



TELCO COMPANIES

HARDSHIP ALLOWANCES ARE AVAILABLE

for those requiring assistance.

Ask your provider.

Reasons for hardship can include:

Family death, unemployment, family illness, reduced income, domestic & family violence, and natural disaster

Company	Hardship Phone Numbers	Email Website Link	Mail
Amaysim	1300 808 300	credit@amaysim.com.au	Financial Hardship Applications, PO Box R567 Royal Exchange NSW 1225
Belong	1300 235 664	https://www.belong.com.au	
Circles.Life	1300 863 004	https://circles-legal.s3-ap-southeast-1.amazonaws.com/au/circles.life-financial-hardship-application.pdf	
Dodo	1300 907 283	financialhardship@dodo.com.au	Dodo Financial Hardship Case Manager, PO Box 631, Collins Street West Melbourne, VIC 8007
Felix		https://help.felixmobile.com.au/support/solutions/articles/51000293012-financial-hardship-policy	
iinet	13 22 58	https://www.iinet.net.au/chat/financialhardship	
Kogan	1300 056 426	https://www.koganmobile.com.au	
Moose	(07) 3193 9400	admin@moosemobile.com.au	
Optus	1300 308 839	https://www.optus.com.au	
Tangerine	1800 211 112	https://www.tangerinetelecom.com.au	Live chat/ whatsapp. +61 429 637 422
Telstra	1800 531 951, Multilingual number 1800 241 600	https://www.telstra.com.au/forms/financial-hardship-assistance	
TPG	1300 056 356	https://www.tpg.com.au/services/financialhardshipform	
Vodafone	1800 185 289	financial.hardship@vodafone.com.au	