

## Telstra's Community Essential & Emergency (CE&ES) Services Policy

Telstra's Community Essential & Emergency Services (CE&ES) policy is a community service programme, voluntarily introduced by Telstra to provide an enhanced level of support for non-commercial organisations that provide essential services.

Telstra recognises the important role that certain essential and emergency services organisations provide, and encourages RDAA members who believe they may meet the eligibility criteria to contact Telstra on 13 22 00 to apply for CE&ES status.

## What is Telstra's Community Essential & Emergency (CE&ES) Services Policy?

CE&ES is designed to improve on the timeframes specified under Telstra's Customer Service Guarantee; but does not provide a guarantee.

Typically, customers eligible for CE&ES status are:

- non-commercial (non profit)
- provide essential services and/or community services
- provide significant support to the public

For the RDAA this is best described as:

- Doctors' surgeries in **rural and remote** areas where access to emergency medical care is otherwise limited
- Doctors in **rural and remote** areas providing key medical services that may be required to be provided at short notice (e.g.: obstetrics or anaesthetics services)
- Doctors who are providing on call services to **rural and remote** communities (including those provided as part of a roster with other medical practitioners in the local community) and where access to emergency medical care is otherwise limited
- Registered health practitioners in **rural and remote** areas who are required to be on call for the local hospital;

To check your eligibility and to be registered as a Community Essential & Emergency Service, please contact Telstra at our Customer Services Help Line on 132200 or for further product information visit us on our website at <http://telstra.com/index.jsp>