

## COVID-19 Financial Hardship Policy

The Telecommunications Consumer Protections Code C628:2012 defines Financial Hardship as a situation where a customer is unable to discharge of the financial obligations in relation to our services but where the customer expects to be able to do so over time if payment arrangements are changed.

### Statement of Intention

The COVID-19 pandemic is associated with widespread job losses and income reduction, causing financial hardship across the community. DCSI understand telephone and internet services can be difficult to maintain during periods of financial hardship, and we are here to help our customers.

Under the *NBN COVID-19 Connectivity Relief package*, Financially Stressed Households may be eligible for a Hardship Relief Rebate if their hardship has been caused by the COVID-19 pandemic.

Low Income Families who are connecting to NBN for the first time to support Online Learning for their School Aged Children may be entitled to a Connection Support Rebate.

Please reach out to us if you think you may be eligible and we will assist you to make an application.

### Eligibility and Assessment

#### Hardship Relief Rebate

To be eligible, the service must:

- be a residential service, not a business service
- be for a household experiencing financial stress directly due to the COVID-19 pandemic

#### Connection Support Rebate

To be eligible, the service must:

- be first ordered on or after 1 April 2020;
- be supplied to a residential Premises at which nbn:
  - was not supplying a connection as at 1 March 2020; or
  - was not supplying a connection through any retail provider at any time before 1 March 2020 to the named Account Holder
- be supplied to a Low Income Family who are experiencing Financial Hardship due to the COVID-19 pandemic; and
- be required to allow school-aged children in the household to access online learning

**When assessing your eligibility for COVID-19 Financial Hardship support, we may ask you to provide certain documents such as:**

- Documentation that establishes you are eligible for JobSeeker or JobKeeper payments
- Confirmation that you have an eligible school aged child in your household
- A statement of your financial position

We may also require additional documentation to support that the hardship is specifically due to COVID-19.

We may use the information you provide, as well as other information available to us.

Once we have verified your eligibility, we will enter into an agreement in writing with you. The agreement will take effect when you have returned your signed and dated .

If you wish to seek review of the outcome of a COVID-19 Financial Hardship application, please follow our [Complaint Handling Policy](#).

## Contact Us

If you are experiencing financial hardship due to the COVID-19 pandemic, we encourage you to get in touch so we can assist you in the best way possible. If your financial stress is not directly related to COVID-19, you may be eligible to request assistance under the terms of our standard [Financial Hardship Policy](#).

Please contact us by calling [1300 66 55 75](tel:1300665575) if you would like to discuss any financial hardship matters. We are available from 8:00AM to 9:00PM Mon-Fri, 9:00AM to 6:00PM Sat, and 12:00PM to 6:00PM on Sundays and public holidays.

## Finding a Financial Counsellor

You may wish to receive further assistance from a qualified financial advisor where you can receive independent, confidential advice at no cost.

You can talk to a financial counsellor from anywhere in Australia by ringing [1800 007 007](tel:1800007007) (minimum opening hours are 9.30 am – 4.30 pm Monday to Friday). This number will automatically switch through to the service in the State or Territory closest to you.

Alternatively, you can find the financial counselling service nearest to you by visiting [www.financialcounsellingaustralia.org.au/Corporate/Find-a-Counsellor](http://www.financialcounsellingaustralia.org.au/Corporate/Find-a-Counsellor).

'Money Help,' a website run by the Victorian State Government, also offers useful tools and resources for those experiencing financial hardship: [www.moneyhelp.org.au](http://www.moneyhelp.org.au)