



Telstra Bereavement Policy

The death of someone close is a difficult time.

We're here to make managing their Telstra services as simple as possible.



Table of Contents

1. How we can help.....	3
2. Who has authority to access an account and request changes	3
3. How to notify us of a customer's death.....	3
4. Other organisations who might be able help you.....	5
5. Complaints and privacy	6

1. How we can help

We understand that taking care of your loved one's affairs can be stressful and overwhelming in the event of a death. Our dedicated team is here to help make it as easy as possible, supporting you each step of the way.

We will treat you with respect and compassion and provide clear and accessible information in an appropriate way. Once notified of a customer's death, we will work with you to:

- Transfer the ownership of any services you wish to keep active;
- Cancel or disconnect any products and services you wish to close;
- Assess, and where appropriate, adjust cancellation fees due to the disconnection of services (e.g. mobile hardware repayments / early termination charges); and
- Provide payment assistance where appropriate as we understand that your situation may make it hard for you to pay bills. Let us know if this is the case, so we can help you.

2. Who has authority to access an account and request changes

Next of kin, Personal representative or Executor

When we receive a request from a person authorised by a will, a person identified as a next of kin on the death certificate or other official document acceptable to us, or a person who has applied for letters of administration, we will, within 10 business days of receiving the necessary information:

- Begin processing your request;
- Contact you for any additional information if necessary and;
- Notify you once the account is finalised. This may take longer than 10 business days for complex cases.

3. How to notify us of a customer's death

Australian Death Notification Service (ADNS)

This is a national service which allows you to digitally notify multiple organisations at one time, including Telstra, about the death of the account holder. When we receive the notification, a specialist from our Compassionate Care support team will be in touch within 10 business days.

[Australian Death Notification Service](#).

You can also notify us directly via any of the following ways;

Online

You can use the online Telstra Bereavement Support form to notify us and request the cancellation or transfer of services. [Bereavement support form - Telstra](#)

Mail, Email or go instore

You can print a PDF version of Telstra Bereavement Support Form [Telstra Bereavement Support Form](#). Complete the form and send to us via;

Email	Mail	Visting a Store
bereavement@support-team.telstra.com	Telstra Bereavement Support Locked Bag 20026 Melbourne VIC 3001	Drop the form into your nearest store: Find your nearest Telstra store

Call us

If you would like to speak to someone, call our specialist team direct on 1800 775 932 or call 13 22 00 and say, “Compassionate Care”.

Monday to Friday: 8am to 8pm AEDT

Saturday & Sunday: 8am to 5pm AEDT

Message us

You can message us [here](#) and we can arrange to have someone from our specialist team call you back.

Sorry Business

If you need assistance speaking to us in an indigenous language, including translating our Bereavement Support Form, the First Nations Connect team may speak your language and can be contacted on 1800 444 403 during business hours.

4. Other organisations who might be able help you

If you need any further support, we have set out below some external support services available across Australia. This list is not exhaustive.

External Support Services		
Organisation	What they do	Contact details
Grief Australia	Provider of grief and bereavement education, support for bereaved and grieving Australians.	1800 642 066 or 03 9265 2100 Email: info@grief.org.au www.grief.org.au
Griefline	Organisation providing free telephone support, online bereavement support groups & forums, grief resources & education & training programs	1300 845 745 Australia's National Grief & Loss Support Hub: Griefline
Beyond Blue	Information and support for anxiety, depression and suicide prevention for everyone in Australia.	1300 224 636 Beyond Blue Webchat Email
Services Australia	Centrelink, Medicare, Child Support Services.	13 28 50 (multilingual) or 13 12 02 www.servicesaustralia.gov.au
National Legal Aid	Provides links to legal aid commissions in each of the states and territories.	www.nationallegalaid.org/
Community Legal Centres Australia	Provides a list of community legal centres near you.	Legal Help – CLCs Australia
National Debt Helpline	A not-for-profit service that helps people tackle their debt problems. Professional financial counsellors offer a free, independent and confidential service	1800 007 007 Welcome Page - National Debt Helpline (ndh.org.au)

5. Complaints and privacy

Complaints

If you have a complaint about this policy, including the bereavement assistance we provided or an outcome that you think is unreasonable, you have the right to make a complaint.

You can do so in one of the following ways.

- Message us in the [My Telstra](#) app on the 'Get help' tab
- Call us on 13 22 00 and say "complaint"
- If you are a business customer, call us on 13 20 00 and say "complaint"
- Use our online form [telstra.com/complaints](https://www.telstra.com/complaints)
- Write to us at:
Telstra Complaints
Locked Bag 20026
Melbourne VIC 3001

We're committed to acknowledging complaints and resolving them as soon as possible.

More information about how we handle complaints can be found on our website at [telstra.com/complaints](https://www.telstra.com/complaints)

Telecommunications Industry Ombudsman (TIO) complaints

If you are not happy with the outcome of your application for bereavement assistance, or the proposed resolution of a complaint you have made to Telstra, you can contact the TIO.

You can raise a TIO complaint or find out more information on the TIO website [TIO.com/complaints](https://www.tio.com/complaints) or call 1800 062 058 (Monday – Friday, 8.00am – 8.00pm AEST).

Privacy

Telstra will treat your request respectfully and handle all personal information in accordance with our privacy policy.

We are committed to protecting your privacy, keeping your information, and ensuring the security of your data in accordance with Privacy Act 1988 and the Australian Privacy Principles.

For more information on how we collect use, store, and disclose personal information, visit [telstra.com/privacy](https://www.telstra.com/privacy).