



Mesh
Telco
Connecting Your World

Financial Hardship Policy

MeshTelco (Mesh) is committed to providing you with flexibility under circumstances that unforeseen events occur in which affect your ability to pay for our services.

Mesh's financial hardship policy provides you with a range of payment options to ensure you can stay connected.

This policy covers unforeseen circumstances that impact on your financial obligations. Such circumstances may include sudden illness, loss of employment and/or any other reasonable cause, e.g. a death within the immediate family.

We will work with you to arrange a resolution that will help you manage the payment of an outstanding amount you may have. We can discuss a payment arrangement over a period of time so you don't have to pay the entire amount all at once.

If you are facing financial hardship, you may wish to consider seeking advice from a community financial counsellor or seek assistance from a participating community welfare organisation.

If you are experiencing financial difficulty and wish to discuss payment options, please do not hesitate contacting us on 1300 080 820 between 9am - 5pm Monday to Friday.

The process:

When assessing your eligibility for Financial Hardship, we may ask you to provide certain documents such as

- A statutory declaration or official written communication from a person or support group that is familiar with your circumstances,
- Evidence that you consulted a recognised financial counsellor,
- A statement of your financial position.

We may not be able to make an assessment of your circumstances if you do not provide us with the requested information. We may use the information you provide as well as other information available to us. Once we received all required information, we will let you know within 7 working days whether you are eligible for assistance under our Financial Hardship Policy.

If you are eligible, we will work with you to come to an arrangement that allows you to pay your outstanding charges in a way that does not worsen your financial position. Where appropriate we will discuss means with you how to limit your spend (this may include barring some service features) during the time of our arrangement and thereafter.

Once we come to an agreement we will put this in writing via letter or email to you. You must inform us if your circumstances change (for better or for worse) during our arrangement.

We will not charge you for assessing your Financial Hardship circumstances or for administering the matter.

Finding a financial counsellor:

You can talk to a phone financial counsellor from anywhere in Australia by ringing 1800 007 007 (minimum opening hours are 9.30 am – 4.30 pm Monday to Friday). This number will automatically switch through to the service in the State or Territory closest to you.

Alternatively, you can find the financial counselling service nearest to you by visiting [Financial Counselling Australia](#)