

**Schedule A - Initial hardship application details**

Customer name (as per account)	
Customer is	residential customer / small business customer <sup>1, 2</sup>
Southern Phone invoice details this application relates to <sup>3</sup>	
Details of financial hardship <sup>4</sup>	
Does customer have an existing financial hardship arrangement with Southern Phone?	yes / no <sup>5</sup>
If 'yes', details <sup>6</sup>	
Your contact number	
Your contact postal address	
Your contact email address	
Customer wishes to make an application for a financial hardship arrangement with Southern Phone. Please contact me about this matter.	
Your signature	
You are <sup>7</sup>	Customer / authorised representative of customer <sup>8</sup>
Date	

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- 1 As per Southern Phone Financial Hardship Policy.
  - 2 Delete whichever inapplicable.
  - 3 Clearly identify each invoice that presents payment difficulties including following as applicable: name of invoiced party, date, invoice number, amount, service type.
  - 4 Refer to Southern Phone Financial Hardship Policy for information on qualifying circumstances.
  - 5 Delete whichever inapplicable.
  - 6 Including date of arrangement if known.
  - 7 Note that only a Southern Phone customer, or their authorised representative, may submit this application.
  - 8 Delete whichever inapplicable.