# Payment Assistance: Summary and Application Form

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | Version 1.0 | Effective November 2026

## Summary

If you are having trouble paying your Beyond Broadband bill, we can help, and it's free to ask. You don't need to miss a payment first.

- **Options:** more time to pay, a payment plan you can afford, an account credit, a bill discount, waiving some or all of a debt, or moving to a cheaper plan.
- **No evidence needed** for short-term help, or if you may be affected by domestic or family violence.
- **Fast answers:** we assess your application within 5 business days and tell you the outcome within 2 business days after that.
- **Staying connected:** we won't suspend or disconnect your service while you are applying or keeping to an arrangement. Disconnection is always a last resort.
- **No fees** to apply for or receive assistance.

Apply using the form below, email support@beyondbroadband.com.au or call 07 3881 9606 (Monday to Friday, 9:00 am to 5:00 pm AEST (excluding Queensland public holidays)). Someone else, such as a financial counsellor, can apply for you. Read the full Payment Assistance Policy. Free financial counselling: National Debt Helpline 1800 007 007.

## Application form

Fill in what you can; leave blank anything you are not comfortable sharing. Email to support@beyondbroadband.com.au or post to Level 1, 377 Montague Road, West End QLD 4101.

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| **Account holder name** | |
| **Account number or service number** | |
| **Best way and time to contact you safely** | |
| **Is anyone applying for you? (name and relationship)** | |
| **What is making it hard to pay? (a short description is enough)** | |
| **Is this short-term or ongoing?** | Short-term / Ongoing / Not sure |
| **What could you afford to pay, and how often?** | |
| **Which options interest you?** | More time to pay / Payment plan / Credit or discount / Debt waiver / Cheaper plan / Not sure |
| **Anything else we should know (including any safety concerns)?** | |
| **Signature and date (or type your name if emailing)** | |