



# TELSTRA SUPPORT FOR AFFECTED AND ELIGIBLE IMPACTED HOMEOWNERS AND TENANTS

July 2022

## OVERVIEW

**This information sheet is intended to provide information on the range of concessions Telstra may provide to support affected and eligible impacted homeowners and tenants.**

## ELIGIBILITY

- Concessions are available to Telstra residential and small business customers with fixed phone or fixed broadband services that are required to permanently vacate their residential address, which may also be a business, due to being identified by the ACT Government as an affected or eligible impacted property.
- Eligible impacted homeowners will need to provide Telstra with permission to seek information from the Taskforce. Affected properties can be identified from the Affected Properties List available on the Taskforce website.
- Concessions described in this information sheet are applicable to Telstra retail customers only. Affected homeowners and eligible impacted homeowners and tenants who are customers of other telecommunication providers, regardless of whether their service is ultimately delivered by Telstra through a wholesale agreement, will need to approach their provider directly to discuss any concessions.

## TELSTRA HOME PHONE SERVICE CONCESSIONS

- Free call diversion from an affected or eligible impacted property, Telstra fixed phone service to another Australian fixed or mobile service of the customer's choice, regardless of the landing carrier. Customers who use the free call diversion service to divert their affected or impacted Telstra fixed phone service to their Telstra mobile service, can also make local and STD<sup>®</sup> calls from that mobile service at fixed line rates, in accordance with their selected HomeLine<sup>®</sup> or BusinessLine<sup>®</sup> plan (limited to one designated Telstra mobile diversion per impacted Telstra fixed phone account).
- Cancellation of Telstra fixed phone service at the affected address, with free number reservation for up to 12 months from the date of vacation of their address.
- Free connection of a Telstra fixed phone service at one temporary residence.

## TELSTRA BIGPOND SERVICE CONCESSIONS

For Telstra residential and small business customers who do not wish to retain their BigPond service at an impacted address, Telstra will offer:

- Disconnection of the affected or eligible impacted property BigPond service without the requirement to pay any applicable early termination charges or fees, as well as an email address reservation for up to 12 months from the date of the relocation.\*
- Connection of BigPond service at an alternate residential address without any connection charges within a 12 month period beginning from the date of the relocation.\*\*

\*Reservation of email addresses may not be possible in all cases. This would be assessed and managed on a case by case basis.

\*\*Subject to ADSL availability at the new residential address- if ADSL is found not to be available at the new address, Telstra cannot offer an alternative internet service at a discounted rate.

## HOW TO ACCESS THE CONCESSIONS

To access these concessions please contact Telstra's 'Report Damage Team' on **1800 801 915** and advise them you are a customer affected by Mr Fluffy.

**Note: Eligible impacted** homeowners will need to provide Telstra with permission to confirm eligibility with the Taskforce in order to receive various support concessions.

## USEFUL LINKS

Information relating to the transfer of Telstra services from one residential address to another in the ACT can be found AT [www.telstra.com.au/moving-house](http://www.telstra.com.au/moving-house)

## FURTHER INFORMATION

Call Access Canberra on 13 22 81 and ask to speak with the Asbestos Response Taskforce, or email [asbestostaskforce@act.gov.au](mailto:asbestostaskforce@act.gov.au)

## ACCESSIBILITY

The ACT Government is committed to making its information, services, events and venues as accessible as possible. If you have difficulty reading a standard printed publication and would like to receive this publication in an alternative format, such as large print, please phone 13 22 81 or email [asbestostaskforce@act.gov.au](mailto:asbestostaskforce@act.gov.au)



If English is not your first language and you require a translating and interpreting service, please phone 13 14 50 and ask for 13 22 81.

If you are deaf, or have a speech or hearing impairment, and need the teletypewriter service, please phone 13 36 77 and ask for 13 22 81.

For speak and listen users, please phone 1300 555 727 and ask for 13 22 81. For more information on this service visit [www.relayservice.com.au](http://www.relayservice.com.au).