

SERVICE TERMS AND CONDITIONS

Financial Hardship Policy

Information for customers experiencing payment difficulty and seeking support with telecommunications or related service charges.

Document	Financial Hardship Policy
Category	Policy
Owner	C9 GROUP
Status	Review-ready sample
Effective date	24 March 2026
Contact	1800 000 299 Sales@c9group.com.au

Important: This sample is prepared for website document review and should be checked by C9 GROUP before being treated as the final approved document.

Quick Summary

Support available	Customers can contact C9 GROUP early if payment difficulty arises.
Respectful process	Requests are handled sensitively and in good faith.
Flexible options	Payment plans or temporary arrangements may be considered.
Essential services	C9 GROUP will consider service continuity and customer circumstances.

1. Purpose

This policy explains how C9 GROUP may support eligible customers who are experiencing financial hardship and having difficulty paying for telecommunications or related services.

2. What Financial Hardship Means

Financial hardship may be short term or long term and may arise from illness, unemployment, business disruption, family violence, natural disaster, unexpected expenses, reduced income, or other circumstances affecting ability to pay.

3. How To Request Support

Customers should contact C9 GROUP as early as possible. C9 GROUP may ask for information about the account, affected services, current circumstances, and what payment arrangement may be manageable.

4. Assistance Options

Depending on the circumstances, C9 GROUP may consider payment plans, temporary payment extensions, spend controls, service restriction options, plan changes, or referral to financial counselling resources.

5. Customer Responsibilities

Customers should keep in contact, provide accurate information, make agreed payments where possible, and advise C9 GROUP promptly if their circumstances change.

6. Privacy And Respect

C9 GROUP will treat hardship information respectfully and use it only for assessing and managing the request, subject to applicable privacy obligations.

7. Further Help

Customers can seek independent financial counselling or contact relevant external support services. C9 GROUP can provide contact details where appropriate.

Support And Document Requests

If you require a document that is not listed on the C9 GROUP terms page, or need assistance understanding these terms, please contact the C9 GROUP support team at 1800 000 299 or Sales@c9group.com.au.

Document Status

This document is provided for customer information and operational clarity. Where this document conflicts with a signed agreement, applicable law, carrier requirement, or approved C9 GROUP service schedule, that higher-order document applies to the extent of the inconsistency.

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