

Coronavirus Information Sheet

Telstra Assistance

25 March 2020



Telstra Bill Assistance

Agencies unable to physically access their Telstra Bill Assistance Certificates are still able to assist clients, this is done by following these steps:

- With the customer's permission/authority, compose an email to specialassistance@online.telstra.com.au with the following information:
 - In the email subject put "Customer Telstra Bill Assistance Program"
 - In the body of the email put the customer's name, Telstra account number, Telstra phone number, the amount of TBAP assistance recommended, the name of the community worker, telephone number, the community organisation and ABN.

Agencies who do have access to their existing Telstra Bill Vouchers and would like to receive a batch of prepaid Telstra envelopes, please email Meagan by 5pm on Friday 27 March.

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Additional Data for Telstra Customers

From Thursday 19 March Telstra are providing their consumers and small business home broadband customers (ADSL, NBN and Cable) with unlimited data at no additional charge on their plan until 30 April 2020. The data, which will be provided automatically, will help facilitate videoconferencing; voice over Wi-Fi, and cloud connectivity, all important tools when working from home or in isolation.

Telstra are also giving their consumers and small business mobile customers more data. Post-paid customers (both handheld and mobile broadband) can receive an extra 25GB of data on their plan to use in Australia within 30 days to facilitate the need for a more mobile workforce. Post-paid customers can apply for the extra data via their Telstra 24x7 and My Telstra Apps until 31 March and the data will be available within 24-48 hours.

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Telstra Pre-paid Customers

Telstra Pre-paid customers with an active recharge of \$40+ can get 10GB of additional data to use in Australia within 28-30 days (depending on your plan). Eligible pre-paid customers can apply for the extra data via our Telstra 24x7 and My Telstra Apps until 31 March and the offer will be applied to customer accounts within 24-48 hours.



Pensioners with a Telstra Home Plan

Eligible pensioners with a Telstra home phone plan will be able to make unlimited local, national and 13/1300 calls, and calls to Australian mobiles, from their home phone in Australia to make staying in touch with friends and family simpler. This is available until the 30th April.



Telstra 24x7 Apps

With data traffic increasing, customers are encouraged to make use of the self-service tools available on the latest Telstra 24x7 apps for iOS and Android. This allow customers to check account information and pay bills while easing the burden on call centres.

Things to Note:

Telstra's FairPlay Policy applies to our unlimited broadband offer.

Pre-Paid Max, Extra, Plus, Freedom Anytime & Freedom Unlimited customers: unused bonus data expires after 28 days and will not rollover.

Pre-Paid Mobile Broadband Go, Plus, Data Pass & Data Pass II customers: unused bonus data expires after 28 days and will not rollover.

All other Telstra Pre-Paid and Telstra Pre-Paid Mobile Broadband plans: unused bonus data expires after 30 days and will not rollover.