

Credit Management Policy

OVERVIEW

Our initial credit management process is mostly automated and managed by our service provider, Telecommunications Payment Services.

POSTAL REMINDER PROCESS

All reminders are produced automatically and are based on the figures of Age Receivables

1. Soft Reminder: if the current month > reminder threshold values (\$10)
2. Hard Reminder: if the month 1 owes > reminder threshold values (\$10)
3. Default Reminder: if the month 2 and month 3 owes > reminder threshold values (\$10).

Soft Reminders are generated on the 20th of the month that the bill was first due. This is 5 days after payment was due. Hard Reminders are generated on the 10th of the following month if the bill remains outstanding. Default Reminders are generated on the 10th of the second month that the bill remains outstanding. Eg. Bill is due 15/6 but not paid. A Soft Reminder will be posted to the customer on 20/6. A Hard Reminder will be posted to the customer on 10/7. A Default Reminder will be posted to the customer on 10/8.

SOFT REMINDER – This is a standard overdue notice advising the customer of the amount that is overdue and should be paid immediately. The customer is informed that they may experience restrictions to their services from a particular date if the overdue amount is not paid within 7 days. The customer is also advised to call us if they think payment was already made more than 3 business days prior, or if they are experiencing financial difficulties.

HARD REMINDER – This is a disconnection notice advising the customer that their services may be disconnected from a particular date if the overdue amount is not paid within 7 days. The customer is also advised that reconnection of their services may incur reconnection charges, non-payment will result in them being credit defaulted with the appropriate authorities and briefly outlines the potential consequences of a credit default. The customer is again advised to call us if they think payment was already made more than 3 business days prior, or if they are experiencing financial difficulties.

DEFAULT REMINDER – This is a default warning advising the customer that their services have been disconnected and continued non-payment will result in a credit default being filed against them. The customer is also advised that the debt may be passed onto a debt collection agency for recovery. Again, the customer is advised to call us if they think payment was already made more than 3 business days prior, or if they are experiencing financial difficulties.

PERSONAL REMINDER PROCESS

You will be notified when your customer has not paid their bill and has been sent a Hard Reminder. You are to call your customer within 2 business days of being notified to try and arrange full payment of their overdue amount. If your discussion with them suggests they might meet the terms of our Financial Hardship Policy, you are to advise them of the process for being assessed under our Financial Hardship Policy and send them a copy of our Financial Hardship Policy or direct them to our website for it.

If the customer wants to apply for financial hardship then you are to assist them to do so, and consult with David Hall so the automated reminder service can be temporarily disabled for the customer should their financial hardship application be successful.

If the customer wants to dispute the overdue amount then you are to record the reasons for the dispute and pass them onto David Hall to be assessed. Please advise the customer that their request to dispute the overdue amount will be assessed and they will be advised of the outcome within 3 business days. Please also advise the customer that their services will not be disconnected while an overdue amount is in dispute.

You will be notified again if your customer has still not paid their bill and has been sent a Default Reminder. You are to call your customer within 2 business days of being notified to try and arrange full payment of their overdue amount. If your discussion with them suggests they might meet the terms of our Financial Hardship Policy, then please follow the process outlined above.

If you are unable to reach the customer when you first call them for a Hard Reminder or Default Reminder, you are to try again the following business day. Please ensure you record notes detailing your attempted calls, or the outcome of successful calls, on the customer's record in Octane.

DISCONNECTION OF SERVICES

If both postal and personal reminders have been unsuccessful, and the disconnection date on the Hard Reminder has arrived or passed, then Smart Telco & IT will make the decision on whether to disconnect the customer's services or not.