Highlights for 2007
The following were significant outcomes of the committee’s work with Telstra in 2007:
• For the first time the full reports of the low-income telecommunications market research have been made available to other interested social and academic researchers.
• Targeting of the low-income package was improved through a successful validation campaign for the Telstra Plan T少儿 package.
• "Phonemobile" rolling cards were added for the Phonemobile Assistance Program, which may suit a number of Aboriginal and Torres Strait Islander people.
• All mobile water resources centres in Australia were incorporated into the "Long Life" offer launched in 2007.
• "Long Life" pre-paid mobile offer of particular benefit to seniors and low-income consumers, which offers a 12-month subscription.
• Chris Dodd and Robert Minden were both recognised for "Consumer telecommunications" network for "service to low-income consumer" over many years.

In principle agreement to do so, with implementation dependent on Telstra’s billing transformation program expected in 2008. Ongoing.

R3: That LIMAC consider a "Long Life" pre-paid mobile offer of particular benefit to seniors and low-income consumers, which offers a 12-month subscription.

In principle agreement to do so, with implementation dependent on Telstra’s billing transformation program expected in 2008. Ongoing.

R4: That LIMAC recommend further work on the issues of access to modern communications technologies for people with disabilities.

In principle agreement to do so, with implementation dependent on Telstra’s billing transformation program expected in 2008. Ongoing.

R6: That Telstra continue to actively support community agencies and community liaison officers to assist their clients, who are not able to assist themselves, with suitable options.

R7: LIMAC recommend that "long life" pre-paid mobile offer of particular benefit to seniors and low-income consumers, which offers a 12-month subscription.

In principle agreement to do so, with implementation dependent on Telstra’s billing transformation program expected in 2008. Ongoing.

R7: LIMAC recommend that "long life" pre-paid mobile offer of particular benefit to seniors and low-income consumers, which offers a 12-month subscription.

In principle agreement to do so, with implementation dependent on Telstra’s billing transformation program expected in 2008. Ongoing.

R8: That Telstra continue to explore ways in which it can promote a benefit to people in low income using a mobile phone and Internet access. LIMAC takes into account the recipients new needs and usage.

In principle agreement to do so, with implementation dependent on Telstra’s billing transformation program expected in 2008. Ongoing.

R9: That Telstra continue to promote access for everyone specifically through Anglican Seeker Access and Centrelink.


R10: That LIMAC interpret the billig “long life” in collaboration with Anglican Seeker Access and Centrelink.


R1: That Telstra continue to explore ways in which it can promote a benefit to people in low income using a mobile phone and Internet access. LIMAC takes into account the recipients new needs and usage.

In principle agreement to do so, with implementation dependent on Telstra’s billing transformation program expected in 2008. Ongoing.
The initiative for the Telstra package was formally documented in a Market Plan and endorsed by LIMAC in June 2006. At the end of 2006 the low-income package comprised 4 products and services.

- HomePhone® Budget phone plan
- MobilePrefer Reducing plan
- MobilePrefer Diamond plan
- MobilePrefer Platinum plan

The implementation of the validation campaign, which resulted in a drop-off in the number of recipients.

Conclusion
Telstra’s transformation program continues to provide opportunities for Improving Access for Everyone. For example, the application of the Bill Assistance Program and the Consumer Behaviour Project have helped to reduce the cost of telecommunications in the low-income package, which will continue to increase in 2008.

Packaging
The initial Telstra package has been formally documented in a Market Plan and endorsed by LIMAC in June 2006. At the end of 2006 the low-income package comprised 3 products and services.

- MobilePrefer Silver plan
- MobilePrefer Reducing plan
- MobilePrefer Diamond plan

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T-Mobile effectively in meeting the basic needs of low-income package users that may provide benefits to customers on a low income. These include the "Long Life" offer launched in October 2007 that provides a 12 month credit period for new services, and similar for existing services with a minimum $15 up-front amount or six months otherwise without a contract. Telstra's "Value Mobile" package, which provides the talk and text any time freedom of a Post-Paid service for $20 a month, is being utilised by all low-income users. Telstra is aware that the broadband market in Australia is highly competitive with many internet service providers and many affordable plans for data usage, speed and pricing, including Telstra. However, Telstra is still concerned that "entry-level" plans do not provide adequate allowances and protections for low-income families seeking to provide for their children or grandchildren's educational and social needs. Telstra will continue to recommend further work on these issues, particularly with the Government's proposed measures for ministerial and high-speed National Broadband Network.

Broadband

In principle agreement to do so, with implementation dependent on Telstra's billing transformation expected to be completed in the next quarter. Telstra's intention is to introduce a mobile broadband service that will include the National Broadband Network for "service to HomeLine Budget" in regard to the Low Income Assistance Program and Centrepay receipting, as soon as technically feasible.

Review with LIMAC the outcomes of the commissioned market research on access to communications for people on a low income.

Bill transition briefing to August 2007 with update on each agenda.

Completed. Regular updates have been provided on agenda.

Completed 2007 LIMAC research ref.

R5: That LIMAC continue to seek ways to make available for community agencies and other interested community organisations details of access to communications and Internet services for people on a low income.

R6: That LIMAC continue to seek ways to make available for community agencies and other interested community organisations details of access to communications and Internet services for people on a low income.

R4: That Telstra extend the Bill Transformation Initiative to all All-Optional Services and products.

R3: That Telstra continue to explore ways in which a "low income" pre-paid mobile package can be developed and marketed to low-income households.

R2: That Telstra continue to actively provide information to people to assist them in their distinctive needs and usage.

R1: That Telstra review its relevant communications options in regard to the low-income measures package.

Recommendations and commitments from the LIMAC 2006 Report

2007

Telstra's Access for Everyone low-income measures package

1. From the Chair
2. Committee – Telstra Licence Condition 22 – Package
3. Research – Promotion
4. Future – Contacts – Recommendations

Contacts

• Information about the Access for Everyone package is available online at www.telstra.com/afep.

• For enquiries about concessional services, please call 1300 230 between 9am and 6pm Monday to Friday and between 9am and 5pm Saturday (since 1 July 2008).

• The TTY number for customers who use a speechgenerator is 1800 988 991.

• The Indigenous Communications Initiative to assist Indigenous consumers in rural and remote areas with special products and services which may also be utilised by people on a low income.

• Consumers from non-English speaking backgrounds can call the National Multilingual Service Centre at the following languages:

<table>
<thead>
<tr>
<th>Language</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>1800 726 001</td>
</tr>
<tr>
<td>Chinese</td>
<td>1300 600 654</td>
</tr>
<tr>
<td>French</td>
<td>1800 649 013</td>
</tr>
<tr>
<td>Italian</td>
<td>1800 726 002</td>
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<tr>
<td>Spanish</td>
<td>1300 924 120</td>
</tr>
<tr>
<td>Tamil</td>
<td>1800 333 444</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>1800 726 001</td>
</tr>
</tbody>
</table>

• For other languages, the Australian Government’s Translating and Interpreting Service offers a translation service on 1300 180 555.

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This report was written and compiled by Robert Manolidis on behalf of the Low Income Measures Assessment Committee. Approved by the Chair, 12 May 2008

LIMAC May 2008

Conclusions

Based on the most recent research, LIMAC has concluded again that the Access for Everyone package is still working effectively in making telecommunications available to the disabled and emergency accommodation. The programme continues to provide low-cost mobile phone and Internet access for elderly and disabled individuals to assist the disabled and emergency accommodation. Further, the programme continues to provide low-cost mobile phone and Internet access for elderly and disabled individuals to assist the disabled and emergency accommodation. Further, the programme continues to provide low-cost mobile phone and Internet access for elderly and disabled individuals.

In Australia, there has often been a focus on the provision for young people, seniors, Indigenous communities and people with disabilities, particularly in relation to mobile and Internet services.

Chris Dodds, LIMAC Chair 12 May 2008