

Instructions for letter to Telstra executives

Below is a draft letter you can use to complain about the new Telstra domestic violence policy.

If you are a Telstra customer or shareholder, mention that in the first paragraph – see section in italics. We have included an alternate paragraph at the end for those who aren't customers. Please remove the one which is not relevant.

We have addressed the letter to Brad Whitcomb, whom we have been told is the most relevant executive.

But we would like you to please CC or send separate letters to the following:

*Vicki Brady
Chief Executive Officer
Telstra
vicki.brady@team.telstra.com*

*Amy Childs
Telstra Contact Centre Executive
Telstra Customer Service
Amy.Childs@team.telstra.com*

Include your full name and address at the bottom of the letter.

PLEASE try to recruit as many people as possible to send out these letters. Thanks very much.

Draft Letter

Brad Whitcomb
Group Executive,
Telstra Consumer
Brad.Whitcomb@team.telstra.com

Dear Mr Whitcomb,

I am a Telstra customer/shareholder. I am writing to express my deep concern and disapproval of your recent policy announcement to customers, by email on Wednesday 5 November 2025, which reads as follows:

Supporting Victims of Domestic and Family Violence

We may terminate your service without notice if you are alleged to have committed domestic or family violence against an end-user of a service. We may also transfer the phone number or email address to the alleged victim if they are an authenticated end-user of the service.

Your Complaints Department correctly informed me this policy was in line with ACMA's new Domestic and Family Violence Standard. But this standard makes no mention of termination of services; it focusses on practical support providing safety, security and access to alternate services for the affected person.

Telstra's inflammatory, provocative policy runs counter to the spirit of this standard. It would enflame further conflict by:

- Encouraging punitive action based on unverified allegations, potentially escalating conflict between the couple.*
- Encouraging one set of customers to deny its services to another, a tempting option for couples at loggerheads. Surely, it is not in Telstra's interests to ignite strife between its customers.*

It is alarming that Telstra is prepared to support such a heavily biased, punitive policy – proposing removal of vital services on the basis of unproven allegations using procedures which deny any possibility of an impartial investigation. Clearly, Telstra is in the position to properly evaluate evidence regarding allegations being made about your customers.

It is utterly draconian to terminate vital services without due process.

Telstra's policy breaches well-established principles of natural justice by denying procedural fairness – including an unbiased assessment and the right to be heard. Telstra could be liable for economic loss arising out of an arbitrary disconnection/transfer, and also possibly for defamation for taking action which could reveal the identity of a person as an alleged perpetrator of domestic violence.

Bearing this in mind, I strongly appeal to Telstra to retract this policy and produce a policy that aligns with the ACMA Standard.

I would appreciate a written response to this complaint detailing Telstra's intention to make right this grievous and damaging policy. Whilst I am not a Telstra customer, I am so shocked by your company's actions that I plan to alert friends and my social media network to this dangerous move by such a major Australia Telco.

Yours Sincerely,