



## Key Telstra contacts

### Description

# Key Telstra Contacts

Contacting the right department at Telstra for your problem will speed up the problem-solving process. Understand the different parts of your plan and check your bill to identify if you are a business or residential customer. Use the below Telstra contacts relevant to your particular issue.







**Telstra's Regional Australia team have a dedicated website for rural, regional & remote users.**

You can visit this [website](#) and contact them [here](#).

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### **Dedicated 3G helpline**

Telstra have launched a [3G Helpline](#) to further support our customers who need more help with the transition. The phone number is 1800 990 853, accessible between 8am to 7pm Monday to Friday AEDT.

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### **Telstra faults**

Phone: [132999](#) (for all faults other than RRADIO faults).

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### **Landline phone**

Report your landline outage by calling call [13 22 03](#) or visit this [page](#) on Telstra's website.

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### **Radio phones**

[1800 772 346](#) (1800 R RADIO) for customers using radio services to report service difficulties or faults. There is also a dedicated email address ([rradio@team.telstra.com](mailto:rradio@team.telstra.com)) for online fault reporting.

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### **Mobile broadband**

TELSTRA: [1800 676 442](#) (residential)

Account enquiries, business account holders should try the Telstra Business Centre.

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### **Telstra business centres**



Solutions specialists at Telstra Business Centres are experts at maximising business data & costs and are highly recommended to sort out data sharing and mobile plans for businesses. Find your closest business centre [here](#).

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### Mobile assurance team

Mobile assurance provides support to Pre-Paid, Consumer, Telstra Business and Telstra Enterprise & Government customers. They operate 24/7 and assist customers who are experiencing mobile and wireless service difficulties and faults.

Consumer customers: [132200](#)

Business customers: [132000](#)

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### Antennas

[1800 305 307](#) For antenna installation and technical support call (select option 4).

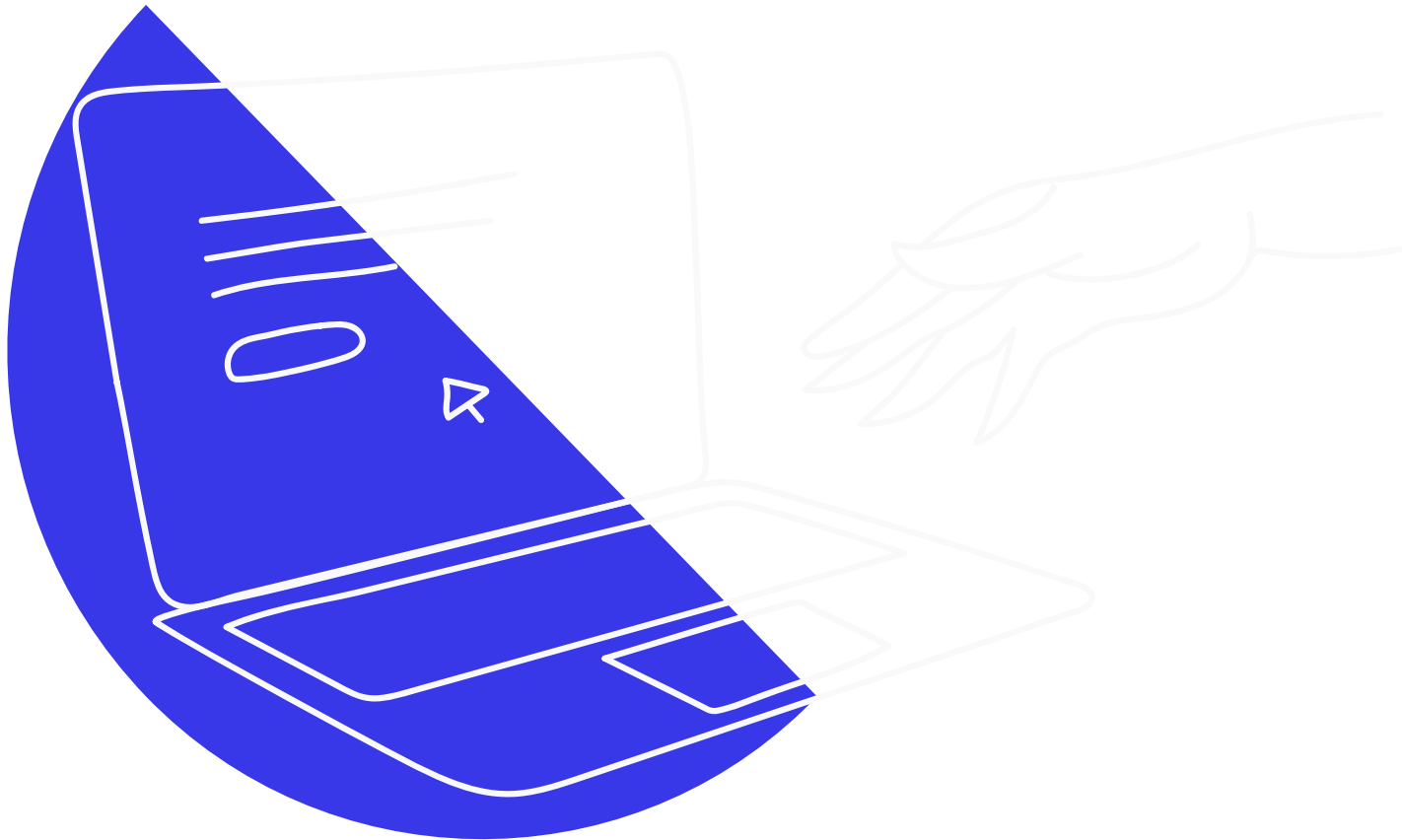
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### Priority assistance

If you require immediate assistance with a line fault and have Priority Assistance on your account call [13 22 03](#) (Line faults) or [1800 331 286](#) (New line connections).

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- *All information has been compiled from initial discussions between Kristy Sparrow from BIRRR and Telstra, the [Telstra](#) website, and crosschecking by the Regional Tech Hub. It is current as of February 2025.*
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## Have a current problem raised with your provider but want some help?

Complete our escalation form and we can help progress your case.

[Escalate a Current Issue](#)



[Chat to us on Facebook messenger](#)

Regional Tech Hub acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of Australia and the continuation of cultural, spiritual and educational



practices of Aboriginal and Torres Strait Islander peoples.

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