

Legal Information:

Credit Management Policy



About This Document

This document is our Billing Policy ("Policy"). It is prepared for the purposes of the Telecommunications Consumer Protections Code C628:2019 (the "TCP Code"). In this Billing Policy, "we", "our" and "us" are all references to BOSLEY HOLDINGS PTY LTD trading as SWOOP BROADBAND, ABN 71613948575 of 1A, 155 Queen Street, Warragul VIC 3820 Australia.

This Policy is accessible on our website and is distributed to customers and former customers (together, "Customers") and our staff.

Our Chief Executive Officer (or equivalent) has approved this Policy and is responsible for ensuring its implementation, operation and compliance in accordance with the requirements of the TCP Code.

About This Policy

We are committed to making it possible for customers to continue to have access to their internet services during periods of long or short term financial hardship. If you are having trouble paying your invoices, we are here to help you.

We want to avoid suspensions and disconnections wherever possible, and we are happy to work with you to assist you to meet your financial obligations.

You should contact us as early as possible if you realise you will need accommodation to assist you to pay your invoice. We can offer a greater range of options to help control your spend, including plan reduction, repayment options, and we have a financial hardship policy to assist you if you are experiencing long or short term hardship.

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- All invoices are due for payment within 7 days of issue.
- You may request reasonable extension on payment due date.
- Extensions of up to 14 days from the invoice due date may be granted by Call Centre staff.
- Any requests for extensions for longer than 14 days will be assessed by Management on a case by case basis.
- If you are experiencing Financial Hardship, please refer to our Financial Hardship policy.
- No more than three extensions will be granted by Call Centre staff in a 12 month period.

Disputed Amounts

We do not take credit management action against amounts that are the subject of an unresolved complaint when we are aware that the dispute has not been resolved to the satisfaction of the consumer and is being investigated by us, TIO or a relevant recognised third party.

We will advise you when we commence any credit management action after the resolution of that dispute. Where part of an amount on a bill is the subject of an unresolved complaint, we will advise you that Credit Management action may be undertaken in relation to those amounts which are not the subject of that unresolved complaint.