

Payment Assistance Policy

We are here to help

We understand that life doesn't always go to plan. If you're experiencing financial difficulty, we're here to help.

Our goal is to keep you connected, especially when you need it most. We offer flexible support options, including:

- Payment extensions
- Customised payment plans
- Temporary service adjustments
- Guidance on available financial support services

If you need assistance, please contact our local support team as soon as possible. The earlier we know what's happening, the more we can do to help. Our payment Assistance Policy prioritises keeping you connected, disconnection is a last resort.

What is financial hardship?

Financial hardship is when you are experiencing circumstances where you are unable to meet your payment obligations to Nexstream but believe that you will be able to meet these obligations if an arrangement for payment assistance is made. Circumstances that may affect your ability to pay include (but are not limited to); illness, unemployment, a reduction in income, experiencing domestic or family violence, a death in the family, natural disasters or any other unexpected events that change income or expenses.

What support does Nexstream offer?

Our payment assistance is tailored to the specific needs of each customer experiencing financial hardship.

We may offer you the following options for assistance:

- A payment plan tailored to your ability to pay
- Temporarily postponing, extending or deferring the time for paying a bill
- Discounting a bill charge
- Applying a credit to your account
- Waiving a debt
- Controls on how you can incur charges, such as spend controls
- Transferring you to a plan better suited to your circumstances
- Removing non-essential features of a service at no cost
- Applying a restriction on part of your service or specific services.

In most cases, a tailored payment plan that is sufficient to cover expected future use of the service will be the most appropriate form of assistance for customers experiencing short-term financial hardship. Generally, other option will only be considered in circumstances of long-term financial hardship.