Telstra Fault & Issue Reporting

NOTE – for the best experience when engaging with Telstra ensure that you have a Telstra ID and are registered for My Telstra App (mobile)/My Telstra (web). All our smart diagnostic tools, fault tracking etc. are tracked via these applications and it is the best way to stay up to date on requests you have lodged. For more information visit https://www.telstra.com.au/mytelstra

Before reporting a fault check for any known outages in your area via https://outages.telstra.com.au/#/ or via the My Telstra App.

Reporting a Fault

There are several ways to report a fault with Telstra, as outline below. Note that with all methods smart diagnostic tools will first attempt to identify the fault. Just follow the prompts via each method and if the issue is not resolved the relevant escalation path with be taken.

- Log into the My Telstra App and head to the Get Help tab – there are a lot of functions these days within the app to test and get help
- Online troubleshooting – head to https://fix.telstra.com/ and follow the prompts. These are not just step-by-step troubleshooting flows but fully integrated with diagnostics and escalation paths to help resolve issues.
- Log into the My Telstra App and send us a Message. Start your message by typing "report a fault"
- Message us via the web https://www.telstra.com.au/contact-us
- Call us on 13 22 03 and say "faults" then follow the prompts. Smart diagnostics will be undertaken and if that doesn't resolve the issue you will be transferred to an agent

For updates on an existing Fault

- If started online - You can resume an unfinished troubleshooting flow by going back into https://fix.telstra.com/. We even send a personalised SMS to return if the flow is abandoned before it's at an end point. If you get to a point that you need an agent to help, the agent will be able to continue with the workflow where you left off (note this only for fixed services at present)
- If you have an existing fault you can track this via Fault Tracker online. You can access fault tracker via the My Telstra App or My Telstra. Fault Tracker also allows you to do things like reschedule/cancel appointments.
- Call or Message us for updates via the platforms and number above

Other useful tools

- The Telstra support centre has lots of helpful information and guides to assist with questions or issues you may have https://www.telstra.com.au/support
- For tips and information on what you can do if your mobile service is interrupted head to https://www.telstra.com.au/support/mobiles-devices/mobile-reception-interrupted
- For tips and information on how to troubleshoot and fix an issue with your mobile device head to https://www.telstra.com.au/support/mobiles-devices/fix-troubleshoot-mobile
- For support with a specific type of mobile device head to https://mobilesupport.telstra.com.au/
- To report damage to Telstra Equipment head to https://say.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment or report it via the Snap Send Solve APP which can be downloaded from Google Play or the Apple Store