

Domestic and Family Violence Assistance Policy

If you're in immediate danger, call 000

Please call 000 right away if you are currently experiencing or are at risk of experiencing violence and need immediate assistance.

If you believe someone may be monitoring your devices, consider exiting this page and clearing your browser history afterward, then come back to this page from a safe phone, computer or tablet.

The [eSafety Online Safety Checklist](#) is a free online resource that provides technical instructions to help you identify if your devices are being monitored.

Our commitment to your safety

At MaxoTel, your safety comes first. We support customers experiencing domestic and family violence, or non-domestic sexual violence, with practical processes that help protect privacy, maintain essential telecommunications services, and make account support easier during difficult circumstances.

Domestic and family violence takes many forms and can affect anyone. It may be emotional, physical, financial, sexual or technology-facilitated abuse, or may involve controlling behaviours that make you feel unsafe.

MaxoTel will always prioritise your safety and protect your privacy. We will help you stay connected so you can reach essential services and support networks, while respecting your choices.

What we can do

Our team is here to help and trained to respond with discretion and sensitivity. When you contact us, we'll first make sure it's safe to continue before supporting you with any account or service changes. We'll work with you to find the best options for your situation and help keep you connected to essential telecommunications services.

We will not ask you to provide evidence to receive immediate assistance, unless it is necessary to help protect your personal safety.

If you are the account holder

We can help with:

- Changing your plan
- Swapping your SIM card or getting a new number or service
- Setting your calls to private
- Cancelling a service, or restoring a service after non-payment (where possible)
- Flexible payment arrangements or other financial hardship assistance

If you are not the account holder

We can help with:

- Setting up a new mobile or landline service on a new account
- Moving your services into an independent account

For urgent reconnections

If your service has been restricted, suspended, or disconnected, and you let us know you may be experiencing domestic and family violence or sexual violence and are concerned about your safety, we will treat your reconnection as a priority.

If we cannot restore the same service straight away, we will work with you to provide another suitable telecommunications service so you can stay connected and supported.

Help with bills and payments

If you're having trouble paying your bill, please let us know. We understand that domestic, family, or non-domestic sexual violence can affect your financial security and make it harder to pay for telecommunications services. We can discuss financial hardship support and, where possible, work with you to find an option that suits your circumstances.

Before taking any debt recovery action, we will consider your circumstances and whether another person may be responsible for the bill, to help find a safe and appropriate way forward.

For more information about the support available, please read our [Financial Hardship Policy](#).

How we handle your information

We know reaching out for support isn't always easy, so your privacy is our priority:

- Any information you provide remains confidential unless you provide consent
- We will use your preferred contact method wherever possible
- We will not ask for proof or explain your situation each time you contact us
- Required ID checks for account changes are handled securely and never disclosed

Your information is protected under the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

How to contact us

If you need to talk to us, our trained specialists are here to help. You can reach our team in any of the following ways:

- By calling us on 1800 12 12 10
- By emailing careteam@maxo.com.au
- By raising a request through the My Account Portal by selecting Support and Feedback > Submit a Ticket

Accessibility and language support

If you have a hearing or speech difficulty, you can contact our team through the National Relay Service (NRS):

- Call: 1800 452 566
- Text: 0423 677 767
- Choose your NRS action option
- Ask the relay officer for MaxoTel's dedicated support team number: 1800 12 12 10

For more information about using this service, visit www.accesshub.gov.au.

If you speak a language other than English

If English is not your first language, you can use the Australian Government's Translating and Interpreting Service (TIS National) to reach us:

- Call: 131 450
- Ask the interpreter to call MaxoTel: 1800 12 12 10

Other support services that can help

You don't have to go through this alone. There are several organisations that can support you.

- 1800 RESPECT | 1800 737 732 | www.1800respect.org.au
- Lifeline | 13 11 14 | www.lifeline.org.au
- Relationships Australia | 1300 364 277 | www.relationships.org.au
- StandbyU Foundation | 1800 069 010 | www.standby.org.au
- Kids Helpline | 1800 551 800 | www.kidshelpline.com.au
- National Debt Helpline | 1800 007 007 | www.ndh.org.au

If it's an emergency or you're in immediate danger, please call 000.

Making a complaint

If you are not satisfied with the help you've received from us or if we provided an outcome you think is unreasonable, you can make a complaint by:

- Calling our team on 1800 12 12 10
- Emailing complaints@maxo.com.au
- Lodging a request through the My Account Portal under Support and Feedback > Submit a Ticket

If you're not happy with our handling of a complaint you've made, you can seek complaint mediation or free and independent assistance from the [Telecommunications Industry Ombudsman \(TIO\)](#).



Our commitment and standards to you

MaxoTel actively maintains this policy and the processes that support it. We consider safety and inclusion when developing and reviewing our systems, processes, and telecommunications products, with the aim of reducing risk for people affected by domestic and family violence or non-domestic sexual violence.

We also recognise that support is not one-size-fits-all. Customers may have different needs and experiences shaped by their personal, cultural, and social circumstances. That's why we aim to provide help that is sensitive, practical, and suited to each situation.