

Telstra Specialised Assistance Team -- contact update for community organisations

Email received from: Morsillo, Robert Robert.J.Morsillo@team.telstra.com

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Dear community colleagues,

We may be unable to take your phone call

Due to increased containment measures announced by the Philippines Government this week, Telstra's contact centre workforce capacity has been significantly reduced. This means there will be longer wait times for customers contacting us via phone or online messaging.

For financial counsellors and customer advocates seeking to contact the Specialised Assistance Team, to ensure your hardship, debt waiver or other enquiry is attended to please use the email contact specialassistance@online.team.telstra.com and we will be in touch with you within 2 business days.

We understand this can be frustrating for your case-work but appreciate your patience while we work through this difficult time.

Telstra's response to COVID-19, in particular our support for customers can be found by visiting <https://exchange.telstra.com.au/> in particular <https://exchange.telstra.com.au/supporting-our-customers-during-covid-19/>

If you have any specific queries about this please or other aspects of Telstra's response to COVID-19 please don't hesitate to contact me.

With best wishes for your work in the community at this time.

Regards

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