

Summary of Financial Hardship Policy

We are here to help. We will work with you to help you respond to financial difficulty, whether temporary or long-term. We are committed to helping customers facing financial hardship maintain telecommunications access and working with you to find a sustainable solution. Any help we can give will depend on your individual circumstances, and we provide help on a case-by- case basis.

If you are experiencing financial hardship, please contact:

Alex Niazov on 1300 245 575 between 9:30am and 4:00pm Monday to Friday

The earlier you contact us, the better. Termination of your service is a last resort and we will work with you to try and avoid that outcome.

To assist us to understand the reason for your financial hardship, the level of support you may require and the range of options available to assist you, we may request evidence of the circumstances surrounding your financial hardship, including (but not limited to):

- financial statements and tax returns
- copies of bank statements
- statutory declarations
- evidence of having consulted with a recognised financial counsellor
- a letter from your accountant, bank officer, family doctor, etc

There are various payment options that may be offered to assist you. Some examples include:

- flexible or deferred payment options
- waiver of late payment or cancellation fees

There are various service options available for minimising your debt and managing your spending. Some examples include:

- call barring
- restriction of services
- change of service plan

There are also a range of other financial support services available in each state and territory in Australia. For more information on these and other options available please see the [ACMA's website](#).

You can obtain advice from a community financial counsellor from anywhere in Australia by calling **1800 007 007** (Monday to Friday, 9.30 am – 4.30 pm). This number will automatically switch through to the service in the State or Territory closest to you, or you can visit the National Debt Helpline www.ndh.org.au