

# Telstra's Community, Essential and Emergency Services Policy

## Inquiry Form

### *Eligibility criteria*

The following members of the Rural Doctors Association of Australia may qualify for the 'Essential Services' level of Telstra's Community, Essential and Emergency Services (CE&ES) Policy:

- a) Doctors' surgeries in rural and remote areas where they are the only source of medical attention in their area and are the first point of call in an emergency; and
- b) Doctors' residential telephone services (including where the number is not listed in the telephone directory) in rural and remote areas who perform a critical response role in times of emergency situations. That is, where they are the first point of call in a life threatening situation, their prompt attendance could strongly affect the outcome with respect to injury or death, and the residents of the area/town depend on the service.

Both of the above categories would receive the same CE&ES service priority (i.e. Essential Services level).

Customers that qualify as an Essential Service will receive:

- Priority management and handling of faults from the time of the fault report through to actual restoration of the service;
- 24 hour service coverage, 7 days per week, including public holidays; and
- Priority over Customer Service Guarantee (CSG) service levels.

Please note:

- CE&ES will only be provided on advertised telephone numbers, i.e. numbers that appear in the telephone directory (with the exception of doctors' residential telephone services, which will be applicable for CE&ES regardless of whether they are listed or unlisted).
- CE&ES will not be provided on mobile services or facsimile numbers.
- To be eligible for CE&ES, the customer must have acquired a standard telephone service (i.e. basic line access) from Telstra that includes the provision of local call access.

Please see overleaf for the information that is requested to enable assessment of CE&ES eligibility.

<b>Doctor's name</b>	
<b>Doctor's address</b>	
<b>Preferred contact details</b>	

<b>Telephone number/s for which CE&amp;ES service status is requested</b>		
<b>Telephone number</b>	<b>Please indicate whether this number is a residential or surgery number</b>	<b>Address for the relevant number</b>

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Signed by (please print name):

Date:

Please complete and return this form to:

Chief Executive Officer

Rural Doctors Association of Australia

**Mailing address:** PO Box 3636

Manuka ACT 2603

**Fax:** 02 6260 7551

**Email:** [office@rdaa.com.au](mailto:office@rdaa.com.au)

Telstra Corporation Limited (ACN 051 775 556, ABN 33 051 775 556) (Telstra) is collecting this information from you for the purpose of assessing your eligibility to have CE&ES status applied to certain telephone services. Without this information, Telstra will not be able to assess your eligibility for CE&ES services. For more information about how Telstra uses personal information and how you can access the personal information Telstra holds about you please refer to Telstra's Privacy Statement available at: <https://telstra.com.au/privacy/privacy-statement/>