

Exetel does not offer Priority Assistance



I understand and agree that the Exetel service I am purchasing is not and does not support "Priority Assistance" service features. Telstra is the only carrier required to provide priority assistance services to its customers as a condition of its licence. For more information about Priority Assistance Services, please refer to <https://www.telstra.com.au/consumer-advice/customer-service/priority-assistance>

What is Priority Assistance?

Telstra's Priority Assistance is a service designed to help customers who have (or are living with someone who has) a diagnosed life-threatening medical condition, and whose life may be at risk without access to a fully operational phone service.

Who is eligible?

Any customer with (or living with someone who has) a diagnosed life-threatening condition is eligible for Priority Assistance. For example:

- patients at high risk of respiratory emergencies
- patients with high-risk mental health disorders
- technology dependent patients who are at high risk
- patients at risk of life-threatening hypoglycaemia or epilepsy
- patients at high risk of obstetric and neonatal emergencies
- patients at high risk of cardiovascular emergencies
- dependent patients who live alone, without support or in remote locations.

The list above is a general guide only. For a detailed list of eligible medical conditions, see Telstra's Priority Assistance brochure in [PDF, 381kB](#) or [RTF, 127kB](#).