

Financial Hardship Policy



We recognise that situations may arise where you encounter difficulties in paying your bills due to various reasons, whether temporary or long-term. Please know that we are here to help. Our utmost commitment lies in assisting customers experiencing financial hardships by ensuring their uninterrupted access to internet and phone services, while actively collaborating with them to identify sustainable solutions. Depending on your specific circumstances, we offer flexible payment plans and other forms of support to help you through these challenges.

You can request a payment extension or plan by phoning us on 1300 031 107 from 9am to 5pm AEST, Monday to Friday. Alternatively, you can email accounts@myhomefone.com.au

To assess how we can help, please provide:

- Account Holder's Name
- Account Number (can be found in your welcome email or the top right of your bill)
- Point of contact details (if acting on behalf of the account holder)
- Reason for financial hardship

Sometimes we may also require supporting documentation such as payslips, Centrelink statements, bank statements or evidence that you have consulted with a recognised financial counsellor. If necessary, we'll let you know. These documents (will be handled in accordance with our Privacy Policy) can be emailed to the above address, please also include the reference number we provide you for your case.

Our team is committed to collaborating with you to identify the most suitable ways to support you. We offer a range of solutions, including:

- Implementing spend controls or plan downgrades
- Enforcing service restrictions
- Providing data capped plans
- Establishing payment plans
- Granting payment extensions
- Waiving late payment or cancellation fees
- Incentives for making payments, for example, payment matching
- Offering bill waivers in exceptional circumstances

Each application will be assessed on a case-by-case basis. We will work with you to try and keep you connected.

Further Assistance

The National Debt Helpline

The National Debt Helpline (NDH) is a not-for-profit service that helps people in Australia tackle their debt problems. You can call the helpline on 1800 007 007 or visit their website at www.ndh.org.au

Complaints

If you are unsatisfied with your financial hardship assessment, you can request a review by lodging a formal complaint. Please refer to our Complaints Handling Policy for further details.