

## Assistance provided by telephone companies

With most of the nation working or studying from home, Australian telephone companies have announced bonus data inclusions for postpaid and prepaid customers, with some providers offering unlimited calls along with unmetered access to health websites.

Check out the table below for further details and eligibility.

Company	Service	Measures	Action Needed?	Link
Telstra	Mobile phone and mobile broadband	25GB extra data for all personal and small business mobile and mobile broadband customers	Yes, must register by 19 April 2020 on the Telstra 24x7 or My Telstra App	<a href="https://www.telstra.com.au/covid19/supporting-you-during-covid-19">https://www.telstra.com.au/covid19/supporting-you-during-covid-19</a>
Telstra	Pre-paid mobile phone and mobile broadband	Extra 10GB of data if you have an active recharge of \$40 or more.	Yes, must register by 19 April 2020 on the Telstra 24x7 or My Telstra App	<a href="https://www.telstra.com.au/covid19/supporting-you-during-covid-19">https://www.telstra.com.au/covid19/supporting-you-during-covid-19</a>
Telstra	Home Broadband Internet	Until end of April, all plans to be update to unlimited data.	No action required.	<a href="https://www.telstra.com.au/covid19/supporting-you-during-covid-19">https://www.telstra.com.au/covid19/supporting-you-during-covid-19</a>
Telstra	Home phone	Unlimited calls for pensioners who have a home phone with Telstra. Local, national and 13/1300 calls and calls to mobiles	No action required.	<a href="https://www.telstra.com.au/covid19/supporting-you-during-covid-19">https://www.telstra.com.au/covid19/supporting-you-during-covid-19</a>
Vodafone	Mobile phone	Postpaid customers who aren't on a plan with endless data will get an additional 5GB of data	No action required.	<a href="https://www.vodafone.com.au/about/company/covid-19">https://www.vodafone.com.au/about/company/covid-19</a>
Vodafone	Moblile phone	Prepaid customers will receive a one-off bonus 3GB of data with their next recharge before 30/4/20	Recharge by 30/4/20	<a href="https://www.vodafone.com.au/about/company/covid-19">https://www.vodafone.com.au/about/company/covid-19</a>
Vodafone	Mobile phone	Unlimited standard national calls are being extended to all Vodafone postpaid customers and active prepaid customers by Friday 27 March until the end of April. The majority of postpaid customers already have unlimited standard national calls as part of their plan	No action required.	<a href="https://www.vodafone.com.au/about/company/covid-19">https://www.vodafone.com.au/about/company/covid-19</a>
Optus	Mobile phone	All eligible postpaid customers to receive a one off 20GB of extra data	Must activate in the My Optus app any time during April and valid for 30 days	<a href="https://www.optus.com.au/for-you/support/answer?id=20066">https://www.optus.com.au/for-you/support/answer?id=20066</a>

<b>Company</b>	<b>Service</b>	<b>Measures</b>	<b>Action Needed?</b>	<b>Link</b>
Optus	Mobile phone	All eligible prepaid customers will receive 10GB of extra data	Must recharge \$40 or more during April	<a href="https://www.optus.com.au/for-you/support/answer?id=20066">https://www.optus.com.au/for-you/support/answer?id=20066</a>
Aussie Broadband	Home Broadband Internet	All plans will be upgraded to include unlimited data between the hours of 6am and 6pm, indefinitely	No action required.	<a href="https://www.aussiebroadband.com.au/blog/aussie-broadband-announced-covid-19-response/">https://www.aussiebroadband.com.au/blog/aussie-broadband-announced-covid-19-response/</a>
Aussie Broadband	Home Broadband Internet	All NBN 12 customers will be upgraded to NBN 25 speeds at no extra cost, indefinitely	No action required.	<a href="https://www.aussiebroadband.com.au/blog/aussie-broadband-announced-covid-19-response/">https://www.aussiebroadband.com.au/blog/aussie-broadband-announced-covid-19-response/</a>
Superloop	Home Broadband Internet	All broadband plans will be upgraded to include unlimited data	No action required.	<a href="https://www.whistleout.com.au/Broadband/News/Superloop-axes-data-caps-coronavirus-COVID-19">https://www.whistleout.com.au/Broadband/News/Superloop-axes-data-caps-coronavirus-COVID-19</a>
Amaysim	Mobile phone	\$10 plans will receive 10GB bonus data. \$20 plans will receive 20GB bonus data. \$30 plans will receive 20GB bonus data. \$40 plans will receive unlimited data. All plans will be updated to unlimited talk and text. Lasts until April 15th	No action required.	<a href="https://www.amaysim.com.au/about/covid-19-supporting-our-customers">https://www.amaysim.com.au/about/covid-19-supporting-our-customers</a>