

## Overview

At 3C Technology Shop we recognise the essential role telecommunications play in the lives of our customers. We understand that financial difficulties can arise unexpectedly, and we are committed to offering support to help you stay connected. Disconnection of services will only be considered as a last resort.

## Eligibility

You may be eligible for payment assistance if you are experiencing financial hardship due to:

- Personal or household illness
- Unemployment
- Low or reduced income
- Domestic or family violence
- A death in the family
- Significant changes in personal or family circumstances
- Natural disasters
- Other unforeseen events impacting your income or expenditure.

Both residential customers and eligible small business customers can apply for assistance.

## What We Offer

We provide a range of options to support customers facing financial hardship:

- **Payment Extensions:** Postponing, extending, or deferring bill payments.
- **Payment Plans:** Tailored plans to meet your ability to pay.
- **Bill Discounts:** Applying credits or discounts to your account.
- **Plan Reviews:** Reviewing your account to identify more affordable plans or remove unnecessary services.
- **Non-automatic Payment Methods:** Offering payment methods that do not incur additional fees.
- **Fee Waivers:** Considering the waiver of certain fees or charges in some cases.

## How to Apply

To apply for payment assistance, please contact our dedicated team:

**Phone:** Call 3C Technology Shop, Monday to Friday, 8:30am to 5:00pm.

**Email:** Send your details (Name, Account Number, Date of Birth, Contact Number) to [accounts@3ctechshop.com.au](mailto:accounts@3ctechshop.com.au).

With your permission, we can also work with an authorised representative who can act on your behalf.

## Assessment Process

Your application will be reviewed promptly, and additional information may be requested, especially for long-term assistance. Short-term assistance requests or those related to domestic or family violence do not require supporting evidence.

Once all required information is received, we will provide an outcome within five business days. If eligible, we will discuss and agree on a suitable assistance plan, which will be confirmed in writing.

## Rights and Responsibilities

- You have the right to seek a review of your payment assistance arrangement.
- If your circumstances change, notify us immediately to reassess your plan.
- While on an agreed payment assistance plan, we will not disconnect your service.

## Privacy and Complaints

Your privacy is important to us. All information provided will be handled in accordance with our privacy policy.

If you have any complaints about our payment assistance process, please contact our complaints team. For unresolved issues, you may refer to the Telecommunications Industry Ombudsman (TIO).