

Priority Assistance for Life Threatening Medical Conditions Policy



Purpose

Telstra recognises how important fixed voice services are to Customers when they, or a person living at their home, have a diagnosed life threatening medical condition and that individual's life may be at risk without access to a working voice telephone service.

The purpose of this Policy is to provide information about:

- a) the increased level of service priority provided to Customers (or a person living at their home) who qualify for Priority Assistance in relation to requests for service connection or rectification of a fault;
- b) the process that Customers must follow to register for Priority Assistance and the manner in which Telstra will assess registration applications for Priority Assistance; and
- c) the process for review of any decision by Telstra to reject an application for Priority Assistance. This Policy is in accordance with Telstra's obligations set out in the Carrier Licence Conditions (Telstra Corporation Limited) Declaration 1997 (Carrier Licence Conditions).

01	Scope	02
02	Communications	02
03	Eligibility Criteria	03
04	Registering for Priority Assistance	04
05	Priority Assistance Connection and Rectification Timeframes	06
06	Emergency Medical Requests	07
07	Enhanced Service Reliability	08
08	Credit Management of Priority Customers	08
09	Complaints and Escalation Process for Priority Assistance	09
10	Privacy and Record Keeping	09
11	Definitions	10

01 Scope

The Scope of the Priority Assistance Policy is set out below:

- 1.1. A Priority Customer is entitled to Priority Assistance for one fixed voice service per place of residence. Where a Priority Customer has more than one fixed voice service, Priority Assistance will be limited to the service nominated by the Customer, subject to that nominated service being appropriate and feasible for Priority Assistance.
- 1.2. The Priority Assistance timeframes will not be applied to a Priority Customer in relation to a service connection or fault rectification request where there is another fixed voice service (supplied by Telstra or another telecommunications provider) working at the Priority Customer's premises.
- 1.3. Priority Assistance does not apply to:
 - a) mobile phone services;
 - b) a satellite phone service, unless that service has been provided by Telstra in fulfillment of the Universal Service Obligation (USO);
 - c) a VoIP Service provided by any third party using a Telstra retail broadband service;
 - d) a VoIP Service supplied by Telstra, unless that service has been provided by Telstra in fulfillment of the USO; or
 - e) requests relating to a fixed voice service located within a centre that provides 24 hour emergency assistance (such as an aged care facility).
- 1.4. Priority Assistance arrangements under this Policy are limited to Customers of Telstra (including Customers who use their fixed voice service for both residential and business purposes).
- 1.5. Whilst not expressly covered by this Policy, Telstra will implement Priority Assistance arrangements for the end users of Carriage Service Providers (CSPs) who acquire fixed (resale) voice services supplied on a local access network that Telstra controls, which will give effect to the general intent of this Policy. Telstra will implement such arrangements under its wholesale agreements with CSPs and reserves the right to recover the costs of any such wholesale priority assistance service it supplies.
- 1.6. Customers may be required to agree to changes to the infrastructure or the nominated service used to supply their fixed voice service to enable Telstra to provide Priority Assistance. For example, to provide Priority Assistance over an NBN Service, a Customer will need to agree to their nominated service being provided as a fixed voice service using the "UNI-V" (analogue) port on the NBN Network Termination Device, and the Customer must also accept the installation of a battery backup power supply unit where there is not one already in place.

02 Communications

Telstra will undertake a varied communication strategy to advise Customers of the availability of Priority Assistance.

- 2.1. The objective of the Priority Assistance communication strategy is to generate public awareness of Priority Assistance as to: why Telstra is offering Priority Assistance, what Priority Assistance will deliver, who is eligible, and how Customers can apply.
- 2.2. Telstra's communication strategy will involve providing information about Priority Assistance to Customers who enquire about Priority Assistance or eligibility for Priority Assistance either over the phone, by post, directing them to Telstra's website (telstra.com) or to the White Pages directory.
- 2.3. Telstra can also provide Customers with a Priority Assistance brochure which includes information about this Policy, and where to find further information on Priority Assistance.

- 2.4. The communications strategy includes the following steps:
- a) Telstra will provide information relating to Priority Assistance to Customers who contact Telstra and enquire about Priority Assistance and/or the eligibility criteria.
 - b) New Telstra Customers who contact Telstra to request the connection of a fixed voice service will be provided with written information on Priority Assistance.
 - c) Existing Telstra Customers will have either information leaflets or bill messages enclosed with their bills on Priority Assistance at least once in a two year period.
 - d) Telstra will provide promotional material on Priority Assistance to appropriate agencies such as medical centres and community health centres.
 - e) Customers can visit **telstra.com** to obtain information on Priority Assistance.
 - f) Priority Assistance information will also be made available in Telstra's "Our Customer Terms", Telstra's summary document of these terms and in the White Pages.

03 Eligibility Criteria

- 3.1. The key requirement for registration as a Priority Customer is a valid medical certification that either the Customer, or someone living in their home, has been diagnosed as having a life threatening medical condition, and that due to the medical condition, the individual concerned has:
- a) a significantly increased possibility of a rapid deterioration in their condition to the point that they may die; and
 - b) where prompt attendance by an ambulance, or prompt provision of telephone advice by a doctor or health professional could avert the individual's death.
- 3.2. Customers must provide the relevant certification of their eligibility (or the eligibility of someone living in their home) when making an application for Priority Assistance. Certification by a medical practitioner or another authorised person as specified by Telstra must be included with the application.
- 3.3. Telstra's Customer facing staff will be educated regarding Priority Assistance so that such staff can provide accurate information to Customers and appropriately manage Customers' enquiries regarding Priority Assistance. In addition, Telstra staff processing applications will be trained on Priority Assistance and will be appropriately skilled to receive, assess and process applications.
- 3.4. Telstra staff do not have medical skills or training, and therefore, will not make a determination that a particular medical condition meets the eligibility criteria. Telstra will rely upon the medical certification which is required to be provided at the time of making an application for Priority Assistance.
- 3.5. The eligibility criteria and the list of indicative eligible medical conditions set out below have been developed to guide medical practitioners, who may be asked to certify that they are treating the patient for a life threatening medical condition which may be eligible for Priority Assistance.
- 3.6. The following list of conditions developed by the Department of Health is not exhaustive, but represents a general guide to the types of conditions which may make a Customer eligible for Priority Assistance:

Patients at high risk of respiratory emergencies

- Anaphylaxis or angioedema
- Severe asthma (as specified in the Australian Asthma Handbook)

Patients at high risk of cardiovascular emergencies

- Ventricular arrhythmias
- Unstable angina
- Acute myocardial infarction within the last six months
- On waiting list for aortic aneurysm, coronary or carotid artery surgery

Patients at risk of life threatening hypoglycaemia or epilepsy

- Unstable insulin-dependent diabetes
- Poorly controlled grand-mal seizures

Patients at high risk of obstetric and neonatal emergencies

- High-risk pregnancy (eg placenta praevia)
- Infants at risk (eg because of prematurity) with history of apnoea

Patients with high risk mental health disorders

- Severe mental health disorder with significant risk of self-harm or harm to others

Technology dependent patients who are at high risk

- Haemodialysis in the home
- Patients on home respirators or with tracheostomies
- Oxygen-dependent patients (eg with severe obstructive pulmonary disease)

Other dependent patients

Patients with other dependent medical conditions would only qualify for Priority Assistance if they live alone, without social support, or in a remote location, eg dialysis patients, oncology patients, AIDS patients, haemophilia patients, and others with bleeding disorders, severely disabled persons.

04 Registering for Priority Assistance

4.1. Application for registration

Priority Assistance is a service that is available to registered Telstra Customers when that Customer (or another person living in their home) has a diagnosed life threatening medical condition, and whose life may be at risk without access to a working fixed voice service.

- 4.1.1. To qualify for Priority Assistance, a Customer must complete the registration process with Telstra before they can be provided with Priority Assistance timeframes for a new service connection or rectification of a fault. This ensures that only eligible Customers are able to have their connection or fault rectification request actioned within the Priority Assistance timeframes. The provision of Priority Assistance to Customers that are not eligible results in a misallocation of Telstra's resources and may place genuine Priority Customers at risk.
- 4.1.2. Recognising the potential vulnerable status of Customers requesting Priority Assistance, Telstra has provided a simple registration process and clear eligibility criteria. Telstra consultants who manage Customer queries will have up-to-date knowledge of the Priority Assistance process, what it will deliver, and how Customers can apply and become registered for the service. Whilst providing the Customer with information over the phone, the Telstra consultant may forward the Customer a Priority Assistance brochure/application form, which will cover the Customer's rights and obligations in relation to Priority Assistance.
- 4.1.3. Customers must apply for registration as a Priority Customer by submitting a completed "Priority Assistance Application Form" to Telstra. The Customer must complete the Customer Details and the Privacy Consent on the form and obtain certification by a medical practitioner or other authorised person as specified by Telstra.

- 4.1.4. The Priority Assistance Application Form is available:
- online at telstra.com.au/content/dam/tcom/personal/support/pdf/home-phone/priority-assistance-application-form-individuals-c060.pdf
 - on request from Telstra contact centres;
 - from a Telstra Store; and
 - at some medical practices or other community centres.
- 4.1.5. Customers who are having difficulty completing the Application Form, or where it is not practicable to obtain the requisite medical certification, are requested to contact Telstra on 13 2200.
- 4.1.6. Telstra will advise the Customer about alternative certification that would be acceptable to Telstra on a case by case basis (eg where a Customer experiences a long delay in obtaining an appointment with his/her medical practitioner, Telstra may accept some other form of verification such as a statutory declaration explaining the relevant circumstances).
- 4.1.7. Telstra does not charge Customers for registration as a Priority Customer. Priority Customers will not be charged for Priority Assistance service connection or rectification. Priority Customers will be charged the standard connection, rental charges, call rates, and all other applicable fees that apply to their chosen Telstra products and services

4.2. Consideration of applications

- 4.2.1. Telstra will process all applications within 5 working days of receipt and provide confirmation to Customers of their registration status.
- 4.2.2. Telstra may reject an application for Priority Assistance on the basis that:
- a) the Customer does not have an existing, or is not requesting connection of, a fixed voice service (eg where the Customer is requesting a VoIP service that is not supplied by Telstra in fulfilment of the USO);
 - b) the Customer has not provided the requisite medical certification or Telstra approved alternative certification; or
 - c) Telstra reasonably believes that the Application Form is otherwise incomplete or inaccurate.
- 4.2.3. Telstra will actively work with the Customer applying for Priority Assistance to resolve any issues or difficulties they encounter in completing the Application Form, and where appropriate, in making any amendments to any submitted Application Form so that it can be successfully processed and approved.

4.3. Registration period

- 4.3.1. Eligible Customers who are registered by Telstra for Priority Assistance will be registered for a maximum of 3 years, unless their life threatening medical condition is of a short term nature (eg a high-risk pregnancy) or until the Priority Customer advises Telstra that they no longer require Priority Assistance. Telstra adopts the following procedures in relation to the expiry and continuation of registration:
- 4.3.2. Where a Customer requests Priority Assistance for a short term condition, the Customer must nominate the likely duration, and inform Telstra if the Customer's condition is likely to be persist longer than originally determined by their medical practitioner.
- 4.3.3. Telstra will contact those Priority Customers whose 3 year registration period is nearing completion to advise them of the requirement to re-register for Priority Assistance (if it is still required). Priority Customers will be provided with sufficient time to request certification from their medical practitioner as to their continuing eligibility.

05 Priority Assistance Connection and Rectification timeframes

The following Priority Assistance maximum timeframes apply to service connection and fault rectification requests. In order to achieve the above timeframes, Telstra will provide Priority Customers with the highest level of service practicably available at the time of receiving a new service connection request or the report of a fault.

5.1. Connection timeframes

5.1.1. The maximum timeframe to connect a new service for a Priority Customer is:

- a) within 24 hours of receiving a request in Urban and Rural areas;
- b) within 48 hours of receiving a request in Remote areas; or
- c) such other longer timeframe that is requested by the Priority Customer.

5.1.2. The above timeframes apply where the request is made during normal business hours (between 8am and 5pm on a working day). When a request is received outside of these hours, the request will be deemed to have been received at 8am on the next working day.

5.2. Rectification timeframes

5.2.1. The maximum timeframe to rectify a fault on a Priority Customer's nominated service is:

- a) within 24 hours of receiving a request in Urban and Rural areas;
- b) within 48 hours of receiving a request in Remote areas; or
- c) such other longer timeframe that is requested by the Priority Customer.

5.2.2. For faults occurring on the nominated fixed voice service, Priority Customers will receive 24 hours, 7 days per week service coverage for priority fault management, handling and repair.

5.3. When the maximum Priority Assistance timeframes do not apply

The above maximum timeframes will not apply in the following circumstances, however, Telstra will still provide Priority Customers with the highest level of service practicably available at the time of the service request:

- 5.3.1. Where circumstances beyond Telstra's control prevent it from connecting a service or rectifying a fault within the Priority Assistance timeframes, including (but not limited to) the following circumstances:
- extreme weather events that cause mass outages of services;
 - where it is unsafe for Telstra staff to connect or rectify a service (eg where the supply or repair of a service would put Telstra staff or the public at risk of exposure to unreasonable health or safety risks);
 - where Telstra is prevented from connecting or rectifying a service, because the consent or authority of any person (other than the person making the request) is required before Telstra is authorised to perform the works necessary to supply or rectify the service;
 - where damage to infrastructure has been incurred, but not caused by Telstra;
 - where a law of the Commonwealth, or of a State or a Territory, otherwise prevents Telstra from connecting or rectifying a service.
- 5.3.2. Where a third party service provider controls the local access network and Telstra therefore has to rely on infrastructure or other services being provided by another network owner (eg NBN Co). In such circumstances, Telstra may not be able to meet the maximum timeframes set out in this policy and is not obliged to do so.
- 5.3.3. The increased service levels provided to Priority Customers under this policy are not guaranteed under Telstra's Customer Service Guarantee (CSG) Policy. Any CSG liability that may apply to a Priority Customer's request will be determined based on the standard timeframes and conditions set out in Telstra's CSG Policy. In addition, Telstra does not guarantee continuous or fault free voice service under this Policy.

5.4. What happens if a maximum timeframe cannot be met?

If Telstra determines that a Priority Assistance timeframe cannot be met on a local access network that it controls, Telstra will as soon as practicable offer the Priority Customer an Interim Priority Service (or the choice between an Interim Priority Service and an Alternative Service, such as a call diversion to a number of the Customer's choice).

- 5.4.1. In offering the choice, the Telstra consultant will provide the Priority Customer with sufficient information regarding the functionality and the terms and conditions of each option. This will enable the Customer to make an informed decision on the service best suited to their needs. Telstra will undertake all reasonable efforts to ensure that an Alternative Service is not provided for an extended period of time. A Customer may accept Telstra's offer of an Alternative Service but has the right to subsequently request an Interim Priority Service.
- 5.4.2. Where the offer of an Interim Priority Service is accepted by the Priority Customer, Telstra will, unless circumstances beyond its control prevent it, supply the service within 24 hours (or 48 hours for customers in Remote areas) or a longer timeframe when requested by the Customer.

06 Emergency medical requests from Customers who have not registered for Priority Assistance

Telstra recognises there may be some Customers who have not yet registered for Priority Assistance but who, due to an unexpected life threatening medical condition (affecting them or a person living with them), have an urgent need for access to a working fixed voice service. Telstra will respond to such requests on a case by case basis, and will adopt the procedures below in considering such requests.

Telstra will provide the Customer with information regarding eligibility for Priority Assistance and how to register for the service. Should the Customer attest that they meet the Priority Assistance eligibility criteria, the Customer will be asked if they have access to an existing mobile phone service.

6.1. Customers with access to an existing mobile phone service

- 6.1.1. If the Customer has access to an existing mobile phone service, Telstra will discuss with the Customer whether the mobile phone service:
 - a) is reliable (eg there is good mobile coverage); and
 - b) can be relied upon to seek assistance in the event of an emergency;in order to meet the needs of the person with the life threatening medical condition (until their fixed voice service is connected or the fault rectified).
- 6.1.2. If the Customer's circumstances mean that reliance on an existing mobile phone service is appropriate, that Customer will have their service connected or fault rectified within the applicable timeframes (eg as set out in Telstra's CSG Policy).
- 6.1.3. Telstra will keep the Customer informed of its progress in meeting this timeframe.

6.2. Customers without access to a reliable mobile phone service that can be relied upon in the event of an emergency

- 6.2.1. If the Customer does not have access to a reliable mobile phone service that can be relied upon to seek assistance in the event of an emergency, Telstra will offer the Customer an Interim Priority Service. Where the offer of an Interim Priority Service is accepted by the Customer, Telstra will, unless circumstances beyond its control prevent it, supply the service within 24 hours (or 48 hours for Remote area Customers) or a longer timeframe if requested by the Customer.

- 6.2.2. In some circumstances, Telstra will (in lieu of offering an Interim Priority Service) provide Priority Assistance equivalent service connection or fault rectification timeframes for the Customer's nominated fixed voice service.
- 6.2.3. In all circumstances, Customers who obtain the benefit of Priority Assistance equivalent timeframes are taken to acknowledge and accept that:
- a) They are not deemed to be a Priority Customer until Telstra has received a completed Priority Assistance application form and determined that the Customer meets the eligibility criteria;
 - b) They must apply for registration within 28 working days of making the emergency medical request by submitting a completed and accurate Priority Assistance Application Form; and that
 - c) Telstra reserves the right to impose a service charge, at its discretion, where a Customer:
 - i. does not apply within the prescribed timeframe above; or
 - ii. does apply but he/she does not meet the eligibility criteria for Priority Assistance. The applicable charges are set out in Telstra's Our Customer Terms.

07 Enhanced service reliability

- 7.1. Where there are 2 or more faults on a Priority Customer's nominated fixed voice service within a 3 month period, that prevent it from working, Telstra will thoroughly test the service to identify any underlying network causes of faults. Where necessary, and where Telstra controls the local access network (ie it is not relying on infrastructure or other services being provided by NBN Co or another network owner), Telstra will use its best endeavours to ensure that the cause is fixed to a high level of service reliability as soon as practicable.
- 7.2. Where a Priority Customer has multiple services provisioned by Telstra, at their place of residence, Telstra will review the services' configurations to ensure the reliability of at least one of those services

08 Credit management of Priority Customers

- 8.1. It is important that Priority Customers discuss with Telstra at an early stage any account payment problems in order to prevent their fixed voice service from being suspended or disconnected. By communicating with Telstra about any difficulty in paying an account, Telstra can appropriately manage the Priority Customer's continued access to a fixed voice service, and where appropriate, provide the Priority Customer with a suitable payment arrangement.
- 8.2. Where a Priority Customer fails to pay an overdue bill in accordance with payment terms agreed with Telstra, and the account is suspended, the Priority Customer will always, at a minimum, be given access to "soft dial tone" (on a local access network that Telstra controls). A soft dial tone service ensures that the Priority Customer can still access the '000' emergency number and Telstra's Customer Service Centres.
- 8.3. Where a Priority Customer's service is disconnected (ie where the Customer contract is terminated), Priority Assistance status will cease to apply from the date of disconnection.

09 Complaints and Escalation Process for Priority Assistance

- 9.1. If a Customer is not satisfied with the assessment and subsequent rejection of an application for Priority Assistance, the Customer can call Telstra's complaints area for connections on 13 2200, or for service faults on 13 2203, and Telstra will engage its existing complaint management process. If the Customer is dissatisfied with the way the complaint has been handled, the complaint will be escalated through Telstra's normal complaint management process.
- 9.2. The following web site link has further details on Telstra's Complaint Management policy say.telstra.com.au/customer/general/forms/Email-Complaint
- 9.3. If the Customer remains dissatisfied and escalation does not achieve a resolution, the Customer may seek a review with the Telecommunications Industry Ombudsman (TIO). The Telstra consultant will inform the Customer of their right to seek a review from the TIO.
- 9.4. Telstra will be bound by any final decision/s made by the TIO in relation to Priority Assistance. Where the TIO deems that the Customer is eligible for status as a Priority Customer, Telstra will apply the status in accordance with this policy.

10 Privacy and record keeping

- 10.1. Telstra values the privacy of its Customers and understands the sensitive nature of a Customer's medical information. Any information that is supplied to Telstra and any records kept will be subject to Telstra's Privacy Policy
- 10.2. Telstra is committed to protecting and maintaining the privacy of its Customers' personal information. Our Privacy Statement, which can be viewed at telstra.com.au/privacy/privacy-statement/, describes how Telstra collects, uses, discloses and secures the personal information it collects from individuals.
- 10.3. Telstra will keep an up-to-date record of Priority Customers and will report to the ACMA in accordance with the reporting regime outlined in Telstra's Carrier Licence Conditions.
- 10.4. Telstra will also provide assistance to the ACMA, if required, so that the ACMA may conduct audits and examine Telstra's application and assessment processes for Priority Assistance.

11 Definitions

Term	Definition
ACMA	Means the Australian Communications and Media Authority.
Alternative Service	<p>Means a service that provides a Customer with access to a telephone service.</p> <p>Note: An example of an alternative service is a call diversion to a mobile phone service or a fixed voice service.</p>
Carrier Licence Conditions	Means the Carrier Licence Conditions (Telstra Corporation Limited) Declaration 1997.
CSG Standard	Means the Telecommunications (Customer Service Guarantee) Standard 2011, as amended and issued by the ACMA.
Customer	<p>Means:</p> <ul style="list-style-type: none"> a) a customer of Telstra; or b) a person who requests or has requested, the connection of a STS from Telstra, and to whom Telstra has an obligation to provide a STS or is willing to provide a STS, but does not include a 'carrier' or 'carriage service provider' – terms which are defined in the Telecommunications Act 1997 (Cth). <p>This is to be read in conjunction with the Priority Customer definition.</p>
Disconnected	Means the termination by Telstra of a Customer Contract for a fixed voice service.
Extreme weather events	<p>Mean any of the following:</p> <ul style="list-style-type: none"> a) Large hail with a diameter of at least 2 centimetres b) Heavy rainfall, being rainfall that exceeds the 10 year average recurrence interval (ARI) (the rainfall amount that has a probability of 10% of less of being exceeded in a year over a given duration). c) Flash flooding, being a reported flash flood, or reported heavy rainfall that is conducive to flash flooding d) Hazardous winds, being gale force winds (10 minute mean winds of at least 63 kilometres per hour) or gusts of wind of at least 90 kilometres per hour e) Lightning, being 'cloud to ground' lightning strikes f) Blizzard, being gale force winds (10 minute mean winds of at least 63 kilometres per hour) combined with falling or blowing snow that reduces visibility to less than 200 metres g) Tornados h) Large waves being unusually large surf waves (surf exceeding 5 metres) expected to cause dangerous conditions on the coast and leading to significant beach erosion. i) Storm tides, being abnormally high tides caused by winds and expected to exceed highest astronomical tide.
Fault	<p>A fault in relation to an STS, means:</p> <ul style="list-style-type: none"> a) an absence of dial or ring tone; or b) an inability to make or receive calls; or c) disruption to communications because of excessive noise levels; or d) repetition of service cut off; or e) another condition that makes the service wholly or substantially unusable.

Term	Definition
Fixed voice service	<p>Means a telephone service provided by Telstra by means of wireline or fixed wireless networks that meets the definition of an STS and is a service that Telstra offers in fulfilment of its USO.</p> <p>A fixed voice service provides the functions of an STS to an outlet in the Customer's home to which voice telephone handsets can be connected for the purpose of making and receiving voice telephone calls. A fixed voice service will also generally be able to provide services for the hearing impaired by use of special Customer equipment.</p>
Interim Priority Service	<p>Means a service that satisfies the technical and functional requirements (if any) specified in a written instrument made by the ACMA:</p> <p>a) that provides a Customer with:</p> <ul style="list-style-type: none"> i. a service for voice telephone; or ii. a service equivalent to a service for voice telephony where voice telephony is not practical for a Customer with a disability; <p>which may or may not include at Telstra's discretion a data capability or any enhanced call handling feature.</p> <p>b) for which that Customer is, may be, or has been charged:</p> <ul style="list-style-type: none"> i. an access charge that, when added to the access charge normally charged for the STS for which the Interim Priority Service is provided in substitution, does not exceed the amount of the access charge normally charged for the STS; and ii. call charges that do not exceed the call charges normally charged for the kind of service the interim priority service is, when the interim priority service is not supplied as an interim priority service. <p>Note: an example of the provision of an Interim Priority Service is the provision of a mobile or satellite phone service (at standard fixed call rates) to replace a STS.</p>
Local access network	Has the meaning in the Carrier Licence Conditions.
NBN	Means the National Broadband Network and includes any other network, systems, equipment and facilities used by NBN Co in connection with the supply of NBN Services.
NBN Service	Means a service which relies on the NBN, or for which the NBN is a component part.
Policy	Means this Priority Assistance Policy.
Priority Assistance	Means those services supplied to a Priority Customer under this Policy. Priority Assistance offers the highest level of service practicably available of an STS or equivalent (where no other STSs exist, whether provided by Telstra or another provider) and on the fault rectification of an existing STS (where all other STSs at the place of residence are inoperative, whether provided by Telstra or another provider.)
Priority Customer	Means a Customer who has applied and been registered as a Priority Customer in accordance with this Policy.
Remote area	Means a township or community grouping of less than 200 people or a township or community grouping located outside a standard zone.

Term	Definition
Standard Telephone Service (STS)	Means the standard telephone service supplied by Telstra in fulfilment of its USO under Part 2 of the Telecommunications (Consumer Protection & Service Standards) Act 1999 (Cth). The STS includes an equivalent service where voice telephony is not practical for people with a disability.
Telstra CSG Policy	A document that sets out Telstra’s commitments in relation to the timeframes for connecting fixed voice services and rectifying any faults with those services (and appointments associated with those activities), including the circumstances where the timeframes do not apply. The document is available on Telstra’s website at telstra.com.au/abouttelstra/commitments/csg/index.htm
TIO	Means the Telecommunications Industry Ombudsman.
Urban/Rural area	Means a township or community grouping of 200 or more people within a standard zone.
USO	Means the Universal Service Obligation as set out in the Telecommunications (Consumer Protection and Service Standards) Act 1999 (C’th).
VoIP Service	Means a carriage service or application that enables a voice call to originate on Customer equipment by means of internet protocol.
Working day	Means a day that is not a Saturday, Sunday or public holiday in the location.

