Payment Assistance Policy

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

Financial difficulty can happen to anyone. This policy explains how we help residential, small business and not-for-profit customers who are having trouble paying, so you can stay connected. It follows the Telecommunications (Financial Hardship) Industry Standard 2024. Suspending or disconnecting a service for non-payment is always a **measure of last resort**.

1. Who can ask for help

You can ask for payment assistance at any time, free of charge, if you are having difficulty paying for your services, whether the difficulty is short-term or ongoing. You do not need to have missed a payment. Common causes include illness, job loss, reduced income, changes in family circumstances, bereavement, domestic or family violence and natural disasters.

2. How to apply

Complete our application form, 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)). You can email at any time; we respond during business hours. Just tell us you need help with payments. A financial counsellor, support worker or other authorised representative can apply for you, and we can help you complete the application.

3. Options we can offer

We offer at least these six options, and will work with you to choose what suits your circumstances and capacity to pay:

- postponing or extending the time to pay a bill;
- a payment plan based on what you can afford;
- a credit to your account;
- a discount on a bill or charge;
- waiving all or part of a debt; and
- moving you to a lower-cost plan.

We take your situation into account, including safety and the importance of staying connected.

4. Information we may ask for

We will not ask for evidence for short-term assistance, or if you may be affected by domestic or family violence. For longer-term assistance we may ask for information only in the limited circumstances the Standard allows and only where strictly necessary. We will explain in writing what we need and why.

5. Timeframes

We assess your application within 5 business days of receiving all the information we need, and tell you the outcome within 2 business days of completing our assessment. If you are not eligible we will tell you straight away and explain why.

6. Your arrangement

Your arrangement starts when you agree to it. Within 2 business days we confirm it in writing, including what you need to pay and when, how long it lasts, your rights and obligations, and how to ask for a review. Please tell us within 14 days if your circumstances change or you can't keep to the arrangement, so we can review it. We never charge a fee to apply for, assess, set up or manage payment assistance.

7. Staying connected

We will not restrict, suspend or disconnect your service, or sell your debt, while you are discussing options with us, applying for assistance or keeping to an arrangement. If we ever need to take credit action, we will first check whether you are experiencing financial hardship and give you at least 10 business days' written notice before suspending or disconnecting a service.

8. Privacy and safety

We keep your information confidential under our Privacy Policy. Tell us if a contact method or time is unsafe. If you are experiencing domestic, family or sexual violence, see our DFSV Support Statement; you do not need to give us details of the violence to get help.

9. Complaints and independent help

If you are unhappy with our decision or how we handled your request, ask us to review it or make a complaint under our Complaints Handling Policy. If we can't resolve it, contact the Telecommunications Industry Ombudsman (TIO): 1800 062 058 or tio.com.au. For free financial counselling, call the National Debt Helpline on 1800 007 007 or visit moneysmart.gov.au.

10. About this policy

This policy is free and available on our website and on request. It is approved by our Chief Executive Officer and reviewed at least every 12 months.