BEYOND BROADBAND

Payment Assistance: Summary and Application Form

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | Version 1.0 | Effective November 2026

Summary

If you are having trouble paying your Beyond Broadband bill, we can help, and it's free to ask. You don't need to miss a payment first.

- **Options:** more time to pay, a payment plan you can afford, an account credit, a bill discount, waiving some or all of a debt, or moving to a cheaper plan.
- **No evidence needed** for short-term help, or if you may be affected by domestic or family violence.
- **Fast answers:** we assess your application within 5 business days and tell you the outcome within 2 business days after that.
- **Staying connected:** we won't suspend or disconnect your service while you are applying or keeping to an arrangement. Disconnection is always a last resort.
- **No fees** to apply for or receive assistance.

Apply using the form below, email support@beyondbroadband.com.au or call 07 3881 9606 (Monday to Friday, 9:00 am to 5:00 pm AEST (excluding Queensland public holidays)). Someone else, such as a financial counsellor, can apply for you. Read the full Payment Assistance Policy. Free financial counselling: National Debt Helpline 1800 007 007.

Application form

Fill in what you can; leave blank anything you are not comfortable sharing. Email to support@beyondbroadband.com.au or post to Level 1, 377 Montague Road, West End QLD 4101.

Account holder name	
Account number or service number	
Best way and time to contact you safely	
Is anyone applying for you? (name and relationship)	
What is making it hard to pay? (a short description is enough)	
Is this short-term or ongoing?	Short-term / Ongoing / Not sure
What could you afford to pay, and how often?	
Which options interest you?	More time to pay / Payment plan / Credit or discount / Debt waiver / Cheaper plan / Not sure
Anything else we should know (including any safety concerns)?	
Signature and date (or type your name if emailing)	