

Summary of Internode's Financial Hardship Policy

If you are temporarily experiencing genuine financial hardship due to unforeseen circumstances you may be eligible to apply for assistance under Internode's Financial Hardship Policy. Customers who are merely seeking to defer payment will not be eligible. When assessing an application for assistance under the policy Internode may require you to provide evidence of the nature of your circumstances, which may include statutory declarations from relevant third parties such as insurance companies, doctors or your employer.

Solutions that can be agreed under the policy include payment plans and a temporary reduction in the services provided by us during the period of financial hardship in order to reduce ongoing cost. Solutions are flexible and are agreed on a case by case basis.

If you would like to apply for assistance under the policy please send an email to financial-hardship@internode.com.au or speak to our Accounts department on 13 66 33.

In addition, if you are suffering from financial hardship Internode strongly recommends that you approach a community welfare agency for assistance.