



Domestic, Family & Sexual Violence Information Statement

Updated: 8 May 2026

Pennytel may update this statement from time to time. The current version is published on our website.

Where a change materially affects your rights or obligations, we will provide any notice required by your agreement or applicable law.

1. Our Commitment

Pennytel recognises that domestic, family and sexual violence can affect a person's safety, privacy, access to telecommunications services and ability to manage their account or bills.

We have policies and procedures in place to help protect the safety of people who are, or may be, affected by domestic, family or sexual violence.

This statement explains:

- the support Pennytel can provide;
- how to contact us safely;
- how we will help you stay connected where safety is a concern; and
- where you can find external support.

2. Who this statement is for

This statement is for current, former and prospective Pennytel consumers who are, or may be, affected by:

- domestic or family violence; or
- sexual violence outside a domestic or family violence situation.

3. Keeping you connected

Pennytel is committed to helping affected people stay connected to their telecommunications services.

If you tell us that you are concerned about your safety, we will prioritise taking action to assist you with your telecommunications needs.

If you are the customer of the relevant service, then for **30 days** after you first tell us about that safety concern — or for a longer period we agree with you — Pennytel will not restrict, suspend or disconnect your telecommunications service unless you ask us to do so.

If your service has already been restricted, suspended or disconnected, and you urgently ask us to reverse that action because of a domestic or family violence-related safety risk, Pennytel will reverse that action as a matter of urgency where we can.

If reversal is not practical, Pennytel will offer an equivalent telecommunications service.

4. Support where payment is affected

Pennytel recognises that:

- domestic and family violence; and
- sexual violence outside a domestic or family violence situation,

can contribute to non-payment of telecommunications bills.

If you are affected, you may be eligible for payment assistance under Pennytel's Payment Assistance Policy and applicable telecommunications financial hardship obligations.

We can discuss support options with you, including available payment assistance arrangements where relevant to your circumstances.

5. Privacy, safety and account support

If you ask for support, Pennytel can discuss options to help protect your privacy, safety and account security.

Depending on your circumstances, this may include:

- agreeing a safe and preferred communication method;
- agreeing a preferred time of day for Pennytel to contact you;
- updating your account contact details;
- discussing who has access to your account;
- changing or removing an authorised representative where appropriate;
- adding account security protections, such as a PIN or other verification step; or
- helping you set up a new account that is not linked to the perpetrator, where relevant.

6. What we will not require from you

Pennytel will not require you to:

- provide evidence that you are affected by domestic, family or sexual violence, unless we are required by law to obtain it or it is reasonably necessary to protect your interests;
- disclose the details or circumstances of the abuse as a condition of receiving support; or
- contact or engage with the perpetrator, or the perpetrator's authorised representative.

Where your enquiry needs to be transferred to another Pennytel staff member for appropriate support, we will offer a **warm transfer** so that you do not have to unnecessarily repeat your circumstances.

7. How to contact Pennytel for support

If you are, or may be, affected by domestic, family or sexual violence and need support with your Pennytel service or account, you can contact us in the following ways:

- **Phone:** 1300 232 888. Monday to Friday, 9:00am to 5:00pm AET
- **Email:** support@pennytel.com.au

You do not need to explain your full circumstances in your first contact. You can simply tell us that you need support with a sensitive or safety-related matter.

8. Safe call-backs and preferred contact

If you would like Pennytel to contact you, you can ask us to call or contact you back.

When making that request, please tell us:

- the safest way to contact you;
- the safest phone number or email address to use; and

- whether there is a preferred time of day for us to contact you.

Where we have agreed a safe communication method with you for domestic, family or sexual violence-related matters, we will use that method unless:

- we are legally required to contact you another way; or
- you contact us using another method and confirm we may use that method for that communication.

9. External support services

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

You can also contact **1800RESPECT**, Australia's national domestic, family and sexual violence counselling, information and support service, on **1800 737 732**. 1800RESPECT can provide confidential support and referrals to other specialist services.

10. Accessibility

Pennytel is committed to making this statement and our support pathways accessible.

This statement is available online. If you need this information in another accessible format, or need help understanding it, please contact us.

11. How to contact Pennytel

You can contact Pennytel in the following ways:

- **Phone:** 1300 232 888 Monday to Friday, 9:00am to 5:00pm AET
- **Email:** support@pennytel.com.au
- **Website chatbot:** Penny is available on the Pennytel website
- **Customer Portal:** Existing customers may also contact us directly through the Pennytel Customer Portal.

12. Complaints

If you have a complaint about this statement or how Pennytel has applied it, please contact us:

- **Email:** complaints@pennytel.com.au
- **Phone:** 1300 232 888

Pennytel will handle complaints in accordance with its **Complaints Handling Process** and applicable telecommunications complaints-handling requirements.

If you are not satisfied with how we have handled your complaint, you may contact the **Telecommunications Industry Ombudsman**, which is a free and independent dispute-resolution service for residential and small business customers:

- **Phone:** 1800 062 058
- **Online:** tio.com.au
- **Post:** PO Box 276, Collins Street West, VIC 8007

13. Australian Consumer Law - Consumer Guarantees

Our services come with guarantees under the Australian Consumer Law (ACL) that cannot be excluded. Nothing in this document excludes, restricts or modifies your rights under the ACL.