



Telstra ACCAN Congress Resources

Helping you stay connected when times are tough



When life throws you the unexpected and you're finding it hard to pay to stay connected, [we can help.](#)



Program*	Description*	Contact
\$16/ month mobile discount	A discount for eligible customers on our Starter Mobile Plan (2GB data, standard national calls and text)	www.telstra.com.au/mobile-phones/telstra-mobile-concession
Pensioner Discount	A monthly discount for your home phone or internet bundle	Telstra 13 2200
Centrepay	Make regular fortnightly budget payments to your Telstra account	Centrelink – quote Telstra reference number 555-052-438-T
Fee exemptions	Certain fee exemptions (e.g., paper bill fee, non-electronic payment fee, late payment fee) for people on a low income or people with disability	Telstra 13 2200
Promise to pay	Provides additional time to meet payments. Fees are waived when customer keeps their PTP.	Telstra 13 2200
Starter Internet Plan	An entry level \$65/ month home phone and internet bundle (50GB/ month with basic evening speed)	Telstra 1800 859 533 and request the Starter Internet Plan
Financial Hardship	Talk to Telstra about options to keep you connected during difficult times and/ or resolve a bill	Telstra 1800 531 951
Domestic & Family Violence Assistance	A dedicated SAFE team to help customers stay safely connected	Telstra 1800 452 566 or www.telstra.com.au/consumer-advice/domestic-family-violence
First Nations Connect	A dedicated team to assist First Nations customers with their Telstra services	Telstra 1800 444 403 or www.telstra.com.au/aboutus/community-environment/community-programs/first-nations-australians
Disability Equipment Program	A range of products to help customers who have difficulty using a standard telephone service	Telstra 1800 068 424 or telstra.com/disability or disability@online.telstra.com.au
Priority Assist	Highest practicable level of service attendance for home phone connection and fault rectification	www.telstra.com.au/ consumer-advice/customer-service/ priority-assistance
Crisis line access	Free Telstra mobile calls to Lifeline, beyondblue, SES, Suicide Call Back Line, MensLine Australia and Family Drug Support. Unmetered mobile data access to www.askizzy.org.au community services search portal.	
Public Payphones	Calls are free to standard national numbers (fixed and mobile) from all Telstra public payphones. Free Wi-Fi access is also available at designated payphones.	
Bill Assistance	Provides bill relief for Telstra customers assessed as being in financial hardship	consumer.affairs@team.telstra.com or Telstra 1800 804 591
Top-up	Provides \$40* recharge to top-up Telstra pre-paid mobile services	www.infoxchange.org/au/telstra-top-ups
Safe Connections	Provides a new smartphone, credit and safety tips to women and children impacted by family violence	Women’s Services Network (WESNET) 1800 WESNET (1800 938 638) or www.wesnet.org.au
One Stop One Story Hub	The OSOS Hub enables frontline workers in corporate and community organizations to connect and refer their clients to a range of supports through a single access point. This process aims to make it simpler for people in need to access support, reducing the burden and complexity involved in contacting each individual support program.	Telstra 1800 804 591 (referral through SAT team).
Free rated Ask Izzy	Ask Izzy allows consumers in vulnerable circumstances to find local emergency services such as food, accommodation, D&FV services etc. Approximately 1.5m searches originated from Telstra networks in FY22.	https://askizzy.org.au/

Doing better for the environment



Reducing emissions, investing in renewable energy, going carbon neutral and collaborating with you to drive positive environmental action means we can all help make a difference. [Let's do this.](#)



Doing better for communities



Technology connects us all. Our job is to help make sure every Australian, of every background and ability, has the skills and confidence to safely take part in the online world.



We expanded our regional coverage by 20,000 km²



We connect Aussies from Broome to Bendigo - and every other corner of our beautiful country.



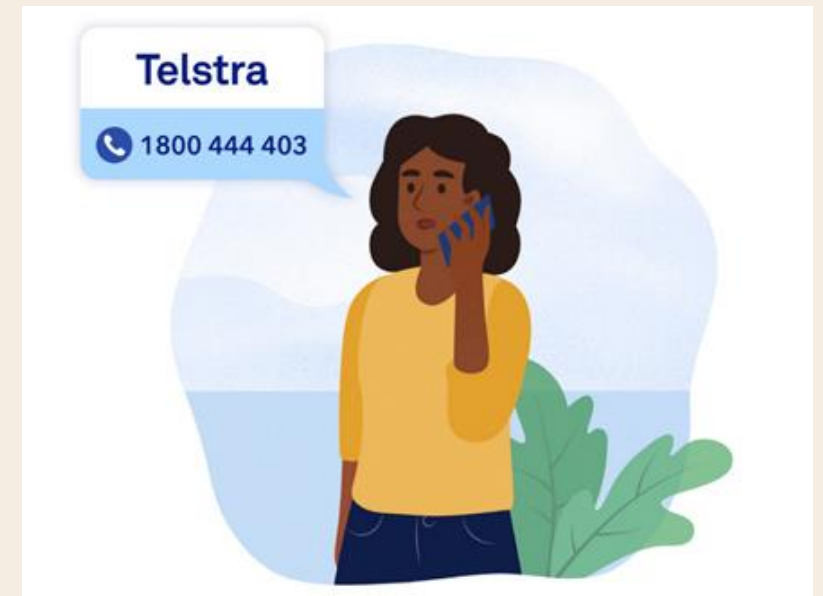
Leading the way

With [reconciliation and inclusion.](#)



**Want to have a yarn to someone in your language?
We support many languages around the nation.**

[Call us on 1800 444 403](tel:1800444403)



Accessible products and services



We're helping all Australians living with disability thrive with our [accessible products, services and career opportunities](#).



Talk to our Disability Enquiry Hotline Team

Call us on [1800 068 424](tel:1800068424) (Voice call)

TTY users dial the national relay service on [133 677](tel:133677)

Email us using our [online form](#)

Contact us:



consumer.affairs@team.telstra.com