

Financial Hardship Policy

Teldotnet Pty Ltd ABN 62 067 573 559

At some time in your life you may find yourself in Financial Hardship and Teldotnet Pty Ltd (Teldotnet) is committed to helping you maintain access to critical telecom services when times get hard. We recognise that situations may arise that affect your ability to pay for your services. These situations may include:

- Unemployment
- Injury or illness
- Domestic or Family violence
- Natural disasters
- Death in the family
- Homelessness

How We Assist

Teldotnet will explore a range of payment and service options to assist you to stay connected. We will need to ask you questions about your situation and your financial hardship and review the services you need, this may include asking for supporting information and documentation.

Payment options may include but are not limited to:

- flexible payment arrangements over a period of time, so that you don't have to pay the entire amount at once
- waiver of late payment and/or cancellation fees

Service options to assist you to control the amount of your future bills may include but are not limited to:

- restriction of services
- transfer to an alternate plan/contract

We will work with you to find a way forward that enables you to manage your current and future bills.

If you need to contact us to discuss your Financial Hardship situation you can reach us on 1300 121 263 (Monday to Friday, 8.00 am – 5.00 pm AEST).

Other Advice

You may wish to obtain further advice from a professional financial counsellor. You can talk to a community financial counsellor by calling 1800 007 007 (Monday to Friday, 9.30 am – 4.30 pm) or you can visit the National Debt Helpline www.ndh.org.au

You may also wish to seek assistance from community welfare organisations such as The Salvation Army, St Vincent de Paul Society or Anglicare.

If you've not happy with the assistance, we have provided to keep you connected while you are experiencing financial difficulty you can call us anytime on 1300 121 263. Alternatively reach out to us through our Complaint Handling procedures located on our website at www.tel.net.au/support.

If you are not satisfied with how your complaint has been addressed by Teldotnet you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or visiting their website at www.tio.com.au, by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins St West, VIC 8007.