



Financial Hardship Policy

ABN 95 679 344 417

Version 1.0



1. Introduction

At OurISP, we understand that financial difficulties can happen to anyone. If you are having trouble paying for your internet service, our priority is to keep you connected, support you to get back on track, and ensure you feel confident about managing your payments. We will only disconnect your service as a last resort. The sooner you contact us, the sooner we can assist you.

2. Who is Eligible?

To be eligible for financial hardship assistance, you must:

- Be an active OurISP customer
- Be experiencing genuine difficulty paying for your OurISP services

If you are a business customer, you may also be eligible for support. Please contact us directly to discuss your situation.

If you do not meet eligibility criteria, we will inform you promptly and explain why.

3. Payment Assistance Options

OurISP offers a range of flexible support options tailored to your needs, depending on how long you require assistance:

Short-Term Support (Up to 3 Months)

- Extensions or deferrals on payment due dates up to 3 months
- Payment plans tailored to your ability to pay

Long-Term Support (More Than 3 Months)

- Ongoing tailored payment plans
- Review of your account to identify opportunities to reduce costs, including:
 - Moving you to a more affordable plan or product
 - Removing unnecessary services or features

4. How to Access Support

If you are experiencing financial hardship, please contact us as soon as possible. Early communication allows us to work together to find the best solution for you.

Contact details:

- OurISP Billing Team:
Phone - 1300 OUR ISP (1300 687 477) Option 2
Email - billing@ourisp.com.au

5. Our Commitment to You

- We will treat your information confidentially and with respect.
- We will work with you to develop a fair and reasonable payment arrangement.
- We will not disconnect your services solely because you have requested hardship assistance.
- We aim to respond to your requests promptly and keep you informed throughout the process.

6. Document Version Control

<i>Version</i>	Date	Changes	Updated By	Owner
v1.0	10/07/2025	Initial release	Yidong Chen	Joseph Thein