

Financial Hardship Policy

Prime Broadband understands that there are instances where you may have difficulty paying your bills over a short or long term. As per the Telecommunications Consumer Protections Code C628:2015, financial hardship is a situation where:

- (a) a Customer is unable to discharge the financial obligations owed by the Customer under their Customer Contract or otherwise discharge the financial obligations owed by the Customer to a Supplier, due to illness, unemployment, being the victim of domestic or family violence, or other reasonable cause; and
- (b) the Customer believes that they are able to discharge those obligations if the relevant payment arrangements or other arrangements relating to the supply of Telecommunications Products by the Supplier to the Customer are changed.

If you feel that you need assistance and ongoing support with your Prime Broadband charges, please contact us to discuss available options.

How to Start

If you need extra time to pay any outstanding charges, please contact us as soon as you're able. Our friendly team is here to help over the phone, via email, or using the contact form on our website.

Eligibility

When assessing your eligibility for financial hardship, we may ask you to provide documents such as:

- A statutory declaration of official written communication from a person or support group that is familiar with your circumstances
- Evidence that you have consulted a recognised financial counsellor
- A statement of your financial position

If you cannot provide us with the requested information, we may be unable to assess your circumstances. However, we do recognise that customers in situations of domestic or family violence may be unable to provide documentation. Once we have the pertinent information, we will notify you within seven working days as to whether you qualify for assistance under our Financial Hardship Policy.

If you are eligible, we will work with you to come to an arrangement that allows you to pay your outstanding charges in a way that does not worsen your financial position. Where appropriate, we will discuss means on how to limit your spend (Which may include barring some service features) during and after the time of our arrangement.

Once we have an agreement, we will put this in writing via letter or email. You must inform Prime if your circumstances change (for better or worse) during the arrangement.

We will not charge you for assessing your financial hardship circumstances, or for administering the matter.

Counselling

You may contact the National Debt Helpline on 1800 007 007 between 09:30 till 16:30 Monday to Friday. The National Debt Helpline is a free, independent, not-for-profit service to provide assistance. You can visit their website at <https://ndh.org.au/>.