

Residential Home Tech Assist Service Terms

These Service Terms form part of your Agreement with NOW and should be read in conjunction with NOW's Residential Customer Terms and Conditions which can be found at <https://www.nownz.co.nz/terms-conditions/residential-terms-and-conditions/>. In the event of any inconsistency between these Service Terms and any other clause of the Agreement, these Service Terms take precedence.

1. Overview

This agreement applies whenever NOW provides services of any kind or does anything else for NOW residential customers. In this agreement, we have used "we" or "us" for NOW providing services for you, "you" for the customer and "service" or "services" to cover all goods and services of any kind we provide and anything else we do.

The following Terms apply to our customers who have a NOW Residential Home Tech Assist Membership or use our Home Tech Assist services.

2. Service options

NOW Home Tech Assist services include annual memberships who require ongoing technical assistance "beyond-the-router" or one-off paid engagements for customers who require a single remote or in-home consultancy.

2.1 Membership options

There are two standard types of Home Tech Assist memberships available for residential customers:

- Remote assist. This option provides you with unlimited phone and remote computer connectivity support for general broadband and computer device challenges.
- In-home assist. This option provides unlimited access to remote support in addition to two in-home visits for hand-on technical and device configuration, setup and problem solving. In-home assist also provides fault fixing for your in-home wiring as well as a 10% discount off NOW shop purchases (devices only).

You acknowledge and agree that you have the appropriate membership option for your relevant needs.

2.2 One-off consultancy

- One-off jobs can be booked for a variety of technical support items. One-off jobs can be provided both as a remote support or an in-home assist basis depending on the type of job.

2.3 Types of Home Tech Assist jobs

Remote assist can provide help with the following household technology support areas:

- Slow computers or devices
- Computer virus protection or malware removal
- Email setup and troubleshooting
- Software upgrades installation and setup
- Setting up and backing up photo's, documents and files to cloud storage

In addition to Remote Assist jobs, In-Home Assist can provide help with the following household technology support areas:

- Fix poor Wi-Fi coverage and slow internet (buffering)

- Help with streaming audio or video to your devices all around the home
- New device setup (including TV's, computers, tablets, home automation)
- Installation of any of our Smart Home devices that are purchased through our on-line [store](#).
- Cabling clean-up and TV mounting options
- Smart home planning and installation
- Device education and training (tablets, mobile phones, computers)
- Wiring and maintenance related faults and support for your in-home wiring.

3. Service terms

1. The minimum Home Tech Assist membership term is 12 months.
2. The Home Tech Assist membership applies to one residential home which is the registered address of your broadband service. If you wish to access NOW Home Tech Assist membership across multiple homes then additional memberships are required.
3. The Home Tech Assist support hours:
 - Remote assist - phone support and remote support between the hours of 8:30am to 9:00pm Monday to Friday and 8:30am to 5:00pm Saturday to Sunday.
 - In-home assist – in-home support via pre-booked jobs between the hours of 8:30am to 5:00pm Monday to Friday.
4. Remote support is provided via NOW's ability to get remote access to your computer using a piece of software. With your permission, this software connects to any computer and/or device to allow us to assist you.
5. In-home assist membership entitles customers to 2 in-home visits in a calendar year from their membership start date. In-home appointments must be pre-arranged through calling 0800 438 669 or via our website [here](#).
6. In-home assist memberships entitle customers to wiring and maintenance cover for your premise wiring in the event of degradation or fault. See wiring and maintenance [service schedule](#) for what is covered by this service.
7. The in-home assist Service Region covers a radius of up to 20 km from our service centres in Hawke's Bay, Rotorua, Tauranga, Christchurch, Wellington and Auckland. An additional charge of \$1 per km is charged for locations outside of this radius.
8. Early Termination Fee – if you end your Home Tech Assist membership prior to the completion of your initial 12-month membership term, you will be charged an early termination fee of \$99.
9. Notice period – following the expiry of the minimum membership term, you'll need to give us 30 days' notice to end your membership.
10. NOW may request that product hardware sales are paid for at the time the product is provided, where the purchase price exceeds \$600.
11. One-off in-home visits have a minimum charge of one-hour. Additional time is charged in 30-minute increments. One-off remote assist jobs have a minimum charge of 15-minutes. Additional time is charged in 15-minute increments. Home Tech Assist labour rates can be found on our website [here](#).
12. Cancellations for in-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.
13. Customer 'no shows' – if you miss a pre-arranged appointment, NOW reserves the right to charge a missed appointment fee of \$50.
14. All charges contained in these Service Terms include GST.