

## Financial Hardship Policy

Nexgen is committed to assisting customers who may be facing financial hardship and helping them maintain their telecommunications services.

Financial Hardship is a situation where a customer is unable to meet their financial obligations in relation to their Nexgen services. These situations may include, for example, illness, a death in the family, loss of employment, being impacted by domestic or family violence or any other unforeseen cause that impacts your ability to pay us for your Nexgen services.

Nexgen can provide you with a range of payment and service arrangements to help you with an opportunity to maintain your telecommunication services and provide a flexible and management payment plan.

### The Process

If you do require an extension of time to pay an outstanding amount, agreeing to a payment plan or extension, and sticking to it can help prevent disconnection or restriction of your service. Nexgen will endeavour to work with you to avoid disruption to your services.

We will assess your 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 your situation, and request supporting evidence.

- Documentation such as a statutory declaration from a person familiar with your situation
- Evidence of your income details and financial commitments
- Evidence of you having consulted with, and/or being accompanied by a recognised financial counsellor or a booking to see a financial counsellor.

Nexgen will then work with you to find a suitable solution to pay your outstanding charges in a way that does not cause further financial detriment. We will discuss how to limit your spend (this may include barring some service features) during the time of the agreed arrangement.

You must inform us if your circumstances change during our arrangement with you.

Nexgen will not charge you for assessing your Financial Hardship circumstances or putting a management plan in place.

### Contact Us

If you are having difficulty paying your bill, or wish to discuss the options available to you, please contact our team on **1300 02 04 02, Monday to Friday 8.30am to 5pm.**

There are also a range of Financial Support Services available. You can talk to a financial counsellor from anywhere in Australia by ringing **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.