

## **ENERGYAUSTRALIA TELECOMMUNICATIONS FINANCIAL HARDSHIP POLICY**

At EnergyAustralia, we understand that from time-to-time our customers may experience financial hardship and need additional assistance and flexibility in order to pay us for their EnergyAustralia services.

These situations can exist both in the short and long term and may arise as a result of loss of employment, unexpected expenses, a sudden illness or incapacitation, the death of a family member, ongoing financial constraints or any other reasonable cause. Financial hardship is an inability to pay a bill as opposed to an unwillingness to do so.

This Telecommunications Financial Hardship Policy identifies and assists vulnerable customers in these situations to manage their telecommunications usage and costs. EnergyAustralia can provide payment options to assist you to stay connected.

Payment options can include flexible payment arrangements over an extended period of time.

### **Financial Hardship Assessment**

We will assess an application for financial hardship assistance by considering your individual situation and financial circumstances. To make this assessment, we may need to ask you some questions about the nature of your financial situation, most recent contact and income details and the types of telecommunications services you need.

We will then work with you to develop a solution to help you stay connected and manage the payment of an outstanding or future EnergyAustralia bill or one that you are expecting in the near future.

### **Communication Financial Counselling**

If you are facing financial difficulty, you may wish to obtain advice from a community financial counsellor. You can speak with a community financial counsellor from anywhere in Australia by calling 1800 007 007 (Mon - Fri 9.30am - 4.30pm). This number will automatically switch through to the service in the State or Territory in which you are located.

You can also visit the National Debt Helpline website at [www.ndh.com.au](http://www.ndh.com.au) or consult [www.financialcounsellingaustralia.org.au](http://www.financialcounsellingaustralia.org.au) for a current list of community financial counselling services.

### **Contact us**

You can get in touch to discuss your situation and/or this Telecommunications Financial Hardship Policy by calling us on 1800 448 305 between the hours of 8am – 6:30pm Melbourne time or sending an email to [nbnsupport@energyaustralia.com.au](mailto:nbnsupport@energyaustralia.com.au).