RE: Your complaint with Telstra

From: ! Telstra Complaints
complaints@support-team.telstra.com

To: hollydahm@proton.me
hollydahm@proton.me

On: Wednesday 1 October 2025 at 3:02:22 pm

Dear Holly,

Complaint Reference: 118131671

I'm sorry that you experienced an issue with your Telstra account regarding account name, service suspension and other issues.

You were concerned that your account name had changed without your consent and services were suspended due to error.

From our investigations, your account was migrated from Telstra's old billing system to our new system on 14/05/2025 as we are closing the old system and all our customers are in the process of migrating to the new system.

Your account has always been registered under Holly Dahm, hence after migration we have retained under the same ownership. However, in the old billing system there was functionality to adjust the biller's name which was, in this instance, addressed to HOLLY AL-MEHAIRI, hence you were getting bills under this name. Unfortunately, our new system does not have the same functionality to change the billing name at present therefore it will print as the account owner, this may be introduced in the future, however at this stage we are unable to make the change.

Hence, if you want to change the account name under the current system, this can only be done to match official and valid ID under Mrs HOLLY AL-MEHAIRI like driver license or Australian/International Passport.

Your account has been suspended due to non-payment, and notification of the invoice and subsequent actions were sent to this proton email address.

If you decide you would like to progress your complaint and want to complete the account name transfer then, please give me a call or reply here.

Alternatively, if you are not satisfied with how we have handled your complaint, you have

the right to take it to the Telecommunications Industry Ombudsman (TIO), which is a free and independent service. You can contact the TIO by calling 1800 062 058 or visiting www.tio.com.au.

Please note that we will not communicate further from CEO office regarding the matter as we consider the issue being fully reviewed and addressed noting your dissatisfaction relating to the same.

Where your issue involved any disputed amounts, these have been on hold during the complaint investigation. Our normal payment and collection processes will now resume. If you need help making payments, please call 13 22 00 or visit telstra.com/hardship.

Thank you

Regards,

Maddy
Customer Service SME
CEO Complaint Team
Consumer and Small Business

P 1800241787
W www.telstra.com

IMPORTANT: If you didn't request these updates, or don't know why you're getting this email, someone may be trying to gain access to your account and personal information. Please contact us urgently if this is the case by calling 132200

This email may contain confidential information. If I've sent it to you by accident, please delete it immediately

Always here to help

The contents of this email are strictly confidential. If you are not the intended recipient, please delete the message from your system.

---------- Original Message ----------
From: ! Telstra Complaints [complaints@support-team.telstra.com]
Sent: 30/09/2025 2:54 PM
To: hollydahm@proton.me
Subject: RE: Your complaint with Telstra

Dear Holly

Complaint Reference: 118131671

I'm sorry that you experienced an issue with your Telstra account regarding account name, service suspension and other issues.

You were concerned that your account name has changed without your consent and services were suspended due to error.

From investigations, your account was migrated from old system to new system on 14/05/2025 as we are closing down old system and all our customers are in process of migrating to the new system

Your account is always under Holly Dahm, hence after migration we have kept under the same name.

But in old system your billing name was under HOLLY AL-MEHAIRI, hence you were getting bills under this name in the old system.

However, our new system, does not have functionality to change the billing name. So, whatever the account name is in the new system it prints in the bill.

So, if you want to change the account name in the new system, we can do this if you have a valid ID under HOLLY AL-MEHAIRI like driver license or Australian/International Passport.

Also, your account was suspended due to non-payment in the new system, and we send the invoice to this proton email address.

Please let me know if any other question.

Also, we would like to offer you a service called Priority Assistance. If you or someone living with you may be at risk without access to a working home phone, you could be eligible for our Priority Assistance. Please let us know if you think you are eligible for this. More information Priority Assistance Customer Service - Telstra

Please continue to make payments of any undisputed amounts so that you don't fall behind. If you need help with making payments, call 13 22 00.

I hope to hear from you soon.

Thank you

Regards,

Maddy
Customer Service SME
CEO Complaint Team
Consumer and Small Business

P 1800241787
W www.telstra.com

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