



## Telstra initiatives to prepare for disaster season

### Description

# Telstra initiatives to prepare for disaster season

Telstra are rolling out a number of initiatives, with natural disaster season already upon us. These initiatives include:

- **Extra data:** Postpaid mobile customers that are impacted in disaster-affected areas will automatically receive 100GB of extra data. Prepaid customers are eligible for 70GB of extra data that can be activated by SMS
- **Upgraded payphones:** Telstra has updated almost 800 of the 1,000 payphones we are committed to delivering in disaster-prone areas by mid-2025. These upgrades provide free Telstra Wi-Fi, USB charging for devices, and backup power.
- **Telstra Response Team:** Telstra's team of technicians will be on the ground to restore connectivity and provide emergency services as soon as it is safe to do so when disaster strikes. At the same time, their trained disaster assistance agents are available 24/7 to take calls and provide bill relief and other support. You can reach them on 1800 888 888.
- **Prepping temporary connectivity:** From Telstra's mobile Cell-On-Wheels (COWS), to deploying many more portable satellite kits to teams in the field, Telstra are getting equipment ready to help provide temporary Wi-Fi connectivity at priority locations if required when infrastructure is impacted.
- **Network inspections and maintenance:** Telstra are clearing vegetation and maintaining fire breaks at nearly 8,000 sites around the country. They've conducted hundreds of site inspections in cyclone risk areas and tested backup power supplies, including checking or replacing thousands of batteries.

For more information on how these initiatives might help you, and how communities can prepare themselves for disasters, visit the [Telstra Exchange](#) page.

You can find other Telstra resources to prepare for natural disasters in the following locations:

- How Telstra prepares for disaster season [LinkedIn](#), [Facebook](#) and [Instagram](#)
- Tips for Australians to prepare for a natural disaster on [Facebook](#), [Instagram](#) and [Telstra Exchange](#)
- [Tips for small businesses](#) to prepare for and stay connected during a natural disaster.



**Category**

1. News
2. Resources

**Date**

27/01/2026

**Date Created**

03/12/2024