

Support for Customers Experiencing Domestic, Family and Sexual Violence

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Our Commitment to Your Safety

We understand that your Skymesh service can be vital for your safety and wellbeing. If you are experiencing domestic, family or sexual violence, we are here to help with no judgment and with your safety as our priority.

How to Access Our Support

You can contact us through any of the following:

 Call us on **1300 859 241**

 Email us at **accounts@contact.skymesh.com.au**

All requests related to domestic and family violence are treated as a priority and confidential.

What to Say

Simply let us know you need help due to domestic and family violence. You do not need to provide proof or detailed explanations.

What We Will Do

- Listen without judgment
- Check it's safe for you to talk
- Take immediate action to restore your service if needed
- Explain your options clearly
- Keep notes so you don't have to repeat your situation

Immediate Support Available

Restore your service urgently

If your service has been restricted, suspended or disconnected and you need it restored for your safety, call us. We will prioritise your request and restore your service on your first contact – no proof or detailed explanation required.

Alternative service options

If your original service cannot be restored, we will provide an equivalent service on the same or similar terms wherever possible.

Protect your privacy

You will not be required to contact or engage with the person causing you harm. We will not require permission from anyone else on the account, and your situation will be handled confidentially and with discretion.

Financial assistance

If you need help managing payments, we can:

- Offer support under our Payment Assistance Policy
- Discuss more affordable plan options
- Consider waiving reconnection fees where appropriate

Secure your account

We can help protect your account from unauthorised access, assist with updating account details, and support you with technology safety measures.

Priority support

Requests related to domestic and family violence are prioritised for immediate action.

Your Rights

Under Australian telecommunications regulations, you have the right to:

- Have your service restored urgently when requested due to domestic violence safety concerns
- Receive support without having to contact the person causing you harm
- Access our services regardless of who pays for your internet plan if you have these concerns
- Receive clear information about support options available to you
- Be treated with respect, dignity and without discrimination

Privacy and Confidentiality

- Your personal information is protected under privacy laws
- We only share information when required by law or with your consent
- Support conversations are handled confidentially
- You control what information is shared and with whom

External Support Organisations

If you need additional support beyond Skymesh services, these organisations can help:

Organisation	Phone	Available
1800RESPECT	1800 737 732	24/7 counselling and support
Lifeline	13 11 14	24/7 crisis support
Men's Referral Service	1300 766 491	24/7 support for men
Women's Domestic Violence Court Advocacy Program	1800 656 463	24/7 support for women
QLife	1800 184 527	Daily LGBTQI+ Support 3pm-9pm (local time)
InTouch Multicultural Centre Against Family Violence	1800 755 988	Mon-Fri 9am to 5pm Culturally Specific Support
Emergency services	000	24/7

We recognise that domestic, family and sexual violence can affect anyone regardless of age, gender, sexuality, cultural background, or economic situation. Our support is available to all customers without judgment or discrimination.

The Customer Terms apply to customers of Skymesh, Bordernet, and Clear Networks.