

Noosa Telecom Hardship Policy

In the event of Financial Hardship, Noosa Telecom is dedicated to assisting its clients. We recognise that Financial Hardship can affect anybody, and we are here for you. The assistance we provide is determined by your unique circumstances; we'll collaborate with you to analyse your position and see what help might be available.

What is Financial Hardship?

When a customer's financial condition changes in a way that makes it hard for them to pay for their services, this is known as financial hardship. The customers' money situation can be short or long-term.

We are here to help

You might suffer financial hardship because of a variety of reasons, such as:

- Loss of employment
- Pandemic
- Natural Disaster
- Being unwell
- Death in the family
- Domestic or family violence

There may be other reasons why you can't pay your bills, however the sooner you contact us, the sooner we can assist you.

Contact us to discuss the best solution for your situation, assistance we may provide include:

- Providing a payment extension
- Arranging an instalment payment plan
- Reviewing and amending your services to reduce cost
- We will not charge late payment fees

Financial Agreement

Noosa Telecom notifies you in writing if an agreement has been reached. To talk about the contract or check on your status, give us a call.

Contact Us:

Please contact us anytime to discuss

Telephone: 07 5412 7321

Email: connect@noosatelecom.com.au

Further Assistance

There are several non-profit organizations that provide free of charge advice and assistance if you do require expert financial help.

National Debt Hotline is a not-for-profit service that offers step-by-step guides to tackle common debt problems. If you need more help, you can call 1800 007 007 to speak to a free and independent financial counsellor. You can also visit the National Debt Helpline www.ndh.org.au

Community Organisations can also provide you with support, these include The Salvation Army, St Vincent de Paul Society and Anglicare

Emotional Support Services If you're concerned about your mental wellbeing, help is available. Contact Beyond Blue on 1300 22 46 36 (24 hours a day). Or use Beyond Blue's web chat (3pm to 12am).