

Domestic / Family Violence Assistance

Optus is committed to assisting our customers who may be affected by domestic/family violence. This can include physical, sexual, emotional, financial and/or psychological violence. Our customer's safety and keeping our customers connected to their support network is our priority.

When you call our financial hardship team, if you have identified yourself as being in a situation of domestic or family violence, we will check if it's:

- Safe to continue speaking
- Safe to make changes to services (i.e. restrict, suspend, change)
- Safe to return equipment

Our goal is to help both our customers as well as support workers. To fully understand your situation, we may need to ask you questions about your circumstances or request supporting documentation. Please know this information is strictly confidential.

This information may include:

- Employment status, income or source of income documentation
- Medical or rehabilitation documentation
- Understanding if your reason for non-payment is short-term or long-term
- Your ability to make agreed payments/ repayments

Solutions we can offer

We will always try to find a solution which meets your needs. Depending on the circumstances and credit status; some of the solutions we may be able to offer include:

Account Holder

1. Mobile or fixed line rate plan change
2. Cancellation of service(s)
3. New phone number (mobile / fixed)
4. Provision of a private fixed line number
5. SIM swap for mobiles
6. Transfer from post-paid to prepaid
7. Reactivation of a cancelled service (if cancelled due to collections & phone number is available)
8. Short or long-term payment arrangements
9. Provide financial relief

Non-account Holder

1. Offer a new mobile number on a new account
2. Offer a new prepaid service
3. Offer a new private fixed line number on a new account

Need some more assistance?

If you are having trouble paying by the due date, you can call our Support team on **1300 303 509** Monday to Friday between 9.00am and 5.00pm AEST/AEDT.