 20 km from these centres. An additional charge of \$1 per km is charged for locations further afield.
8. Other than the annual Digital Health Check, in-home visits are not included as part of this membership. A separate charging schedule is provided for in-home services.
9. Early Termination Fee – if you end your techsperts membership prior to the completion of the minimum membership term, you will be charged an early termination fee of \$99.
10. Notice period – following the expiry of the minimum membership term, you'll need to give us 30 days' notice to end your membership otherwise an early termination fee applies.
11. All charges contained in these terms and conditions include GST.
12. NOW's [General Terms and Conditions](#) apply to the techsperts membership.

NOW Techsperts Charged Phone Support and Remote Support

1. Phone support and remote support is available to residential homes between the hours of:
 - Mon – Fri 8:30am to 9:00pm
 - Sat – Sun 8:30am to 5:00pm
2. 'Beyond the Router' phone support and remote support has a minimum charge of \$35 if you do not have a techsperts membership. This charge covers up to the first 15 minutes of support and additional time is charged at \$35 per 15 minutes or part thereof. Our customer service team will confirm pricing with you prior to proceeding with support and will advise you when the call charges begin and end.



3. Remote support is the ability to get access to your computer from a remote distance. NOW provides this via a popular piece of software. With your permission, this software connects to any computer and/or device to allow us to assist you.
4. All charges contained in these terms and conditions include GST.
5. NOW's [General Terms and Conditions](#) apply to techsperts phone support and remote support

NOW Techsperts In-Home Visits

1. In-home support is available to residential homes within the Service Region between the hours of Mon – Fri 9:00am to 4:30pm
2. The Service Region covers Hawke's Bay, Rotorua, Tauranga, Lower Hutt and a radius of up to 20 km from these centres. An additional charge of \$1 per km is charged for locations further afield.
3. In-home visits have a minimum charge of \$70. This charge covers up to the first half hour of support. This excludes computer and electrical services which have a minimum charge of \$140 for up to the first hour of support. Additional time is charged at \$70 for half hour or part thereof.
4. Time and costs of travel will not be charged, other than as set out within the definition of the Service Region.
5. Cancellations for home visits – if you wish to cancel a pre-arranged in-home visit, we require at least 2 hours' notice otherwise NOW reserves the right to charge a cancellation fee of \$50.
6. Customer 'no shows' – if you miss a pre-arranged appointment, NOW reserves the right to charge a missed appointment fee of \$50.
7. All charges contained in these terms and conditions include GST.
8. NOW's [General Terms and Conditions](#) apply to techsperts in-home visits

NOW Techsperts Payment Terms

1. If you are a non-NOW Broadband customer, payment for techsperts phone support and remote support must be made upfront at the time of call via MasterCard or Visa. Payment for in-home visits must be made with our techsperts at the conclusion of the visit.
2. If you are a NOW Broadband customer, techsperts services up to the value of \$300 will be added to your next monthly invoice. If the services total greater than \$300 then payment of the excess must be made with our techsperts at the conclusion of the visit.
3. All product sales must be paid for at the time the product is provided.
4. The following payment methods are accepted:
 - MasterCard or Visa credit cards and debit cards are accepted over the phone, at an in-home visit or in our NOW Service Hubs
 - Cash and EFTPOS are accepted in our NOW Service Hubs. Note that for the safety of our staff, cash is not accepted for in-home visits.
5. All charges contained in these terms and conditions include GST.