



Hot issues

What programs and offers are available to help you stay connected?

Struggling with the cost of your internet or mobile service? ACCAN has put together a list of telco offers for targeted groups to help stay connected.

As this list only shows offers for targeted groups, there may be alternative products and services out there for general consumers that meet your needs, so it's also worth comparing plans. To do so, head to an online comparison site, such as WhistleOut or Finder. ACCAN has also prepared a [money saving guide](#) with tips to reduce your telco bill.

If you are unable to meet your bills and are in financial hardship, check out ACCAN's [hardship portal](#) for more information on what you can do.

If you fall into one of the groups below, click through to see what help is available that may work for you:

Older people

Older people (NSW only)

Healthcare card holders

Pensioners Concession Card holders

University students

For Centrelink clients

Assistance through telco participating program partners

Distance education and home school students

For residents of Atherton Garden Estate or Collingwood Estate (Victoria)

For university/ college students at participating residences (Victoria & Queensland)

Note: To the best of ACCAN's knowledge, the information provided is correct as of 30/04/2021



Hot issues

Older people

10Mates

What is the offer?	10Mates offer a \$10 discount per month on either NBN internet or internet and phone bundles.
Who is eligible?	Anyone with a pensioner's card.
How to access the offer?	Apply online or over the phone.

Airtel

What is the offer?	Airtel offer a 17.5% discount on NBN internet service when bundled with VoIP telephone.
Who is eligible?	Anyone with a pensioner's or healthcare card.
How to access the offer?	Apply online or over the phone.

FLIP

What is the offer?	FLIP offer the following broadband offers: <ul style="list-style-type: none">• Save 10% on a Senior Value Plan for the first 6 months, typical evening speeds of 10 Mbps, with unlimited data.• Save 8% on a Senior Premium Plan for the first 6 months, typical evening speeds of 21 Mbps, with unlimited data.
Who is eligible?	Seniors Card, Pensioner Concession Card, Commonwealth Seniors Health Card and Department of Veteran's Affairs Pensioner Concession Card Holders.
How to access the offer?	Apply online or over the phone.

Southern Phone

What is the offer?	Southern Phone offers the following discounts: <ul style="list-style-type: none">• A Mobile plan for \$40.49/month for 24 months including a Swissvoice C50s simple to use smartphone specifically designed for seniors and \$20 credit off the first bill.• Half price NBN phone and internet plans for the first 6 months, including a \$5-\$10 discount per month.
Who is eligible?	Anyone with a Seniors card
How to access the offer?	By phone.

Aussie Broadband

What is the offer?	Aussie Broadband offer the following phone and internet plans for seniors:
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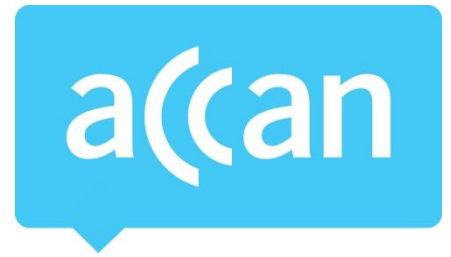


Hot issues

	<ul style="list-style-type: none">• 12Mbps download speeds and 1Mbps upload speeds, 100GB of data, and pay as you go calls,* for \$50/month• 12Mbps download speeds and 1 Mbps upload speeds, Unlimited data, and pay as you go calls, for \$55/month• 12 Mbps download speeds and 1Mbps upload speeds, 100GB of data, and local, national and mobile calls included for \$60/month <p>*Pay as you go calls cost 15c/min for local and national calls, 22c/min for Mobile calls.</p>
Who is eligible?	Anyone over the age of 60
How to access the offer?	by phone.

Telstra

What is the offer?	\$60 per month for a home phone and internet bundle.
Who is eligible?	Anyone aged 60+ who is not currently connected to the internet at home
How to access the offer?	Call Telstra 1800 859 533 and request the Home Internet Starter Bundle

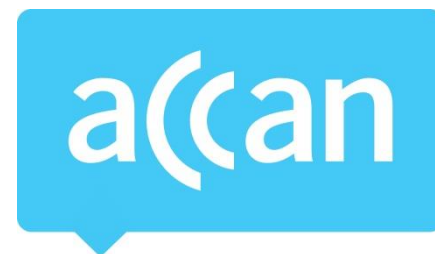


Hot issues

Older people (NSW only)

Pennytel

What is the offer?	Pennytel offer 10% off their Senior exclusive mobile phone plans, plus \$10 credits: <ul style="list-style-type: none">• 1 GB of data, unlimited calls and text for \$9.89 a month.• 8GB of data unlimited calls and text for \$17.99 a month.• 18GB of data, unlimited calls and text for \$22.49 a month. Note: Pennytel uses parts of Telstra's 3G and 4G network.
Who is eligible?	Anyone with an NSW Seniors Card
How to access the offer?	Apply online or over the phone



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Healthcare card holders

Airtel

What is the offer?	Airtel offer a 17.5% discount on NBN internet service when bundled with VoIP telephone.
Who is eligible?	Anyone with a pensioner's or healthcare card.
How to access the offer?	Apply online or over the phone.

Telstra

Mobile

What is the offer?	The Value Mobile Offer is a \$15/month recurring credit on the Extra Small \$45 Mobile Plan, which will reduce the minimum monthly price of the Extra Small mobile plan to \$30/month. Provides 2GB of data and standard national calls and text.
Who is eligible?	Anyone with a Pensioners Concession or Health Care Card
How to access the offer?	Via a Telstra Store or call 13 2200 and ask for the \$30 value mobile offer.

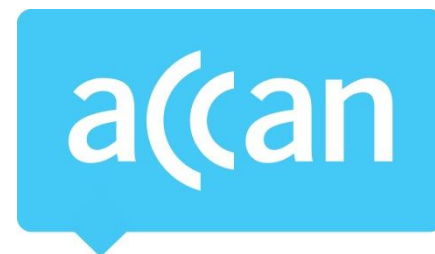
Home phone

What is the offer?	A limited home phone service free of monthly charges (connection charges may apply)
Who is eligible?	Anyone with a Pensioner Concession or Health Care Card
How to access the offer?	Call Telstra on 13 2200

What is the offer?	A full phone service at a lower cost of \$25 per month for eligible customers
Who is eligible?	Anyone with a Pensioner Concession or Health Care Card
How to access the offer?	Call Telstra on 13 2200

Reduced billing and payment fees

What is the offer?	Certain fee exemptions such as paper bill fee, non-electronic payment fee, late payment fee.
Who is eligible?	Pensioner Concession or Health Care Card
How to access the offer?	Call Telstra on 13 2200



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Pensioners Concession Card holders

FLIP

What is the offer?	FLIP offer the following broadband offers: <ul style="list-style-type: none">• Save 10% on a Senior Value Plan for the first 6 months, typical evening speeds of 10 Mbps, with unlimited data.• Save 8% on a Senior Premium Plan for the first 6 months, typical evening speeds of 21 Mbps, with unlimited data.
Who is eligible?	Seniors Card, Pensioner Concession Card, Commonwealth Seniors Health Card and Department of Veteran's Affairs Pensioner Concession Card Holders.
How to access the offer?	Apply online or over the phone.

Telstra

Mobile

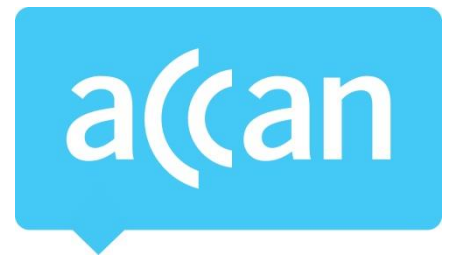
What is the offer?	The Value Mobile Offer is a \$15/month recurring credit on the Extra Small \$45 Mobile Plan, which will reduce the minimum monthly price of the Extra Small mobile plan to \$30/month. Provides 2GB of data and standard national calls and text.
Who is eligible?	Anyone with a Pensioners Concession or Health Care Card.
How to access the offer?	Via the Telstra Store or call 13 2200 and ask for the \$30 value mobile offer.

Home phone

What is the offer?	\$10 discount on home phone lines only
Who is eligible?	Anyone with a Pensioners Concession Card
How to access the offer?	Apply over the phone, call 13 2200

What is the offer?	A limited home phone service free of monthly charges (connection charges may apply)
Who is eligible?	Anyone with a Pensioner Concession or Health Care Card
How to access the offer?	Call Telstra on 13 2200

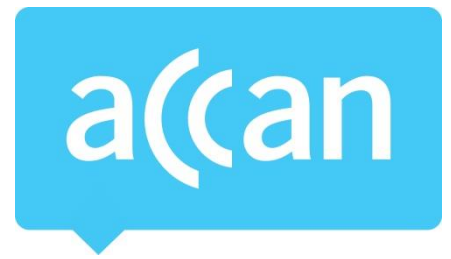
What is the offer?	A full home phone service at a lower cost of \$25 per month for eligible customers
Who is eligible?	Anyone with a Pensioner Concession or Health Care Card
How to access the offer?	Call Telstra on 13 2200



Hot issues

Reduced billing and payment fees

What is the offer?	Certain fee exemptions (paper bill fee, non-electronic payment fee, late payment fee)
Who is eligible?	Anyone with a Pensioner Concession or Health Care Card
How to access the offer?	Call Telstra on 13 2200



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University students

Circles Life

What is the offer?	Circles Life offer 20% off any mobile plan for 12 months.
Who is eligible?	Anyone with a university student email aged 18 or older.
How to access the offer?	Apply online .



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For Centrelink clients

Telstra

What is the assistance?	Ability to make fortnightly budget payments directly to your Telstra account from your Centrelink pension or benefit.
Who is eligible?	Centrelink client
How to access the assistance?	Centrelink – quote Telstra reference number 555-052-438-T



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Assistance through telco participating program partners

Please note that the following offers and programs are not available by directly contacting the telco but are provided to clients by the partner organisations listed below.

Optus

What is the program?	Through Optus' Donate Your Data program, recipients can receive a prepaid SIM with data plus unlimited calls and text every 42 days
Who is eligible?	Eligibility is decided by the program partners, including The Smith Family , KARI Foundation , Mission Australia , ABCN , yourtown , The Salvation Army , Story Factory , Sydney Children's Hospitals Foundation .
How to access the program?	Access is gained through the program partners.

Start Broadband

What is the program?	Start Broadband provides a modem, internet and support for 2 years
Who is eligible?	Families with school age children who are currently disconnected.
How to access the program?	Access is gained through the program partners: Centacare , Mission Australia , Berry Street , Uniting Connections, Mahogany Rise Primary School (Victoria).

Telstra

Bill payment voucher

What is the program?	Telstra bill assistance certificates to help individuals pay a fixed amount towards their Telstra bill.
Who is eligible?	For individuals experiencing a financial crisis.
How to access the program?	Access is via participating community agencies including Anglicare Australia , St Vincent de Paul Society , The Salvation Army , The Smith Family , Foodbank Victoria , community information and support Victoria .

Voice services

What is the program?	Access to a \$10 Telstra Phonecard, a pre-paid calling card that you can use to make local, national long distance, international or mobile calls from Telstra payphones.
Who is eligible?	For individuals who are homeless or transient, experiencing a financial hardship or are in a crisis situation.



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How to access the program?	Access is via participating community agencies including Anglicare Australia, St Vincent de Paul Society and The Salvation Army.
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Mobile

What is the offer/program?	\$40 mobile credit recharge
Who is eligible?	Individuals experiencing or at risk of homelessness, family violence, or impacted by natural disaster who are Telstra pre-paid mobile phone customers.
How to access the offer/program?	The program is available through Infoxchange to housing and family or domestic violence service providers, as well as community organisations providing emergency relief to people affected by natural disasters.

Fixed Phone service

What is the offer/program?	A fixed phone service in short term crisis accommodation properties for people in crisis who seek emergency shelter. The service only allows incoming calls and outgoing calls restricted to triple zero.
Who is eligible?	Individuals staying with participating not-for-profit organisations and eligible charities who provide short term crisis accommodation.
How to access the offer/program?	Via participating not for profit crisis accommodation organisations and eligible charities

Mobile phone and credit

What is the offer/program?	Safe Connections provides smartphones with pre-paid credit
Who is eligible?	Individuals receiving support from WESNET and partner agencies.
How to access the offer/program?	Via WESNET who will distribute to partner agencies that work directly with clients impacted by domestic violence



Hot issues

Distance education and home school students

Families living rurally with children undergoing distance education can access a 'Sky Muster Education Port'. This is a dedicated port for children's learning, so they have access to the data they need. The port provides 50 GB of data per student, capped at 150 GB per Sky Muster Network Terminating Device. For more information on SkyMuster Education Ports go to the [Regional Tech Hub](#).

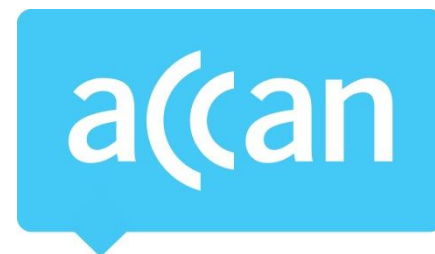


Hot issues

For residents of Atherton Garden Estate or Collingwood Estate (Victoria)

SPIRIT

What is the offer?	<p>SPIRIT is offering the following broadband packages:</p> <ul style="list-style-type: none">• 15 Mbps upload and download internet speeds for \$25/month prepaid with 100 GB data• 25 Mbps upload and download internet speeds for \$35/month prepaid with 250 GB data• 50 Mbps upload and download internet speeds for \$45/month prepaid, unlimited data• 100 Mbps upload and download internet speeds for \$85/month prepaid, unlimited data
Who is eligible?	<p>Must be a resident of Atherton Gardens Estate (VIC) or Collingwood Estate (VIC).</p>
How to access the offer?	<p>Step 1: plug your computer or laptop directly into the data point in your apartment. Step 2: Open an internet browser on your device. A Spirit login page will appear. Step 3: Set up your account and select your plan.</p>



Hot issues

For university/ college students at participating residences
(Victoria & Queensland)

SPIRIT

What is the offer?	<p>SPIRIT is offering the following broadband packages:</p> <ul style="list-style-type: none">• 25 Mbps upload and download internet speeds for \$45/month prepaid, unlimited data.• 50 Mbps upload and download internet speeds for \$55/month prepaid, unlimited data.• 100 Mbps upload and download internet speeds for \$65/month, unlimited data.
Who is eligible?	<p>Must be a university /college student staying in relevant university/college lodges. Participating locations include:</p> <ul style="list-style-type: none">- College Square Apartments:<ul style="list-style-type: none">○ 570 Lygon St, Carlton VIC 3053○ 2 Cobden St, North Melbourne VIC 3051○ 800 Swanston Street, Carlton VIC 3053- Unicity: 51 Gordon Street, Footscray VIC 3011- Pacifica: 18 Poplar Street, Box Hill 3128- Grantham: 1-5 Grantham Street, Brunswick 3056- Rusden House: 662 Blackburn Road, Clayton 3168- Campus 15: 15 Hawthorn Road, Caulfield North 3161- Varsity on Main: 3 Main Street, Varsity Lakes, QLD
How to access the offer?	<p>Step 1: Connect to the data point in your room with an ethernet cable.</p> <p>Step 2: Open an internet browser on your device and you will be automatically redirected to the SPIRIT sign-up page.</p> <p>Step 3: Click on 'New User' and follow the sign-up process.</p>