

	MAIN HEADING:	Customer Service Agreement – Customer Service - Accounts
	SUBJECT:	Customer Accounts – Accounts – Financial Hardship
	POL	Financial Hardship Policy – Summary
DATED:14/8/2019	REVIEW DATE: 1/7/2020	VERSION 3

## FINANCIAL HARDSHIP POLICY - SUMMARY

Uniti Group Limited (**Uniti**) is committed to enabling customers, who may face financial difficulties, to maintain their connection to broadband Internet services. This summary will explain how Uniti's Financial Hardship Policy may assist You if You are experiencing Financial Hardship.

**Financial Hardship** is a situation where You are unable, because of illness, unemployment or other reasonable cause, of short or long duration, to pay Your financial obligations to Uniti, such as the fees which arise under Your Customer Service Agreement for broadband Internet services, and You also expect that if the arrangements for payment and/or delivery of Internet services were changed, You would be able to meet those financial obligations.

Financial Hardship is a genuine inability, and not a mere unwillingness, to meet financial obligations. Financial Hardship is where things have gone wrong, and You need help. For example: a loss or extended interruption of employment, illness, injury, hospitalisation or physical incapacitation, or a death in Your close family, which requires that You assume additional responsibilities, the effect of external events including natural disasters, fire, flood, storm, or events beyond Your control, such as family violence or family breakdown, or an abuse (eg use of masses of data) of Your Service by someone else which leaves You unable to pay the account.

If You believe that You are affected by genuine Financial Hardship You may ask Uniti for assistance. Or Uniti's Customer Service team may identify that you may be affected by Financial Hardship and may ask You if You require assistance.

Uniti will then conduct an assessment of Your individual and financial circumstances and determine if You are eligible for assistance. To make this assessment Uniti may need to ask You whether Your situation is temporary or ongoing, and about Your financial circumstances, Your income and expenses and the types of telecommunications services that You and Your family need.

Uniti's Customer Service Team will then work with You to find a solution to help You stay connected and manage the payment of any Uniti invoices which may be outstanding or expected.

If you are facing financial difficulty and wish to obtain advice from a **community financial counsellor** You can ring from anywhere in Australia on 1800 007 007 (Mon – Fri 9.30am – 4.30pm AEST). Or You can visit the **National Debt Helpline** at [www.ndh.org.au](http://www.ndh.org.au)

Please contact Uniti to talk about any difficulties with Your financial obligations to Uniti or a situation of Financial Hardship by contacting **Uniti's Customer Service Team** - Phone - 1300 847 201 - Email: [support@unitiwireless.com](mailto:support@unitiwireless.com) - 7.30am – 8pm Monday to Friday and 10am – 4pm Saturday, Sunday and Public Holidays – Australian Central Standard Time – Adelaide time.

For more details about how Uniti may assist You if You believe You are facing circumstances which constitute Financial Hardship, and what information You will be required to provide to Uniti, to enable an assessment to determine eligibility for assistance, please consider the Uniti Financial Hardship Policy – [Financial Hardship Policy](#).