



# MEDIA RELEASE

---

## Free phone diversion for Morwell residents

**28 February, 2014** – Telstra has today offered free diversion of landline phones for Morwell residents facing evacuation due to the ongoing fire situation.

Telstra Country Wide Area General Manager for Gippsland, Loretta Willaton encouraged affected customers to call Telstra on 132 203 (press option 1 and enter their full home phone including area code) to put the diversion in place if they have had to evacuate their home.

“We know how important it is for people to stay connected, especially in a situation like this.,” Mrs Willaton said.

“We understand this is a terrible time for anyone who has been affected and hopefully this gesture will help people as they deal with this incident.”

Free call diversion from an affected fixed home or business phone service to another fixed or mobile service of the customer's choice, regardless of the carrier

Customers who use the free call diversion to divert their affected fixed home or business phone to their Telstra mobile service, can also make local and STD® calls on their mobile at fixed line rates, in accordance with their selected HomeLine® or BusinessLine® plan (limited to one designated Telstra mobile per affected household or business)

Affected customers should call Telstra on **132 203** (press option 1 and enter their full home phone including area code) to report a **fault on their services and/ or to register for the assistance package offers.**

**Media contact:** Telstra Media Relations Manager (Vic/Tas), James Howe 0488-065-058

**Email:** [media@team.telstra.com](mailto:media@team.telstra.com)

[www.telstra.com.au/abouttelstra/media-centre/](http://www.telstra.com.au/abouttelstra/media-centre/)

**Reference:** 024/2014

---

Follow Telstra online:

[Blog exchange.telstra.com](http://blog.exchange.telstra.com) | [www.facebook.com/telstra](http://www.facebook.com/telstra) | [www.twitter.com/telstra\\_news](http://www.twitter.com/telstra_news) | [www.youtube.com/telstracorp](http://www.youtube.com/telstracorp)