

Oceandigi Payment Assistance Policy

This document explains the payment assistance policy of OCEANDIGI Pty Ltd (ABN: 92 607 778 905) for customers who are experiencing genuine Financial Hardship. We know how important staying connected is, especially when times are tough.

So, if you're experiencing financial difficulties and you need a little extra time to pay your account, simply reach out to us for assistance and we will work to provide the best solution for you.

Introduction

- OCEANDIGI is dedicated to assisting customers facing challenges in covering their expenses to ensure they stay connected.
- The policy outlines measures for managing payments considering individual circumstances, entitlements, representative contact procedures, and methods for seeking assistance.
- Assistance is available for various situations such as illness, unemployment, reduced income, domestic violence, family issues, bereavement, changes in circumstances or natural disasters.
- OCEANDIGI aims to avoid service disconnection as a last resort and encourages prompt contact for assistance.

Payment Assistance Offered

- OCEANDIGI provides various assistance options, including short support or long term support.
- Eligibility criteria includes maintaining an active OCEANDIGI account and encountering difficulties in paying for services.
- Business customers or organizations may also qualify for assistance.
- Flexible support options include extending payment deadlines, personalized payment plans, downgrading of plan for no cost, waiving service charges as well as others, that will be according to the situation.

Application Process

- Applying for support through OCEANDIGI is free.
- Customers can complete an online application form on the OCEANDIGI website or call 1300 299 999 and mention "payment assistance."
- During the call option, customers will be provided with the details regarding the financial hardship form and all the necessary information for smooth assistance and further guidance until the application is submitted.

Assessment and Support Options

- Requests are assessed promptly, with contact made within 3-5 business days to discuss outcomes.
- Short-term support or support for domestic violence victims requires no evidence.
- Long-term support may require additional information, provided with ample time for collection.
- OCEANDIGI offers clear information, empathy, and tailored support options based on individual circumstances.
- Support options are implemented upon agreement and confirmed in writing within 2 business days.

Accessing low cost or no-cost mobile devices

If you are a customer experiencing financial hardship, the following information is designed to help you find a low-cost handset that can access the emergency call service using our mobile network or, if ours is unavailable, another mobile network.

What you need to know for emergency service access

To access emergency call services reliably, your mobile phone must:

- Be configured to connect to our mobile network and, if unavailable, the networks of other major providers.
- Be compatible with Australian emergency call requirements, meaning it should be an unlocked mobile phone designed to work with Australian SIM cards.

Some low-cost handset options

- Certified pre-owned devices: Many retailers offer certified pre-owned devices at reduced prices, tested for compatibility with Australian emergency networks. Options are available at:
 - **JB Hi-Fi:** Affordable, refurbished phones with a warranty.
 - **Kogan:** Unlocked, budget-friendly handsets and certified pre-owned models.
 - **Mobile Monster:** Specialises in refurbished, unlocked smartphones at significant discounts.
- Budget-friendly new handsets:
 - Nokia and Motorola models priced under \$150.
 - Alcatel offers reliable, budget-friendly models that are typically compatible with most Australian networks.
 - ACCAN has a list of community organisations that may be able to help you access suitable devices at low cost. [Visit the ACCAN website](#) for details.

Getting assistance

If you need help selecting a handset or verifying compatibility, please contact our Customer Support team for further assistance.

Tracking Progress and Payment Assistance Plan

- Progress tracking is available by contacting OCEANDIGI via Live chat or Support phone number (1300 299 999).
- At the end of the payment assistance plan, confirmation is sent, and customers return to usual service conditions.
- Customers can apply for assistance again if needed or if circumstances change unless for any requests made within 4 months for the same reason.

Other Support Services

- Financial counselling services are available through the National Debt Helpline or Small Business Debt Helpline.
- Complaints about payment assistance or outcomes can be made through various channels, including OCEANDIGI website, phone, or online form.
- Customers unsatisfied with outcomes can contact the Telecommunications Industry Ombudsman (TIO).
- OCEANDIGI handles personal information respectfully and in accordance with privacy policies and regulations.

We are here to help

OCEANDIGI's payment assistance policy aims to support customers facing financial hardship, ensuring they can manage expenses and stay connected. The process is transparent, empathetic, and tailored to individual needs, providing flexible support options and clear communication throughout. By offering assistance and maintaining privacy and security standards, OCEANDIGI demonstrates its commitment to customer well-being and satisfaction.

Need More help?

Organisation	Description
Services Australia	Information about contacting Centrelink, Medicare or Child Support, and the Department of Human Services. Visit: www.servicesaustralia.gov.au
Kids Helpline	Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25. Phone: 1800 551 800 Website: kidshelpline.com.au
1800 Respect	If you're suffering from sexual assault or domestic/family violence, 1800 RESPECT is open 24 hours a day. Phone: 1800 737 732 Website: 1800respect.org.au
Telecommunication Industry Ombudsman (TIO)	The Telecommunications Industry Ombudsman can be contacted in the event that we have been unable to resolve your complaint, they will provide a fair, independent, and accessible external dispute resolution service. Phone: 1800 062 058 (Monday to Friday 8:00am – 8:00pm (AEST)) Website: https://www.tio.com.au/