

# Payment Assistance Policy Summary.



## When might you need our help?

If you're finding it hard to pay for your Telstra services, we're here to help support you and keep you connected. Whether it's a short-term setback or something longer term, we understand payment difficulties can happen for different reasons.

All Telstra customers have the right to ask for help if they are having problems paying their bills for any reason. The process for identifying a suitable arrangement is at no cost to you and will depend on how long you think you need support. Whatever your situation, we will work with you to find a solution that is right for you.

## Telstra's payment assistance

We have a range of payment assistance options to help you, including giving you more time to pay or a tailored payment plan, and other options, including those that can keep you connected.

Find more information on our Payment Assistance Policy at [telstra.com/payment-assistance](https://telstra.com/payment-assistance).

## How can you apply for support?

To apply for support, use one of the following methods that works best for you.



**Complete an online application form** for Payment Assistance Support, by visiting [telstra.com/hardship](https://telstra.com/hardship).



**Message us** in the [My Telstra](#) app (Monday – Friday, 7:30am – 9pm AEST; Saturday – Sunday, 9am – 7pm AEST).



**Call us** and say “payment assistance” (Monday – Friday, 8am - 6:30pm AEST).

- If you have a personal account: call **13 22 00**.
- If you have a business account: call **13 20 00**.



**Find a Telstra store near you:**

- Visit your nearest Telstra store and speak to one of our team.  
You can locate your nearest store using [telstra.com/find-us](https://telstra.com/find-us).

## Account Managed Business Customers:

- If you have an account manager – call **1800 318 087** (Monday – Friday, 9am – 5pm AEST).

## Other support to help you

### Financial counselling

You can visit the National Debt Helpline at [ndh.org.au](https://ndh.org.au) or talk to a financial counsellor from anywhere in Australia by calling 1800 007 007.

If you are a business customer, you can visit the Small Business Debt Helpline at [sbdh.org.au](https://sbdh.org.au) or talk to a financial counsellor from anywhere in Australia by calling 1800 413 828.

### Complaints

If you are not happy with the outcome of your application for payment assistance, you can lodge a complaint and we'll work to resolve it as soon as possible.

- Message us in the [My Telstra](#) app on the “Get help” tab.
- Call us on **13 22 00** and say “Complaint”.
- If you are a business customer, call us on **13 20 00** and say “Complaint”.
- Use our online form [telstra.com/complaints](https://telstra.com/complaints).

### Telecommunications Industry Ombudsman (TIO) complaints

You can raise a complaint with the TIO by visiting [tio.com.au/complaints](https://tio.com.au/complaints) or call 1800 062 058.