



IS IT REALLY TELSTRA CALLING?

What you need to know

MAKE SURE YOU KNOW WHO'S TALKING TO YOU

It's quite common to be contacted by telemarketers from companies you deal with and some you don't. At Telstra, we often call our customers to review their accounts, inform them about new products and services, or let them know if their account is overdue.

Unfortunately, sometimes companies call our customers claiming they're from Telstra when they're not. They may try to switch Telstra customers to another phone company, or in some instances attempt to obtain personal information they can use to access your money and accounts.

These people may quote fake Telstra Employee (ID) Numbers or Customer Account Numbers; or describe themselves as "Telstra technicians".

We realise that sometimes it's not easy to tell a scam call from a real Telstra call. This leaflet provides some advice to help you know whether it's really Telstra calling.

| What you might hear from callers | What we'd like you to know as a valued Telstra customer |
|--|---|
| "There's a fault with your computer, and you need to pay for technical support or software..." | We'll notify you in writing about any technical fault that requires your attention. |
| "I'm from Telstra and your internet will soon be disconnected..." | We'll notify you in writing about any scheduled service interruptions in your area. |

What to do if you're suspicious about a call you've received

End the conversation immediately. If you would like to report details of a call or for more information, please contact Telstra's Sales Watch Hotline 24/7 on 1800 260 270 or visit [telstra.com/verify](https://www.telstra.com/verify)

Below are some tips to help you identify if it's really Telstra calling:

| What genuine Telstra callers will <i>always</i> do | What genuine Telstra callers will <i>never</i> do |
|--|---|
| <ul style="list-style-type: none">• If we're calling about a new offer and you are not comfortable at any stage we will respect your wishes and terminate the call.• We'll only call you for marketing reasons between 9am–8pm Monday to Friday, and 10am–3pm Saturday. We may call you outside these hours if you have an unpaid account.• If we miss you, we will wait a few hours before calling you again. | <ul style="list-style-type: none">• We'll never phone and ask for information like your bank or credit card details unless it relates to an existing account requiring payment.• We won't call you repeatedly about the same offer if you've said no.• We will never engage in high pressure sales tactics, create uncertainty or unnecessary dilemmas about your services or personal information. |



IT'S HOW
WE CONNECT

Please be careful about what you agree to in any sales pitch over the phone – especially if it sounds suspicious, or too good to be true. Also, please be wary of unsolicited telephone calls from people asking for your personal information.

For more information about protecting yourself, visit telstra.com/verify

THINGS YOU NEED TO KNOW

- If you're not sure that the person on the other end of the phone is legitimate, then hang up.
- Never give an unsolicited caller remote access to your computer, and make sure it's protected with up-to-date anti-virus and anti-spyware software.
- Keep this flyer handy for future reference.