

## HAVE YOU FILLED IN THE CERTIFICATE CORRECTLY?

### How to issue a TBAP Certificate – a step by step guide for agencies

Certificates issued need to be completed with the following information:

- Customer's Telstra account number  
(ensure 13 digit account number if mobile only or internet only bill)
- Date certificates are issued
- Customer name
- Total number of Certificates issued against that bill (including this one)

**Note: total number of Certificates must not exceed 10 (\$500) on any one bill or in any one month.**

- Case worker ID and signature
- Name of community agency
- Agency contact number
- Complete details on certificate butt

Where multiple Certificates are issued, only the first butt needs to be completed and the following butts appropriately noted. The butts are to be kept by the agency as a record of assessment.

### Customer's original Telstra bill must be endorsed with:

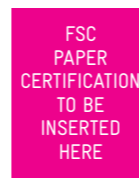
- Your agency stamp (or by writing the name of the issuing community agency)
- Certificate amount issued for the bill
- Case worker signature
- Date certificates are issued
- Tear off the remittance slip from the Telstra Bill and attach it to the Certificates  
Certificates cannot be processed without the remittance slip

This information provides confirmation that the Certificate(s) has been issued against that particular bill and is a checking mechanism if a client is seeking assistance from multiple agencies.

Where, unknowingly, Certificates have been issued by different community agencies against the same bill number, Telstra reserves the right to disallow the value of the Certificates issued by the second and subsequent agencies and reinstate on the customer's account an amount up to the value of the Certificates. The value of disallowed Certificates will not be credited back to the issuing agencies.



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# TELSTRA BILL ASSISTANCE PROGRAM GUIDELINES FOR PARTICIPATING AGENCIES

## WHAT IS THE TELSTRA BILL ASSISTANCE PROGRAM?

Telstra's Bill Assistance Program (TBAP) is Telstra's way of helping our customers who are experiencing a financial crisis and are unable to pay their Telstra bill. Under the program, participating community agencies are asked to conduct an assessment of a customer's circumstances, and if the customer qualifies for the program, the agency has the discretion to issue a \$50 TBAP Certificate to help the customer pay his or her Telstra bill (**maximum \$500**). The \$50 Certificates may only be applied as a bill adjustment against current and outstanding Telstra bills. These Guidelines set out the conditions we request participating agencies to comply with administering the Telstra Bill Assistance Program.

## IMPORTANT INFORMATION ABOUT THE PROGRAM

### WHO CAN APPLY FOR TBAP ASSISTANCE?

Telstra consumer customers can apply for TBAP assistance.

If a customer is not able to make the application themselves, an authorised representative may apply for assistance on the customer's behalf. Applicants residing outside of Australia are not eligible.

### HOW DO YOU ASSESS AN APPLICATION?

We ask the community agency to assess the customer's circumstances to determine if they are genuinely experiencing financial hardship and having difficulty paying their Telstra bill(s).

Applicants should be assessed in the same way their needs are assessed for other assistance, such as emergency relief/cash, food and clothes, and relief from other utility bills.

It is expected that in the majority of cases, such hardship will stem from causes such as:

- a significant decrease in income or high unavoidable expenses (e.g. unemployment, illness/death of a primary income earner);
- a natural or family disaster where it is impossible to absorb the resulting expenses (e.g. fire, flood, drought, death, desertion, major accident);

Telstra respects the independence of the agency's assessment. The decision by the agency whether issue or not issue a Certificate to an applicant shall be final (except in the case of fraud or significant departure from these Guidelines).

### WHEN CAN CERTIFICATES BE USED?

- TBAP Certificates are issued in the individual customer's name and are not transferable or redeemable for cash. They must be used only against the customer's Telstra consumer bill(s), and only in favour of the customer who is named on the certificate.
- If the Telstra bill relates to an Account Number that is 13 digits long, then Certificates can be used towards payment of a personal Telstra Mobile (post-paid only), BigPond Internet and Home phone bills.
- If the Telstra Bill relates to an Account Number that is only 10 digits long, then Certificates can only be used towards a Home Phone bill (but including Single Bills that have a Home Phone as part of the bundle).
- TBAP Certificates cannot be applied against Telstra Business Accounts or FOXTEL from Telstra Accounts.
- However, TBAP Certificates may be applied against a Telstra Business service, e.g. for a farming family, if the same service is the primary home, mobile or internet service used by a family and only to the extent that the bill relates to the non-business phone or internet use by a family. It is not intended that TBAP Certificates be issued to cover the business use of the phone service.



## WHAT ABOUT A DISCONNECTED SERVICE OR A DEBT THAT HAS BEEN REFERRED TO A COLLECTION AGENCY?

If a customer's Telstra service has been recently disconnected, the customer should be advised to call Telstra on **13 2200** to determine if TBAP Certificates can be used to help pay their bill so that their service can be reconnected.

TBAP Certificates cannot be issued against letters of demand or other documents from mercantile agents or debt collection companies. Debt collection agencies/mercantile agents will not accept TBAP Certificates as payment for outstanding debts.

## WHAT IS THE MAXIMUM ASSISTANCE AMOUNT?

The total value of the Certificates issued on any Telstra bill must not exceed the amount owed by the customer to Telstra on that bill (unless the amount owed by the customer is less than \$50 and must not exceed 10 Certificates (\$500) on any one bill or in any one month).

Where the total value of the Certificates issued to an individual exceeds the amount owed to Telstra by the customer on that Telstra bill, the excess cannot be applied as a credit on the customer's account or against other Telstra services on separate bills.

## WHAT IF A CUSTOMER IS APPLYING FOR MAXIMUM ASSISTANCE OR MORE THAN ONCE?

The purpose of TBAP is to provide customers in financial hardship with short term financial assistance. It is not intended to be ongoing income support. Ongoing allocations of TBAP to the same customer may be regarded as a breach of these guidelines. Where possible, customers should make some financial contribution to the settlement of the account so that, in conjunction with the TBAP Certificate(s), the Telstra account is paid in full.

1. The maximum number of Certificates issued against any one Telstra bill or in any one month cannot exceed 10 Certificates (\$500). Any amounts over \$500 may not be processed.
2. If you are aware that the customer has received TBAP assistance more than five times (including from other agencies) please contact Telstra's Specialised Assistance Team (SAT) on **1800 045 092**, while the customer is with you.\*

The SAT will work with you to find the right product, service and payment solutions to get the customer back on track and maintain their Telstra service.

Please note: this number is only intended to be used by community workers for cases where a customer has received TBAP assistance multiple times. Please do not use this number for general enquiries as the number is not resourced to deal with all enquiries and your calls may slow down the process for others.

\*As part of Telstra's commitment to maintaining our customers' privacy, we will only discuss an account with the customer or his or her authorised representative.

## MANAGING YOUR ALLOCATION OF TBAP CERTIFICATES

It is the responsibility of the agency to manage their distribution of Certificates as evenly as possible throughout the financial year. For example, after six months of the grant year, approximately half of the Certificates should still be available for distribution over the second half of the year. However, it is recognised that agencies may experience heavier demand at certain times of the year.

The agency can only issue Certificates during the 12 month period printed on the Certificates, that is, from July 1 through to June 30 in the relevant year.

## WHAT TO LOOK FOR ON A TELSTRA BILL WHEN ASSESSING AN APPLICATION

You will need to ask the customer to show you a current Telstra bill for a consumer service to enable assessment. You should check the Account Number (not the telephone number) to see if it is 13 digits or 10 digits long (as described in the 'When can certificates be used?' section of these guidelines).

Please don't accept copies. Only an original bill or notice issued by Telstra, including a remittance slip, should be accepted by the agency for use in assessment. This may include an original payment reminder notice or a disconnection notice. Telstra online billing customers should present a printed online bill summary page for use in assessment.

The Telstra bill or Telstra notice must have a bill number and be in a personal name and show a consumer service (except for small business farming families as described in the 'When can certificates be used?' section of these guidelines).

If a copy of a Telstra bill is required, the agency should advise the customer to contact Telstra on **13 2200**.

## HOW TO REMIT CERTIFICATES

1. TBAP Certificates, along with the original Telstra bill remittance advice or online bill summary page, must be sent in the reply paid envelope provided.
2. or in a self addressed envelope (no stamp needed) and posted to:  
**Telstra Corporation Limited**  
**Reply Paid 9901**  
**Melbourne VIC 8060**

Certificates will not be accepted by Australia Post.

TBAP Certificates must not be sent to any other address, including mercantile agents or debt collection companies. These agencies cannot process the Certificates and will not accept them.

To immediately report a payment on their account, the customer can contact Telstra on 13 2200 and say "report a payment".

## HOW TO ORDER MORE ENVELOPES

Envelopes can be ordered via the order form available at: [www.telstra.com.au/accessforeveryone](http://www.telstra.com.au/accessforeveryone)

Click on the 'Information for Community Agencies' tab

## TELSTRA CREDIT MANAGEMENT

To discuss payment options please advise the customer to contact Telstra on **13 2200** and say "payment options".

## TBAP CERTIFICATE ADDITIONAL TERMS AND CONDITIONS

- Redeemable only against account number noted on the Certificate.
- No change or credit is given where the value of issued certificates exceeds the amount(s) due.
- The Certificate will not be valid if it has been copied, altered or tampered with.
- Telstra may reject the Certificate if it was issued contrary to these guidelines.

## WHAT HAPPENS TO LEFT-OVER CERTIFICATES NOT ISSUED WITHIN THE FINANCIAL YEAR?

Unused certificates must be voided and securely disposed of by the agency after 30 June expiry, each year.

## THEFT, LOSS OR FRAUD

If Certificates are lost or stolen, or if you suspect fraud, the agency is to immediately notify Telstra on **Email: F1500684@team.telstra.com**

Please provide a list of the missing serial numbers of the Certificates, which will then be cancelled by Telstra and are not redeemable.

## TBAP POLICY MATTERS

Any enquiries about these terms and conditions should be directed to Telstra Bill Assistance Program:  
**Phone: 1800 804 591**  
**Email: [consumer.affairs@team.telstra.com](mailto:consumer.affairs@team.telstra.com)**

## SECURITY AND AUDIT REQUIREMENTS

1. **At the commencement of the program year**  
Community agencies are to record the serial numbers of the TBAP Certificates issued to them by Telstra or their lead agency.
2. **At the end of the program year**  
The Certificate records, including butts, must be kept in a secure place for seven years and be available if required for inspection by Telstra or its auditor.

## WHAT DO I DO IF THERE'S A QUESTION WHETHER THE TBAP PAYMENT HAS BEEN PROCESSED BY TELSTRA?

**Please check:**

- Were the certificate/s issued against a 13 digit Telstra consumer customer bill? (Older 10 digit accounts are only eligible if they have a home phone service on the account. Most business accounts are not eligible.)
- If the certificates were issued in error the customer should contact the issuing agency for emergency relief assistance.
- If the certificates were issued just before, on or after the customer's bill issue date (noted on the bill), the payment may not appear until the next bill.
- Has the customer checked their account balance with Telstra after allowing a suitable time for postage and processing of the certificates?
- Telstra Self Service over the phone is an easy way for customers to check their account at any time of the day or night by calling **13 2200** and saying "I want my account balance".
- A customer can view their outstanding balance online by registering for My Account at: [telstra.com/myaccount](http://telstra.com/myaccount). It may take up to 48 hours for a payment they've made to show up on their online account.
- How were the certificates sent to Telstra? By post? In the supplied envelope? When and from where? Through a Telstra store? When and which one (this may result in delays)? Note that Australia Post Offices cannot process these Certificates.
- If it appears that the customer is eligible and the certificates have been lost in transit, the issuing Community Agency should email the details to Telstra [consumer.affairs@team.telstra.com](mailto:consumer.affairs@team.telstra.com) including the customer bill number, the date of issue and a list of the serial numbers of the missing Telstra Bill Assistance Certificates. Telstra will investigate and discuss a resolution with the agency.
- If the customer's account is at risk of disconnection due to the loss of Bill Assistance Certificates they should call Telstra on **13 2200** and say "I want a payment extension" and discuss the situation with Telstra.