

DOMESTIC AND FAMILY VIOLENCE POLICY

Supporting customers experiencing domestic, family and sexual violence

If you are in immediate danger, please call **000**.

At Telair, we understand that domestic, family and sexual violence can have serious and lasting impacts. We also recognise that having safe and reliable access to phone and internet services can be critical for your safety, independence and ability to reach support.

We are committed to treating you with care, respect and understanding, and to supporting you in ways that prioritise your safety and privacy.

Who this support is for

This policy applies to consumer customers of Telair who may be experiencing domestic violence, family violence, or sexual violence. It covers our mobile, fixed line and internet services, and applies to support provided through our online chat, email and self-service channels.

Letting us know and getting support

You can let us know that domestic, family or sexual violence is affecting you at any time by contacting us through our usual support channels. You do not need to provide police reports, court orders, or any other evidence to receive support. We will not ask you to share details you are not comfortable providing.

Your safety, privacy and how we communicate with you

We understand that contact from a telecommunications provider can sometimes create safety risks.

If you tell us you have safety concerns, we will work with you to:

- Agree on a communication method that feels safe for you, where practicable.
- Communicate only in ways and at times you tell us are safe.
- Avoid unnecessary notifications or information that could place you at risk.
- Handle any information you share with sensitivity and care.

Your privacy is important to us, and we take steps to protect your personal information in line with privacy laws and safety considerations.

Helping you manage your account safely

If it would help reduce risk or make things safer for you, we can discuss options such as:

- Updating or restricting who can access or make

changes to your account.

- Making account changes without notifying other authorised users, where appropriate.
- Limiting certain service or account changes to prevent misuse or unauthorised control.
- Assisting with separating services or accounts that are shared with another person.

If your service has been restricted, suspended or disconnected, and you let us know this creates a safety concern, we will take urgent steps to reconnect your service, or if reconnection is not reasonably practicable, talk with you about a suitable alternative.

Billing, payments and financial support

We recognise that domestic, family or sexual violence can affect your ability to manage bills or payments.

If you let us know this is impacting you, we can:

- Talk with you about flexible payment arrangements.
- Temporarily pause debt collection activities where appropriate.
- Consider your billing situation where services may have been misused or accessed without your consent.

While appropriate support arrangements are in place, we will not refer a related debt to a credit reporting body.

Listening to and treating you with care

We will hear you.

Our team will treat you with understanding, empathy and respect, and will do what we can to help while meeting our regulatory obligations. If you would like, we can also help connect you with organisations that specialise in supporting people experiencing domestic, family or sexual violence, for immediate or longer-term assistance.

Complaints and feedback

If you wish to make a complaint related to domestic, family or sexual violence, you can do so through our existing complaints process. Complaints are handled sensitively and confidentially and escalated internally where safety concerns are identified.

Support beyond Telair

You may find it helpful to contact specialist support services, including:

- **1800RESPECT** - 1800 737 732
National sexual assault, domestic and family violence counselling service (24/7)
- **Lifeline** - 13 11 14
- **Emergency services** - 000

GET IN TOUCH

Tel: 1800 TELAIR (835 247)

Email: customerservice@telair.com.au

Website: telair.com.au

