

# FINANCIAL HARDSHIP

Financial hardship is defined under the Code to mean a situation where:

- a customer is unable to discharge the financial obligations owed by the customer under their customer contract or otherwise discharge the financial obligations owed by the customer to a supplier, due to illness, unemployment or other reasonable cause; and
- the customer believes that they are able to discharge those obligations if the relevant payment arrangements or other arrangements relating to the supply of telecommunications products by the supplier to the customer are changed.

Financial hardship is an inability to pay bills, rather than an unwillingness to do so. It may be for a limited time or long term and can arise from:

- loss of employment of the customer or a family member;
- family breakdown;
- illness, including physical incapacity, hospitalisation or mental illness of the customer or a family member;
- a death in the family; or
- other factors resulting in unforeseen changes to a customer's capacity to meet its payment obligations.

If you find that you are in a situation where you are not able to meet the financial obligations required to pay your Motion Telecom Post Paid account, we ask that you contact us via one of the below methods to discuss your particular situation, therefore allowing us to work with you to find a solution that works for all parties involved.

Motion Telecom will actively discuss the proposed payment arrangement that our customer can afford to pay, an agreement will be made and regular payments must be met in accordance with this agreed payment plan. Should the customer not be able to make any payment as agreed with this payment plan, the customer must contact us immediately to discuss an alternate agreement.

As part of this payment arrangement, Motion Telecom may review your current usage, and may look to restrict some call types during this arrangement.

Contact Details:

Phone: 1300 133 399

Fax: 1300 307 022

Email: [info@motiontelecom.com.au](mailto:info@motiontelecom.com.au)

Mail: PO BOX 109 St Leonards, NSW 1590

If you wish to seek advice, if necessary, from a financial counsellor about your financial circumstances, there are many options available to help you. An example would be

<https://www.moneysmart.gov.au/managing-my-money/managing-debts/financial-counselling?gclid=CPTH3Z3Nw7UCFUxpgodmUUAiw>