

## **TELSTRA BILL ASSISTANCE PROGRAM**

### **What is the Telstra Bill Assistance Program?**

Telstra's Bill Assistance Program (TBAP) is Telstra's way of helping its customers who are experiencing a financial crisis and are unable to pay their Telstra bill.

### **Is my client eligible for a TBAP Certificate?**

Applicants for TBAP Certificates must meet the eligibility criteria of The Queen's Fund as stated on our website. In addition, they must genuinely be experiencing financial hardship and having difficulty paying their Telstra bill(s).

### **How do I apply to The Queen's Fund for Telstra Bill Assistance?**

Please make an application to The Queen's Fund as usual using the online application form. In the "Relief Related" section choose "Utilities" from the dropdown menu. Please also upload a copy of the applicant's Telstra Bill to us using the online application form.

### **Is there a limit on the amount of assistance that can be provided?**

The Queen's Fund can only issue TBAP Certificates in multiples of \$50 (eg \$50, \$100, \$150 etc) up to a maximum of \$500.

### **What if the applicant is at risk of disconnection?**

Call Telstra on 13 2200 and say "I want a payment extension" and mention you have applied to The Queen's Fund for assistance under the Telstra Bill Assistance Program.

### **The Telstra bill is not in the applicant's name, is that a problem?**

The TBAP Certificates can only be issued to the customer whose name appears on the Telstra bill.

### **Are some Telstra Accounts ineligible?**

TBAP Certificates cannot be applied against Telstra Business Accounts or FOXTEL from Telstra Accounts.

### **Do you send the TBAP Certificates to me?**

No, we send the TBAP Certificates with your client's Telstra bill direct to Telstra. We will write to let you know the value of TBAP Certificates your client received and when they were sent to Telstra.