



Telstra tips to keep you connected

Telstra is committed to keeping our customers connected.

Australia's response to COVID-19 (Coronavirus) has rapidly increased the demand for connectivity. That's why Telstra is giving consumer and small business customers additional data, and offering unlimited home phone calls to pensioners. We've also announced additional support for those on the JobSeeker benefit and for small businesses who have had to cease trading. A new \$30/month mobile offer for anybody with a valid Healthcare card is also available.

For more information about Telstra's response to COVID-19 visit [telstra.com.au/covid19](https://www.telstra.com.au/covid19) and [exchange.telstra.com.au](https://www.exchange.telstra.com.au)

Telstra is also offering a free Virtual Meeting Room (VMR) to Australian businesses until 30 June 2020. A VMR lets organisations connect through video and audio conferencing.

Find out how by visiting [vmr.telstra.com](https://www.vmr.telstra.com)

Managing data usage on your devices

Keeping tabs on your data can be tricky so we've put together some suggestions on the best ways to manage your usage and maximise your coverage.

Refer to our manuals

Telstra's interactive manuals offer instructions on how to see which apps are consuming most data, turn off data-hungry apps and view your monthly data usage. We will also send you SMS or email alerts when you reach 50%, 85% and 100% of your included data allowance.

To access Telstra's interactive manuals, visit mobilesupport.telstra.com.au

A rough guide on data usage for everyday activities

Content	Approximate Data Usage
Sending a tweet or updating your Facebook	a few kB
Sending/receiving 100 emails without attachments	2.5MB
Music streaming for 3 mins	3MB
Navigating on Google Maps for 10 minutes	6MB
Sending/receiving 10 emails with attachments	18MB
Downloading a TV show in standard definition (SD)	800MB
Downloading a movie in SD	1.5GB
Streaming high definition content	3GB per hour

Managing your bandwidth at home for faster internet

- Always use a fixed broadband connection where possible
- Switch or limit your streaming quality
- Switch to voice-only conferencing
- Download updates overnight
- Don't connect multiple unnecessary devices or apps

How to make the most of your Wi-Fi (without a technician)

Set up your modem in a central spot. Wi-Fi signals have a tougher time travelling through dense objects. So try to have your modem set up in a central location where you will use your wireless devices.

Avoid interference. Sources of radio interference in the home include appliances like microwaves and fridges so locate your modem somewhere away from these items.

Stay secure. More connections often mean a slower network so keep your network passwords safe and secure for the best experience.

Choose a wired connection for some devices. These will typically work faster than those sent wirelessly. Connect some of your data-hungry stationary devices, like your smart TV, directly into the LAN port on the back of your modem.

Use booster hardware to extend your signal. The Smart Wi-Fi Booster Gen 2 is designed to work together with Telstra's latest modem (the Smart Modem Gen 2) to improve in-home Wi-Fi.

Avoid dropouts. Telstra's Smart Modem Gen 2 has a dedicated voice and data backup so when there is a network outage you'll still be connected to Telstra's 4G network. Data sent over 4G during an outage is free.

Find out how by visiting [telstra.com.au/internet/extras/get-wifi](https://www.telstra.com.au/internet/extras/get-wifi)



Extend your coverage and improve your connection

Network coverage extension devices can maximise outdoor and in-building coverage, providing clearer voice quality and more consistent data performance in more places. These devices amplify the network signal your mobile device receives, which extends the area that your device can work in.

Telstra's network coverage extension devices

The following devices are tested, authorised and approved by us for use on the Telstra Mobile Network.

Telstra Go Mobile Repeater maximises coverage for better voice and data connectivity and quality for moving vehicles.

Telstra Go Mobile Stationary Repeater maximises indoor coverage.

Telstra Smart Antenna® 4G extends indoor coverage for Telstra 3G and 4G/4GX mobile or mobile broadband services on the Telstra Mobile Network. [telstra.com.au/coverage-networks/network-coverage-extension-devices](https://www.telstra.com.au/coverage-networks/network-coverage-extension-devices)

Avoid illegal repeaters

Illegal devices can cause major interference on the network. The Telstra Go Repeater is designed to work without interfering with the overall mobile network. [exchange.telstra.com.au/illegal-mobile-repeaters/](https://www.exchange.telstra.com.au/illegal-mobile-repeaters/)

Telstra's Blue Tick means best coverage

A mobile device that displays Telstra's Blue Tick has been laboratory tested to confirm it delivers superior voice coverage in rural and regional areas. For more about Telstra's Blue Tick visit [exchange.telstra.com.au/blue-tick-mean](https://www.exchange.telstra.com.au/blue-tick-mean)

