

# Payment Assistance Policy Summary

numobile — Current as of November 01, 2024



Mobile and internet services have become a big part of our lives. There are probably times when you are trying to keep up with all your bills, so if your financial situation changes and you have trouble with payments, we'll make it a priority to keep you connected.

## What is payment assistance?

Payment assistance is designed to take the pressure of when you are having difficulty paying your bill. Payment assistance support is free to set up and tailored to your situation. It can include:

- giving you more time to make a payment
- setting up a payment plan that works for you, and
- looking into your costs and ways to reduce them, such as changing to a cheaper mobile plan

In some cases, we'll also consider removing some of what you owe from your account or applying a credit.

## Who's eligible for payment assistance?

You're eligible for payment assistance if you are a numobile customer with an active account and having trouble keeping up with your regular payments.

Certain life events can often lead to financial stress. You may find you need payment assistance if:

- you lose a close family member
- you or someone in your household is suffering from a serious illness
- you've been impacted by domestic or family violence
- you're unemployed
- your income has been reduced (or is too low to cover your costs), or
- you've been affected by a natural disaster.

These are only some of the reasons people might have trouble making payments, and we help in situations beyond those listed here. Please see our full [Payment Assistance Policy](#) for more information.

## How to apply or find out more

Whether you're ready to apply, or just want to talk things through, our support team can help.

We know it's not easy to ask for help – especially when it comes to money. We promise to be polite and discreet, and limit how much information we ask for. With your permission, a financial counsellor or authorised person can get assistance on your behalf.

**When you're ready, please get in touch with our support team via [support@numobile.com.au](mailto:support@numobile.com.au) or leave us a voice note on 1800 951 384 and we'll get back to you.**

numobile.com.au

## Other support to help you

You can also contact the National Debt Helpline (NDH) for help managing your payments. The NDH is a not-for-profit service that provides free financial counselling to help tackle debt, as well as connect you with other helpful services.

**Phone:** 1800 007 007

(9:30am to 4:30pm, Monday to Friday)

**Web:** [www.ndh.org.au](http://www.ndh.org.au)

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## Impacted by the 3G network closure and need a new phone?

If your device no longer works after the 3G network closure, we have a range of low-cost refurbished devices and payment plans available that may suit your needs. If you need further assistance, please contact our customer service team.

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## Do you have special communication needs?

Please contact our customer service team or visit the websites below for further assistance.

You can get Information if you are hard of hearing or deaf on the **Access Hub**:

**Visit:** <https://www.accesshub.gov.au/>

If you require translation services, you can contact the **Translating and Interpretation Services** (TIS National):

**Visit:** <https://www.tisnational.gov.au/>

If you have accessibility needs or elderly and need support, you can contact the **Accessible Telecoms** service:

**Visit:** <https://www.accessibletelecoms.org.au/>

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## Complaints

Helping people stay connected when they experience financial difficulty is our responsibility – and it's important we get it right. So, if you believe there's something wrong with the way we've provided payment assistance, please let us know.

**Email:** [support@numobile.com.au](mailto:support@numobile.com.au)

If you're not happy with the way we handle your complaint, you can get in touch with the Telecommunication Industry Ombudsman (TIO).

**Web:** [www.tio.com.au/complaints](http://www.tio.com.au/complaints)

**Phone:** 1800 062 058

(8am to 8pm, Monday to Friday AEST)

**Note:** calls are free from landlines, standard rates apply from mobile.