

Our Policy for Customers Experiencing Vulnerability

If you are in immediate danger or need help right now, call 000

Optus' Commitment to Customers Experiencing Vulnerability

We are here to help

At Optus, we are dedicated to recognising and supporting our customers in, or at risk of experiencing, vulnerable circumstances and ensuring they can access and manage their telecommunication services.

Our vision is to be Australia's most loved everyday brand with lasting customer relationships. A key component of achieving this vision is to support and protect customers who may be in vulnerable circumstances.

This document provides an overview of what you can expect from us and how to access additional support and care if required.

Our Promise:

1. We're here to help with real care and support.
2. We'll listen to and understand your situation without judgment.
3. You can ask any Optus team member for help, and they'll connect you with the right person.
4. Your information is private and will be handled responsibly, with care.
5. We consider vulnerability when designing products and services to meet the different needs of customers.
6. We continually seek to improve how we assist customers experiencing or at risk of vulnerability, and we welcome and value your feedback and suggestions.

What is vulnerability?

Staying connected is vital, especially during challenging times. At Optus, we recognise that vulnerability varies from person to person. It is situational, and might be temporary, spanning several years, or even become a constant in someone's life.

We're aware that numerous factors can lead to vulnerability. These include major life changes, the loss of loved ones, health issues, and natural disasters, among others. The important thing to remember is that we're always ready to assist, no matter the cause.

Supporting you in times of need

Where heightened support is needed, Specialist Care at Optus serves as a dedicated team for customers facing vulnerability.

They are equipped with the relevant expertise, delegations, and resources to effectively assist those who are experiencing significant challenges in accessing and managing their communication services.

Specialist Care can be contacted between 8.00am to 8.00pm Monday to Friday, and 9.00am to 4.00pm Saturday on **1800 470 291** or email **specialistcare@optus.com.au**

Family and Domestic Abuse

At Optus, we stand united against all forms of domestic and family violence, and we pledge to support victims, survivors and the people who support them. We commit to seeking to understand ways to continually improve the assistance we provide and the best and safest way we can deliver it.

We recognise the crucial role telecommunication plays as a lifeline in domestic violence situations. We are also aware of how communication services can potentially be used for control and abuse. Optus is dedicated to ensuring you receive the necessary support when it is most needed.

Optus is committed to assisting our customers who may be affected by domestic or family abuse. This abuse can be physical, sexual, emotional, financial, technological and/or psychological. Our customers' safety and keeping them connected to their support network is our priority.

If you're experiencing or in danger of experiencing a **domestic or family abuse** situation, please call **1800 685 059** and we will work with you to ensure you stay safe and connected.

For more information, please visit **optus.com.au/about/specialist-care/dfa**

Keeping you connected in difficult financial times

We understand that people's circumstances can change, and unexpected events and expenses can make it difficult to keep up with regular payments. If you're experiencing financial hardship and having trouble paying for your Optus services, then let us help you get back on track and stay connected.

We aim to find solutions to get you back in control of your Optus payments. Depending on your circumstances, a range of options are available.

If you're having trouble making payments, you can call our **Financial Hardship** team on **1300 308 839**. We can discuss your available options for financial hardship assistance and how to make an application for assistance if needed.

As each customer's circumstances are unique, we'll only ask for information that is relevant to your application and treat it as strictly confidential. We will never require evidence of domestic and family violence circumstances in relation to an application for financial hardship assistance.

Optus and Others

We work closely with various external organisations, such as charities and social services, to strengthen our understanding and support for customer vulnerability. We will never speak with or inform any other organisation of your circumstances without your express consent.

We always want to do better

At Optus, we put our customers first, that's why your feedback is so important to us. If you're experiencing an issue with your service or are dissatisfied in any way, we encourage you to tell us so we can make things right.

If you have a complaint or feedback on how we can do better to support vulnerability, please call **1800 470 291** and speak with our dedicated Specialist Care team, or you can submit your feedback or a general complaint via **optus.com.au/support/feedback-and-complaints/make-a-complaint**