



# Family & Domestic Violence Statement

(Residential and Small Business Customers)

**Sumo Telco Pty Ltd**

T/A Sumo

A.B.N 19 621 160 058

**How to contact us:**

**Phone** 13 88 60

**Email** [telco@sumo.com.au](mailto:telco@sumo.com.au)

**Website** [www.sumo.com.au](http://www.sumo.com.au)

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## We're here to support you

We understand that life can be challenging, and we're committed to supporting customers affected by domestic and family violence or non-domestic sexual violence. We're always looking for ways to better understand your circumstances and to help you stay connected safely.

## Our commitment to your safety

We have procedures and policies in place to protect the safety of customers affected by domestic and family violence. We train our teams to recognise when customers may need extra support and to know how to help, so that everyone contributes to creating the best possible experience.

We're committed to:

- Keeping you connected to your telecommunications service if you're affected by domestic and family violence.
- If your service has been restricted, suspended or disconnected and you have concerns about your safety, we will urgently work to restore your service wherever possible.
- If restoring your existing service isn't possible, we will explore other options with you to help you stay connected, where we can.

## Financial hardship and domestic and family violence

We realise that any form of family and domestic violence and non-domestic sexual violence may cause payment difficulty and even financial hardship. Please reach out (sooner rather than later) if this is the case with you — we have a number of ways we can help, if you'd like a copy of our Financial Hardship Policy or Payment Assistance Policy, visit our website or give us a call and we'll send you a copy.

## How to contact us

If you need help or would like to talk to us about your options, you can reach us in the way that feels safest for you:

- Phone: 13 88 60
- Email: [telco@sumo.com.au](mailto:telco@sumo.com.au)
- Operating hours: Mon–Fri 8:30am–6pm, AEST.
- If you need, we can arrange a call back at a time that is safe for you.

## Additional support

If you need further support, you can also contact these organisations at any time:

- 1800RESPECT: 1800 737 732 | [www.1800respect.org.au](http://www.1800respect.org.au)
- 1800 Elder Help 1800 353 374
- Full Stop 1800 385 578 | [fullstop.org.au](http://fullstop.org.au)
- National Debt Helpline 1800 007 007 | [ndh.org.au](http://ndh.org.au)
- National Disability Abuse and Neglect Hotline 1800 880 052 | [www.dss.gov.au](http://www.dss.gov.au)
- Rainbow Sexual, Domestic and Family Violence Helpline 1800 497 212
- Your local state/territory support services may also be able to help.

Your safety and staying connected are our priorities. If you are ever in immediate danger, please call 000