

Notice of credit management action (s 24)

[on Centra Networks Pty Ltd (ACN 107 228 937) letterhead]

[date]

[insert customer account number]

Dear **[insert customer name]**,

This notice is to advise you that Centra Networks Pty Ltd intends to take credit management action against you, due to your failure to meet your obligations under the agreed arrangement for financial hardship assistance.

Details of credit management action to be taken:

Credit management action: **[insert action will be taken]**

Date: **[when credit management action is due to occur]**

Reasons for credit management action: **[insert]**

Charges: **[insert all charges that may apply]**

Impacts on other telecommunications goods/services that we provide: **[details of any impact the credit management action will have on other goods/services provided by Centra Networks Pty Ltd]**

Contact Details:

If you would like to enquire about this communication, please contact our Financial Hardship Team, who can be contacted as follows:

- via telephone on 1300 136 410 (from 9:00am to 5:00pm Australian Eastern Standard Time on business days); or
- via email to **[Email Address]**

If you have specific accessibility needs (including a disability or if you are from a culturally or linguistically diverse background, or you are a victim survivor of domestic or family violence or you have other special needs), we can assist you with your application.

You may also wish to speak to the Telecommunications Industry Ombudsman:

Post: PO Box 276, Collins Street West VIC 8007

Telephone: 1800 062 058

National Relay Service: Call on 1300 555 727 then ask for 1800 062 058

Email: tio@tio.com.au

Online Complaints: <https://www.tio.com.au/making-a-complaint>

or other organisations for financial counselling services and/or advice:

[1800 Respect](#) (1800 737 732)

[Lifeline](#) (13 11 14)

[Beyond Blue](#) (1300 224 636)

[Centrelink](#)

[Counselling Online](#)

[Way Forward](#) (1300 045 502)

[Wesley Mission Financial Counselling](#) (1300 827 638)

[MoneySmart](#)

[Gambler's Help](#) (1800 858 858)

[Mensline](#) (1300 789 978)

[Salvation Army](#)

[Australian Competition and Consumer Commission](#) (1300 302 502)

Kind regards,

Centra Networks Pty Ltd