

Lightning Broadband Payment Assistance Policy Summary

About our Payment Assistance Policy

Lightning Broadband has introduced a Payment Assistance Policy (<https://www.lightningbroadband.com.au/about/terms/>) to assist our customers who fall into financial hardship to maintain an internet connection without falling into unmanageable debt with us. The goal of our policy is to avoid disconnecting you unless it is necessary. Our pre-paid plans are designed to allow you to have unlimited usage of internet on a month-to-month basis.

If you have failed to pay your bills for 3 consecutive months, 3 months out of the prior 6 months or you owe \$200 or more we may contact you to offer assistance. If you would like assistance, please call 1800 477 333 and our customer experience team will be able to direct you to someone authorised to assess your eligibility and to agree on an assistance plan. You may be eligible for a range of reasons including, but not limited to, if you have recently lost your job, have been sick, have suffered a death in the family, or are experiencing domestic violence. Please refer to our full policy for more details.

To be eligible you will need to download and complete the Financial Hardship Assistance Application form available at <https://www.lightningbroadband.com.au/about/terms/>. Our customer experience team can also send a copy to an email or postal address you nominate. Once you have completed the form and our team has assessed your eligibility, you may agree with us on one of the following options to assist you.

- to allow you more time to pay a bill
- to accept a payment plan tailored to your ability to pay
- to discount a bill
- to put controls on your incurring charges e.g. spend controls
- to put restrictions on your service
- to transfer you to a different product that better suits your circumstances