

# Financial Hardship Policy

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## Purpose of this Policy

The purpose of Astron's Financial Hardship Policy is to ensure a customer who is unable to discharge their financial obligations under their contract with Astron has the opportunity to reach an agreement with Astron to pay off any outstanding amounts in a way they can manage financially.

A customer may be unable to meet their financial commitments as a result of loss of employment, illness, family issues or other unforeseen factors. Advising Astron of these types of situations will allow Astron to assist you.

## The process

We access each customer's application for financial hardship assistance on their own individual financial circumstances.

When assessing your eligibility for financial hardship, we might require you to provide information such as:

- income details
- most recent contact details
- evidence that you have consulted a financial counsellor
- a confirmation from a doctor, bank officer or financial counsellor to support your claim.

We may not be able to make an assessment of your circumstances if you do not provide us with the requested information. We may use the information you provide as well as other information available to us.

If you are eligible, we will work with you to come to an arrangement that allows you to pay your outstanding charges in a way that does not worsen your financial position. There are options available to minimise your call usage and stay connected whilst managing your spending. For example, we may be able to change your plan, apply call barring, and/or provide a service with restricted access. Please call us to discuss your options.

We will advise you of your eligibility for assistance under this Financial Hardship Policy within 7 working days after receipt of the final information from you.

Once we come to an agreement we will put this in writing to you. You must inform us if your circumstances change (for better or for worse) during our arrangement.

The provision of false or incomplete information may result in Astron cancelling any hardship arrangement that is in place.

We will not charge you for assessing your financial hardship circumstances or for administering the matter.

## Finding a financial counsellor

You can also consult the Financial Counselling Australia website: [www.financialcounsellingaustralia.org.au](http://www.financialcounsellingaustralia.org.au) for a current list of community financial counselling services or contact a free and independent financial counsellor on 1800 007 007 if you are experiencing financial difficulty.

## Contact us

We encourage you to contact us if you experience any difficulties paying for our services. Please contact us as follows:

Astron Financial Hardship Inquiries: 1300 72 42 72  
Hours of Operation: Monday - Friday 10.00am - 5.00pm AEST

By Mail: Astron Communication Financial Hardship Program PO Box 210 Chatswood NSW 2057

By fax: 1300 788 318



## Astron

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## Customer Service

1300 72 42 72