

Financial Hardship Assistance

At Optus, we understand unexpected life events may impact your ability to meet your financial obligations. If you are finding your Optus bill difficult to pay, we may be able to offer you some assistance.

Financial Hardship is often unexpected and can be short or long-term depending on the cause. Common events which can lead to Financial Hardship include:

- Injury or illness, including mental illness
- Family breakdown
- Domestic or Family violence
- Natural disasters
- Death in the Family

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. We can offer solutions based on individual circumstances.

Some solutions we may be able to offer include:

1. Short or long-term payment arrangements
2. Return of equipment
3. Cancellation of unused services
4. Transfer from post-paid to prepaid

Need some more time?

If you are having trouble paying by the due date, call our Support team on **1300 308 839**

Monday to Friday: 8.30am – 7.30pm AEST/AEDT

Saturday: 9.00am – 6.00pm AEST/AEDT