

Financial Hardship Policy

Pineapple Net aims to assist all customers who are experiencing financial hardship to remain connected.

We consider financial hardship to cover situations where a customer is willing to pay their bills, but lacks the financial capacity. There may be many reasons for financial hardship, including, competing financial priorities, loss of employment, illness, family issues or domestic violence. The situation may be temporary or long term.

We encourage our customers to contact us as soon as they are aware of financial difficulties. The earlier we are aware, the easier it may be to come up with a solution to meet individual needs.

There may be circumstances where we contact our customers based on our billing and payment information. We may call to discuss options and understand the situation.

Our commitment is to listen without judgement and offer solutions to suit individual needs.

Options may include:

- Moving customers to a lower cost plan
- Agreeing a flexible payment plan
- Waiving late payment charges or cancellation fees

Once we agree on a solution, the approach will be documented and shared between both parties.

Contact us by calling 1300 857 501 Monday to Friday 9am – 5pm or emailing accounts@pineapple.net.au

If you are unhappy with our suggested solution, you can lodge a complaint by emailing complaints@pineapple.net.au

Further help is available via several organisations that offer free financial counselling advice, including the National Debt Helpline on 1800 007 007.