

iPrimus

Payment Assistance Policy Program

Are you finding it hard to pay your bill?
We're here to help.

We understand that telecommunication is an essential service, and our goal is to support and help our customers stay connected, with disconnection being the absolute last resort.

1300 312 337

Monday - Friday 9.00 am - 6.00 pm AEST

financialhardship@iprimus.com.au

What is the iPrimus Payment Assistance Program

The iPrimus Payment Assistance Program helps support customers who have fallen behind with paying their bills and are facing financial difficulties. We will work with you to support you in catching up and getting back on track with your bills.

This assistance is free and made available to anyone experiencing short or long-term financial stress.

Who is eligible?

The iPrimus Payment Assistance Program is here to support customers who could be facing the following situations:

- Serious illness, injury, death or change in personal or family circumstances;
- Unemployment or reduction of income;
- Family or domestic violence; Natural disasters;
- Unexpected events or unforeseen changes impacting your income or expenditure; or
- Other reasonable causes beyond your control that would impact your ability to pay your bill.

How can we help?

We have a variety of options to help you get back on track with your bills. This assistance can include:

- Short or Long-term payment arrangements;
- Payment extensions;
- Discounts;
- Spend controls;
- Restriction of services to reduce financial over commitment;
- Low-cost interim options until you can continue with original payments;
- Waiver of late payment fees or cancellation fees; and
- External support to financial counsellors or other services depending on your situation.

What is difference between Short-Term vs Long-Term Assistance?

Our specialist will look at the best options to assist you and your situation, including having a discussion with you about payment options to get back on track. This includes a short-term option where we can set up a 12-week payment plan to pay off your debt or if you need more time we can enter you onto a long-term payment plan.

Will I still receive collection notices when under the iPrimus Payment Assistance Program?

No, once you enter onto the iPrimus Payment Assistance Program you will no longer be at risk of suspension or disconnection of your service and will not receive any collection notices from us.

How can you receive support under the Payment Assistance Program?

You don't need to provide us any evidence about your current situation and it's easy to get in contact with us.

Simply complete the webform with your account information and the reason for assistance and we will get back to you within 5 business days with the outcome of your request.

<https://www.iprimus.com.au/financial-hardship-support-request>

If you would prefer to contact us via phone, you can call our team on **1300 312 337** Monday - Friday 9.00 am - 6.00 pm AEST or you can contact us via email: financialhardship@iprimus.com.au

Can you be declined from receiving support under iPrimus Payment Assistance Program?

Yes, if you have had 2 or more unsuccessful arrangements with us under the iPrimus Payment Assistance Program, you may be declined from re-entering onto the program. You will be notified within 5 business days if your request has been declined.

Support from registered financial counsellors

If you are facing financial difficulty, you may wish to obtain advice from a community financial counsellor.

You can talk to a financial counsellor from anywhere in Australia by calling **1800 007 007** (Monday to Friday, 9.30 am - 4.30 pm). This number will automatically switch through to the service in the State or Territory closest to you, or you can visit the National Debt Helpline www.ndh.org.au

If you would like a Financial Counsellor to work with us on your behalf, you'll need to contact us to provide authority for this.

Need more help?

Here are some links and information to services that could assist you.

Organisation	Description
Services Australia	Information about contacting Centrelink, Medicare or Child Support, and the Department of Human Services. Visit: www.servicesaustralia.gov.au
Money smart	MoneySmart offer free, independent guidance so you can make most of your money. Visit: www.moneysmart.gov.au
Kids Helpline	Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25. Phone: 1800 551 800 Website: kidshelpline.com.au
1800 Respect	If you're suffering from sexual assault or domestic/family violence, 1800 RESPECT is open 24 hours a day. Phone: 1800 737 732 Website: 1800respect.org.au
MensLine Australia	MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime. Phone: 1300 789 978 Website: mensline.org.au
Woman Resource Information and Support Centre (WRISC) Aboriginal Family Violence Program	WRISC strongly believes in understanding and respecting Aboriginal and Torres Strait Islander cultures and our shared history as Indigenous and non-indigenous Australians. Phone: (03) 5333 3666 Website: wrisc.org.au/aboriginal-family-violence-program.php
iPrimus Complaints Team & iPrimus Complaints & The Telecommunications Industry Ombudsman (TIO)	<p>If you would like to speak to someone in regards to a complaint or dispute, our complaints policy can be found here and you can contact the team on 1300 104 758 Monday – Friday 9:00AM – 6:00PM AEST</p> <p>The Telecommunications Industry Ombudsman can be contacted in the event that we have been unable to resolve your complaint, they will provide a fair, independent, and accessible external dispute resolution service.</p> <p>Phone: 1800 062 058 Monday to Friday 8:0am – 8:00pm (AEST) Website: https://www.tio.com.au/</p> <p>Please note that making complaint will not prevent you from agreeing to an arrangement for payment assistance.</p>