

Telstra Keeping Australia Connected



In these unprecedented times, keeping you updated on Telstra's response is very important to us. While the health crisis is front of mind for everyone, we want to reassure customers in rural and regional Australia that we also recognise many people are still recovering from devastating bushfires, and are dealing with prolonged drought. We will continue to help communities overcome these challenges at the same time as taking the following actions in relation to COVID-19.



Helping our customers

- Unlimited data allowances on ADSL, nbn and cable broadband until 30 June 2020 for consumer and small business customers. Our FairPlay Policy applies.
- 25GB extra data for our consumer and small business post-paid mobile and mobile broadband customers. For use in Australia within 30 days. Register by 30 June 2020.
- Unlimited local, national and 13/1300 calls and calls to Australian mobiles, from your home phone in Australia for eligible pensioners until 30 June 2020.
- Discounts for customers receiving a JobSeeker benefit.
- New low-cost mobile plan for customers with a valid Health Care Card or Pensioner Concession card.
- Suspending all late payment fees until 30 June 2020 for consumer and small business customers.
- Online service hub to help customers experiencing financial hardship manage their bills, including payment plans, delayed payment options, service suspension or downsizing to a lower cost plan.
- Mobile Broadband Additional data Allowance - We've updated the domestic data allowance on Small, Medium and Large mobile broadband data plans to give our customers more data at no extra charge. Our \$25/month Small data plan is jumping from 10GB to 20GB of included data, while \$50/month Medium data plan customers also get the same amount of extra data – from 50GB to 60GB included. If you're on a \$75/month Large plan, your old 100GB of included data has been doubled to a massive 200GB.
- Switching on SMS over Wi-Fi on our mobile network - SMS over Wi-Fi means that when your phone is connected to a Wi-Fi network that can access the internet, you'll still be able to send and receive SMS messages even if your phone is not in an area where it can connect to our mobile network.



Backing our economy

- Expanding our workforce with 3,500+ new temporary roles.
- Pausing workforce reductions for six months.
- Bringing forward \$500 million in capital expenditure into FY2020 to accelerate our network expansion and 5G build.
- Extending expiring sponsorships for an additional 12 months.
- Providing our people with additional paid leave.
- Helping more than 25,000 Telstra team members work-from-home.
- Providing 20,000 students and teachers with internet access to educational content to support their online learning through the Department of Education and Catholic Education.



Additional support for small businesses

- Enabling small businesses who have had to cease trading, the option to place their fixed business services into hibernation to minimise costs.
- Free Telstra Virtual Meeting Room (VMR) service until 30 June 2020.
- Half-price access to our Digital Marketing Services website plans for 3 months. Standard plans and pricing for Small (\$60), Medium (\$80) and Large (\$100) month to month. Valid until 30 June 2020. Discount applies to plan subscription fees only. Existing customers receive 50% discount applied automatically.
- Discounts on Telstra's mobile worksuite and all mobile broadband plans.



For more information go to exchange.telstra.com.au COVID-19