



Telstra Assistance Package

We've all witnessed the confronting scenes of bushfires around the country and awed at the heroic volunteers battling the blazes.

Today we're doing our part to thank our volunteer firefighters by providing them with free mobile bills over December and January. We understand how important it is to reach out to friends and family during times of crisis, and we want to do all we can to help.

In addition to the assistance packages that we make available to our customers during emergencies, we wanted to also ensure that Australia's volunteer firefighters are supported as well. This new assistance package means that we will cover the cost of volunteer firefighter's mobile phone bills over the period of December and January. We want to do this to show our thanks to firefighters for their efforts in helping keep communities safe.

Firefighter volunteers should contact Telstra on **13 22 03** when convenient to register for the free calls over December and January.

We hope this will ease some of the burden, particularly as many of these firefighters are defending their own communities.

The Telstra Assistance Package is available to all volunteer firefighters registered with the official volunteer fire services within their state, such as the SES (or equivalent official Emergency Service organisation of that state) volunteers, Country Fire Authority (CFA), the Department of Fire and Emergency Services (DFES) and the Regional Fire Service (RFS). The package is also available to Farm Fighters. Farm Firefighters are farmers with personal firefighting equipment/units who support their community when under threat from a bushfire.

Here is more information on Telstra's relief packages for customers impacted:

Short term measures (for Telstra customers who have a short-term impact – temporary evacuation of premises or temporary fault):

- Free use of Telstra public payphones in the affected areas
- Free use of Telstra Air payphone hotspots in the affected areas
- Free call diversion from an affected fixed home or business phone service to another fixed or mobile service of the customer's choice, regardless of the carrier
- Customers who use the free call diversion to divert their affected fixed home or business phone to their Telstra mobile service can also make local and STD® calls on their mobile at fixed-line rates, in accordance with their selected plan (limited to one designated Telstra mobile per affected household or business).

- Affected Telstra mobile customers who do not have a Telstra home phone can receive a one-off credit to the value of \$100 inc. GST (limited to one mobile phone per Telstra mobile account).

The above offers are applicable until network damage in the area due to fire is repaired, or while customers remain evacuated, for a maximum period of three months from the date of the fires.

Long-term measures (for Telstra customers who have suffered severe damage to or loss of their premises):

- Free call diversion from the customer's Telstra fixed phone service to another Australian fixed or mobile service of their choice, regardless of the carrier. This offer is applicable for a maximum period of 6 months from the date of the fire.
- In addition, Telstra will apply a one-off credit to the value of \$500 inc. GST to the customer's Telstra fixed phone account to help cover the costs of the following, if required: Connection of a Telstra fixed phone service at one temporary residence
- Re-connection of a Telstra fixed phone service at the customer's original permanent premises