

LIGHTNING BROADBAND FINANCIAL HARDSHIP POLICY

ASSISTANCE FOR FINANCIAL HARDSHIP

Lightning Broadband considers financial hardship to be a scenario where the customer is unable to meet their financial obligations with regard to our service as a result of:

- illness
- unemployment family breakdown
- death in the family
- natural disaster

or other reasonable cause, but expects to be able to meet those obligations if arrangements with our company were changed. Either for a short- or long-term duration.

We perceive financial hardship to be a case of a customer being unable to pay their bills, rather than being unwilling to.

In such situations, we commit to approach the situation with empathy, compassion and confidentiality; with view to a mutually agreeable resolution. Alternative arrangements In cases of financial hardship, we will seek to come to an agreement with you to cover expected future use with adjustment taking into account your financial position and a continued reduction of the outstanding debt at a reasonable level.

Future use of the service may include a reduction in available features, plan level or other mutually agreed upon alterations; including suspension of services.

We can also provide you with the contact details of independent free financial counselling services within your state that may be able to assist you with negotiating an alternative arrangement. Alternatively Financial Counselling Australia can provide the contact details of a suitable financial counsellor in your area - they can be contacted on **1800 007 007** or by visiting their website at: www.financialcounsellingaustralia.org.au

ASSESSMENT DURATION

Our assessment will take approximately 7 business days.

OUR COMMITMENT TO YOUR PRIVACY

During the assessment, you may be required to provide sensitive information; including employment, income details, plus bills. All details provided will be handled in the spirit of our privacy policy and we will adhere to all provisions of the Privacy Act 1988.

Further details For more information on this process, please contact our team via one of the options provided below or on our contact page on our website.

CONTACT INFORMATION

You can contact Lightning Broadband customer service for Sales, Support & Billing assistance via

Phone: 1800 477 333

Email: hello@lightningbroadband.com.au

Website: www.lightningbroadband.com.au