

Payment Assistance Policy

Flexible, confidential support to help you stay connected.

You can apply for payment assistance free of charge. Contact us as early as possible so we can understand your circumstances and consider a practical arrangement.

What is financial hardship?

Financial hardship is a situation where you cannot meet your payment obligations but expect to do so if a suitable arrangement is made. It may result from illness, unemployment, reduced income, domestic or family violence, bereavement, natural disaster or another unexpected change.

How we can help

- A payment plan tailored to your ability to pay.
- A temporary payment extension, postponement or deferral.
- A credit, adjustment, discount or waiver where appropriate.
- Moving to a more suitable plan or removing non-essential features.
- Controls or restrictions that limit additional charges while maintaining appropriate connectivity.
- Guidance about free financial counselling and other available support.

How to apply

Call 1300 061 793 from 9am to 5pm AEST, Monday to Friday excluding Queensland and national public holidays, or email support@golambda.com.au. Tell us what has changed, what you can reasonably afford and how long you expect assistance may be required. We may ask for information needed to assess the request, but we will handle it sensitively and in accordance with our privacy obligations.

During an arrangement

- We will explain the arrangement, payment dates, amounts and any service changes.
- Tell us promptly if your circumstances change or you cannot meet an agreed payment.
- Suspension or disconnection is a last resort where hardship support is appropriate.
- You may ask us to review an assistance decision or raise a complaint at no charge.

Free financial counselling

The National Debt Helpline provides free, independent financial counselling. Call 1800 007 007 or visit www.ndh.org.au. You do not have to contact a financial counsellor before applying to Go Lambda.

Complaints and external review

If you are unhappy with an assessment or arrangement, call us or use the complaints process at www.golambda.com.au/complaints-handling/. If we cannot resolve the complaint, you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit www.tio.com.au/complaints.

Contact Go Lambda: 1300 061 793 (9am-5pm AEST, Monday-Friday), support@golambda.com.au, www.golambda.com.au/payment-assistance/ or portal.golambda.com.au. Updated 17 August 2026.