Domestic, Family & Sexual Violence Policy

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Sky5G Australia Domestic, Family & Sexual Violence Policy

Sky5G Australia recognizes that domestic, family and sexual violence is widespread, serious, and often hidden — and that a home internet and phone connection can be both a lifeline and a means of surveillance or control for people experiencing it. This policy explains the practical help we offer, how we protect your information, and where to find specialist support. It reflects our obligations and commitments under the Telecommunications (Financial Hardship) Industry Standard made by the ACMA and the Telecommunications Consumer Protections (TCP) Code.

If you or someone in your household is in immediate danger, call **Triple Zero (000)**.

Our commitments to you

- **We believe you.** You will not be asked to prove that you are experiencing domestic, family or sexual violence, and we will never require evidence as a condition of help under this policy.
- **You will not have to repeat your story.** Once you tell us your situation, we record the support arrangements on your account so that every trained staff member you deal with can help without asking you to explain again.
- **Trained, respectful support.** Staff who assist affected customers are trained to respond safely and respectfully, and to prioritize your safety in every interaction.

Enhanced account security

On request, we will apply enhanced protections to your account:

- **Record locking.** We can lock your customer record so that your details — including your address and phone number — are visible only to specially-authorized staff. Ordinary staff cannot open a locked record.
- **No disclosure to others.** We will not disclose your location, contact details, or usage information to any other person, whether or not they are named on the account. This includes a joint account holder or the person who pays the bill.
- **Audit logging.** Every staff access to customer records is automatically audit-logged, so any access to your information can be traced and reviewed.

Separating your account

If your service is connected to an account controlled by, or shared with, a person who has harmed you, we will:

- Quickly establish a separate account in your own name, keeping your service connected during the change.
- Not charge any fee or penalty for the separation.
- Not disclose to the other party that you have sought help under this policy.

Number changes and suppression

We can change your service number, and suppress it from any directory or identification service, free of charge, if your number is being used to contact, locate, or harass you.

Financial hardship and flexible payments

Domestic and family violence is a recognized cause of financial hardship. Consistent with the ACMA financial hardship standard, we offer flexible options — payment extensions on vouchers, staying connected while we work out an arrangement, and pausing collection activity — so that leaving a violent situation never means losing your connection. Ask our support team about a hardship arrangement; the assessment is free and confidential.

Safe ways to contact you

Tell us how and when it is safe to contact you — for example, email only, no SMS, or calls only within certain hours — and we will follow those preferences for all account communications, including service notifications.

Specialist support services

Sky5G staff are not counselors. For specialist, confidential support:

- **1800RESPECT** — national domestic, family and sexual violence counseling service: **1800 737 732** (24 hours, 7 days), or online at 1800respect.org.au.
- **Emergency** — Police, Fire, Ambulance: **000**.

How to reach us

Contact our support team at **support@sky5g.com.au** and ask for assistance under the Domestic, Family & Sexual Violence Policy, or tell any staff member that you need help under this policy. You can also nominate a support person or financial counselor to deal with us on your behalf.

We review this policy regularly with reference to industry guidance on assisting customers affected by domestic and family violence.

Draft v1 — requires review by counsel qualified in Australia before publication.