

Telecom West Pty Ltd

Assistance for those facing domestic or family violence

If you're experiencing domestic or family violence, we're here to help.

We understand that having access to communications can be vital for those who are experiencing or have been impacted by domestic or family violence. You can talk to us about how we may be able to assist you in staying connected.

Keeping your mobile number

If you're not the account owner but want to be able to keep your mobile number, we may be able to help you in some cases.

Please give us a call on 1300 739 331. Our team may be able to assist by transferring your mobile number into your name.

We will need you to do the following:

provide us with copies of documents that can verify your identity, such as a driver's licence or Medicare card;

provide us with supporting documents including a duly witnessed Statutory Declaration setting out you are or have been the subject of domestic or family violence and where necessary, an AVO, police report, court order or a letter from women's shelter, financial counselor or community advocate; and demonstrate that you are using a device that is associated to the relevant mobile number.

We'll tell you how to do this. Once the above is received or established and we have verified your identity and circumstances, we will work with you to determine, where available, the most suitable process to keep your mobile number.

Financial hardship

If you're experiencing financial hardship due to domestic or family violence, you can speak to us about applying for financial hardship assistance. Please see our Financial Hardship Policy for more information.

Unwelcome communications

If, as a result of domestic violence, you're receiving unwelcome calls or messages via a service you have with us, we may be able to assist.

Please be aware that you can also block the number from which the unwelcome communications originate by using your phone's own features or by downloading an app to restrict the calls and messages you receive. If you are receiving life threatening communications, please report these to the police immediately.

Further assistance

If you'd like further assistance, White Ribbon lists support hotline numbers to services available to you.