

TELSTRA TOP-UP

1 Overview

The purpose of this communication is provide additional information to workgroups registered to use the Telstra Top-up functionality.

Telstra Top-up (short for the Telstra Pre-Paid Mobile Recharge Program) is designed to assist people on a low income or facing financial hardship to maintain telecommunications access. Telstra provides a free \$30 recharge to those who are experiencing or at risk of homelessness or impacted by family violence and who depend on a Telstra pre-paid mobile phone for their communication needs. Telstra has partnered with Infoxchange to digitise this program.

If you have any questions, please check the **Additional Information**. If you cannot find the answer, please contact us using email apps@infoxchange.org or phone 1300 366 516

2 Additional Information

What is the Telstra Top-up?

Telstra Top-up (short for the Telstra Pre-Paid Mobile Recharge Program) is designed to assist people on a low income or facing financial hardship to maintain telecommunications access. Telstra provides a free \$30 recharge to those who are experiencing or at risk of homelessness or impacted by family violence and who depend on a Telstra pre-paid mobile phone for their communication needs.

Is there any cost to our organisation to have the Telstra top-up functionality?

No. There is no charge to the organisation to access the program.

How often can a client access the program?

A client can only access the program and receive a free \$30 recharge 3 times per financial year, 1st July to 30th June.

What happens if the client already has credit on the phone?

The free recharge does not add to existing credit, it will replace it. Therefore it should only be provided to people who have no credit or are very low on credit.

How much is the recharge that the client will receive?

The client will receive a \$30 recharge.



How long does a client have to use the top-up?

Generally 28 days, however, this may depend on the phone plan that the client is on. For more information on Telstra prepaid phone plans, please go to <https://www.telstra.com.au/mobile-phones/prepaid-mobiles/offers-and-rates>

Is Telstra Top available on pre-paid phones from other providers?

No. Telstra Top-up can only be used on a Telstra pre-paid mobile phone

How do I know if the client has a Telstra service?

There are two ways to find out.

- 1) The easiest way is to look at the screen of the phone. The mobile network is usually displayed on the top left hand corner of the device.
- 2) If you are still unsure, you can try to top-up the service. If the client does not have a pre-paid Telstra service, the top-up will fail.

Can I use Telstra Top-Up if the client has a Telstra post-paid service?

No, Telstra Top-Up can only be used on pre-paid services. If the client has a Telstra post-paid service and is experiencing financial hardship and requires assistance, they can contact Telstra to discuss their situation on 13 22 00, Monday to Friday, 8.00 am – 5.00 pm AEST and say “financial hardship”. The client can also visit telstra.com/hardship for more details on the assistance that Telstra can provide to customers in these situations.

How do I get a Telstra pre-paid service?

Pre-paid Telstra starter kits are available from \$2 in Telstra stores and can be purchased at multiple other retailers such as Woolworths, Coles, and Officeworks.

Is there a minimum age requirement to access the program?

No. The program can be accessed by any eligible client of the agency who has a pre-paid Telstra mobile.

What data is provided to Telstra?

Workgroup ID – to enable connectivity to the Telstra recharge system. A postcode applicable for the workgroup, which will be used for program reporting. Workgroup name (adjusted if there is any sensitivity with the name).

The client’s phone number is sent to enable the top-up. No other client data is provided to Telstra.

No agency contact details will be provided to Telstra.

What sort of consent does the client agree to?

The client agrees to receive the free top up. The consent can be verbal.

There is no need for any other consent. The client will have already agreed to [Telstra’s Privacy Policy and Terms of Use](#) when they obtained their pre-paid mobile.

We have been invited to register for Telstra Top. We service a large area. What postcode should we use?

A postcode that is applicable for the workgroup, such as the location of the workgroup or a postcode where potential recipients of the Telstra Top-ups may reside.



We received an invitation to register for Telstra Top-up but we did not register by the required date, can we still register?

Yes.

3 How to provide a Telstra Top-up

How to provide Telstra Top-Up to your client

Once you have been advised that your workgroup has gone live:

1. Go to the Client Details screen
2. If a client has a mobile number recorded in eContacts, click on that mobile number.
3. If a client does not have a mobile number recorded, create a new eContact for the client and then click on that number.
4. Click the “Telstra Prepaid Mobile Top-Up” button
5. Advise the client of the program and what is involved.
6. If the client has no credit or very low credit and wants to receive a free \$30 recharge, tick the Agree box and then click the “Top-up” button.
7. If the top-up is successful, the client will receive an immediate credit on their phone.

