

C060 SEP18



Priority Assist Application form enclosed

# Your peace of mind

Get service when you really need it with Priority Assist



For an accessible (RTF) copy of this guide  
[telstra.com.au/accessible-brochures](https://telstra.com.au/accessible-brochures)

\* A free call from most fixed phones.

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 visit a Telstra store or partner

 13 2200

 [telstra.com/priorityassist](https://telstra.com.au/priorityassist)



# Confidence when you need it

Priority Assist is designed to give you added assurance if you, or someone living with you, has been diagnosed with a medical condition that means their life could be at risk without a fully-operating telephone service.

It means you can count on the highest level of service response we're able to provide at the time, when you need a new first standard telephone service connection or when there's a fault on your only fixed telephone service.

Read on for more information on Priority Assist. If you think you're eligible, you can apply by completing the application form at the back of this guide. Or, if you need our help right away, call us on 13 2200. You can then complete and return the form within 28 days.

## **There's no extra charge for having Priority Assist status**

Normal connection, rental and call charges still apply. You can see all our Telstra Voice plans at [telstra.com](http://telstra.com)

# See if you're eligible

You could be eligible for Priority Assist if you, or someone living with you, has a diagnosed life-threatening medical condition with a high risk of rapid deterioration, whose life may be at risk without access to a fully operational standard telephone service.



## Eligible medical conditions

The list below shows medical conditions that could make you eligible to register for Priority Assist. It was created by the Department of Health and Ageing in consultation with medical experts, and endorsed by the Chief Medical Officer of Australia.

### Patients at a high risk of a respiratory emergency

- Anaphylaxis or angioedema.
- Severe asthma (as specified in National Asthma Council Guidelines).

### 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 those with severe obstructive pulmonary disease).

### Patients at risk of life-threatening hypoglycaemia or epilepsy

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

### Patients at high risk of obstetric or neonatal emergencies

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

### Patients at high risk of cardiovascular emergencies

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

### Plus other dependent patients who live alone, without support or in a remote location

Patients with other dependent medical conditions would qualify for Priority Assist only if they live alone, without social support, or in a remote location, for example:

- dialysis patients
- oncology patients
- AIDS patients
- haemophilia patients, and others with bleeding disorders
- people with a severe disability.

If you're not sure whether you could benefit from Priority Assist, you should ask your doctor.

# Here's how quickly you can expect service

Your telephone service is vitally important, so we provide eligible customers with the highest levels of service practicably available at the time.

While we can't guarantee your phone service will be fault-free all the time, or that we'll meet the timings below, we'll do our absolute best to be there when you want us. (The service levels set out below aren't guaranteed under the Customer Service Guarantee.)

## For a new connection

Priority Assist covers the first basic telephone service at your home. So, if you're moving into a house that doesn't have the phone on, we'll aim to have it connected within 24 hours in any urban or rural area; or 48 hours if you're in a remote area if that is reasonable in the circumstances.

If your telephone service can't be connected within these times, we'll offer you an interim mobile or satellite service to get you through (unless extreme circumstances like a natural disaster or risk to our staff prevents us).

## For faults

If a technical fault means there's no working standard telephone service (with any carrier) at your home, we'll aim to get it fixed within 24 hours in any urban or rural location; or 48 hours if you're in a remote area if that is reasonable in the circumstances.

Again, if your telephone service can't be fixed within these times, we'll offer you an interim mobile or satellite service to get you through (unless extreme circumstances like a natural disaster or risk to our staff prevents us).

# Please don't put people at risk

Priority Assist is for people with a genuine need. Abusing the service to get faster attention can put lives at risk.

If you ask for Priority Assist (either over the phone or by submitting an application) and it later turns out that you're ineligible, you may be charged a fee for the costs of your prioritised work.

For help, a new connection or information on Priority Assist, call 13 2200.



# What if your circumstances change?

## Changes to your phone account

Once approved for Priority Assist, your registration lasts for up to three years. If you put your phone service under a different name or switch to another carrier during that time, your registration will automatically lapse. You'll then need to re-apply if you want to continue receiving the service.

If you were a Priority Assist customer with another carrier and you're switching to Telstra, we also need you to re-apply with us so we can register your details on file.

## Moving house?

There is no need for you to re-apply when moving house. Simply let one of our consultants know in advance, and we'll ensure you keep your Priority Assist status at your new address. (It'll help if you can give us plenty of notice.)

## Registration expiry

We know you're busy, so we'll be in touch before your registration expires to invite you to re-apply. Please tell us if your circumstances change, or if you are no longer eligible for Priority Assist.

# What to do now

01. Read the 'Things you need to know' on the next page.
02. Decide whether someone living at your home has a diagnosed life-threatening medical condition. (You can check the 'Indicative list of eligible medical conditions' on pages 02 and 03 or ask your doctor.)
03. Complete the enclosed Application Form.
04. Seal your completed application and send it back to us or fax it to 1800 623 537 or email your application to [priorityassistance@team.telstra.com](mailto:priorityassistance@team.telstra.com).

## Things to watch

- If you've already been in touch with us (if you rang about a new connection, for example), you'll need to return your completed form within 28 days.
- You need to complete either section C1 or C2 of the form. We prefer it if your medical practitioner can complete section C1 for you; however, you can make a Statutory Declaration in section C2 if you need to. This will need to be signed by you in the presence of a suitable witness and can only be on our form.
- Your medical practitioner may charge you a fee for completing your application form. You may be able to claim Medicare benefits if you get the form completed as part of a consultation, but not if you're just seeing the doctor to get your form completed.

## You can get even more details on Priority Assist by:

- calling 13 2200 (Voice) or 133 677 (TTY)
- emailing us at [priorityassistance@team.telstra.com](mailto:priorityassistance@team.telstra.com)
- reading Our Customer Terms at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)
- reading our Priority Assist for Life Threatening Medical Condition Policy at [telstra.com.au/consumer-advice/customer-service/priority-assist](http://telstra.com.au/consumer-advice/customer-service/priority-assist)
- reading our Universal Service Obligation at [telstra.com.au/consumer-advice/customer-service/universal-service-obligation](http://telstra.com.au/consumer-advice/customer-service/universal-service-obligation)
- calling the Foreign Languages service numbers in the White Pages®.

# Things you need to know

- Priority Assist is a service for our customers who have their access and local services with us. If you're not a Telstra customer and you believe you're eligible for Priority Assist, you'll need to speak to your service provider.
- Your health information, or that of the individual with the life-threatening medical condition, will only be used for the purposes of:
  - assessing your eligibility for Priority Assist;
  - providing, administering and managing the Priority Assist service and the services provided generally to you; and
- in accordance with our Company Policy on Privacy Protection.
- If you don't have a standard telephone service or your standard telephone service is not working, you may be able to use a mobile (if you have one) or a payphone to make a call. However, you should also be aware that the functioning of a mobile phone depends on a variety of factors and, accordingly, there may be some situations where mobile phones may not work.
- While you may want to find out where your closest payphone is, you should be aware that there may also be some situations where use of a public payphone may be limited.
- The provision of a second standard telephone service does not guarantee service continuity.
- Priority Assist only extends to handsets provided and maintained by us (including equipment such as rental telephones and teletypewriters). It does not cover externally purchased handsets. If you're using a cordless phone, you should be aware that you may experience difficulty operating the phone in the event of a power failure.
- Priority Assist only applies to standard telephone services. It does not apply to mobile phones.
- If you're not satisfied with the assessment and any subsequent rejection of an application for Priority Assist, you can call Telstra's complaints area on 13 2200 for service connections, 13 2203 for service faults or 1800 033 433\* (TTY) and we'll engage our existing complaint management process.
- If you're not satisfied with the Telstra complaint management process, you may raise your complaint with the Telecommunications Industry Ombudsman for resolution on 1800 062 058\*.

## Key terms

### Urban area

A township or community of over 10,000 people.

### Rural area

A township or community of 200 to 10,000 people.

### Remote area

A township or community with less than 200 people, or that's located outside a standard zone.



# Priority Assist Application form for Individuals

For more information:

Call **13 2200**TTY **133 677**You can fax both sides of this application to **1800 623 537**

Make sure all relevant sections on both sides of this application have been properly completed and signed. This application cannot be processed until all sections have been completed and signed.

## Important Information

If Telstra approves a Priority Assist application and it is subsequently discovered that you were not eligible for Priority Assist, Telstra reserves the right to charge you any additional costs Telstra incurred as a result, such as providing a priority connection or priority fault repair to you.

Your doctor may charge you a fee to complete the medical certification section of your application form. Telstra has been advised that Medicare benefits are payable if the certification is completed during a consultation, but that Medicare benefits are not payable if the visit is for the purpose of obtaining medical certification only.

If you have questions about this, you should check with your doctor.

## A. Customer details (please print)

**Telstra Account Holder or Customer Representative** Title (Mr/Mrs/Ms/Miss)

Surname  First name

Address

Postcode

Position (ie carer)

Telephone number for the above residential address that you have nominated for Priority Assist (  )

Please list other numbers at the same residence – (fax, internet service, etc)

01 I apply for status as a Priority Customer in order to be eligible for Priority Assist on my telephone service and confirm that all of the information I provided on this form is correct.

02 I confirm that I fulfil the eligibility criteria for Priority Assist, as I or someone living at the Telstra Account Holder's nominated address has a diagnosed life-threatening medical condition that leaves me/someone living at this address at a high risk of a rapid deterioration to a life-threatening situation and where access to a telephone would assist to remedy the life-threatening situation.

03 I acknowledge that Telstra has the right to refuse my application if I don't meet the eligibility criteria (which may be subject to review) and to charge any additional costs incurred in providing the priority connection or fault repair following my claim of a life-threatening medical condition, where I am not eligible for this service.

04 I confirm that the person referred to in section C1 or C2 as having a diagnosed life-threatening medical condition lives in my household.

Signature of **Customer** or **Customer Representative** (if signed on behalf of the Customer)



**Please ensure section C is also completed and signed.**

## B. Privacy consent – This section must be completed for this application to be processed

**This section must be completed by the patient (who may or may not be the Account Holder) or your Customer Representative**

By signing this form, I consent to Telstra collecting the information provided on this form **only** relating to \*my medical condition/\*the patient's medical condition for the above-mentioned purposes and disclosing it to the ACMA as outlined above.

Signature of **\*patient/\*customer** representative (\* delete as appropriate)



Date  /  /

The information provided by you on this form, except information relating to the patient's medical condition, is collected by Telstra, in the ordinary course of providing the services you require. Details about the privacy protections Telstra gives to your personal information, which Telstra collects in the ordinary course, are set out in Telstra's Privacy Statement. That statement will be provided to you before or shortly after you acquire services from Telstra.

## C. Medical condition confirmation. Either section C1 or C2 needs to be completed

Telstra's preference is that your doctor complete section C1. If you're having trouble obtaining a Medical Practitioner confirmation (for example, you cannot get to a doctor), you can complete section C2 instead.

### C1. Medical Practitioner confirmation (to be completed by Medical Practitioner)

Name of medical practitioner  Title

Business address

Postcode

Phone (  )

Official Stamp of Professional or Registration, Certificate or Membership Number.

I,  (Medical Practitioner) certify that,  (insert full name of patient)

suffers from a diagnosed life-threatening medical condition where there is a substantial increased risk of a life-threatening emergency and that meets the eligibility criteria as set out in the Priority Assist brochure.

Signature of medical practitioner



Date  /  /

**OR**  
**C2. Statutory Declaration (Telstra's preference is that the declaration is to be witnessed by the customer's Medical Practitioner, however you're not obliged to do so.)**

Statutory Declarations Act 1959

Please complete the other side

## Commonwealth of Australia statutory declaration

I, (Account Holder/Customer Representative)   
of (address)   
 Occupation

make the following declaration under the *Statutory Declarations Act 1959*:

I have, or someone residing in my household has:

- a) been diagnosed as suffering from one of the medical conditions referred to in the Priority Assist brochure; or
- b) been diagnosed as suffering from another life-threatening medical condition and there is a high risk of a rapid deterioration to a life-threatening situation and access to a telephone would assist to remedy the life-threatening situation.

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declarations Act 1959*, and I believe that the statements in this declaration are true in every particular.

Signature of **declarant**

(account holder/customer representative making statutory declaration)



Declared at (place)  on (day)  of (month)  (year)

Before me, (signature of **authorised witness**)



Full name of authorised witness (block letters)

Capacity in which authorised witness takes the statutory declaration (please state whether the witness is a medical practitioner, justice of the peace, solicitor, pharmacist or other authorised person)

Address of authorised witness

Postcode

Please note: A person who intentionally makes a false statement in a statutory declaration is guilty of an offence, the punishment for which is imprisonment for a term of 4 years – see section 11 of the *Statutory Declarations Act 1959*.

Chapter 2 of the Criminal Code applies to all offences against the *Statutory Declarations Act 1959* – see section 5A of the *Statutory Declarations Act 1959*.

You should not sign this declaration except in the presence of an authorised witness. The *Statutory Declarations Act 1959* provides who may witness a statutory declaration. There are a number of categories of persons listed. One category of persons who may witness a statutory declaration is medical practitioners. Telstra's preference is that you ask your medical practitioner to witness this declaration, however you're not obliged to do so.

### Privacy statement for patients

**Note:** References to patients are references to the individual who has the diagnosed life-threatening medical condition.

The information provided on this form relating to the patient's medical condition is collected by Telstra for the purpose of:

- assessing the above-mentioned customer's eligibility for Priority Assist in respect of the relevant services;
- providing, administering and managing such Priority Assist; and
- providing, administering and managing the services provided generally to the above-mentioned customer.

Telstra does not disclose information relating to the customer/patient's medical condition to third parties, except in anonymous form.

For example, Telstra is obliged to report to the Australian Communications and Media Authority (ACMA) the number of applications and approvals for Priority Assist, among other things. The information provided to the ACMA will not identify the patient personally. If the information relating to the patient's medical condition (as set out in this form) is not provided to Telstra, Telstra will not be able to provide Priority Assist to the above-mentioned customer for the relevant services.

Except in certain cases, the patient may gain access to personal information about him or herself, which is held by Telstra, by contacting **13 2200**. There may be a cost (which will not be excessive) associated with such access.



## Have all relevant sections on both sides of this application form been completed and signed?

- **Section A**
- **Section B**
- **Section C1 or C2**

This application cannot be processed until all sections have been completed and signed.



If undeliverable please return to  
Locked Bag 12  
Hamilton DC NSW 2303

No stamp  
required  
if posted in  
Australia

**Attention: Telstra  
Priority Assist Team**  
Telstra Corporation Limited  
Reply Paid 79633  
Newcastle NSW 2300