[DATE]

Telstra Australia  
XXXXXXXXXX

XXXXXXXXXXX

Re: Account # XXXXXXXXXXX

Dear Service Provider,

We write to seek your support in these unprecedented times.

The effects of COVID-19 have required Scouts NSW, a community based, not for profit organisation, to take immediate action to reduce our financial costs.   
  
This follows a severe decline in our revenue as a result of the cancellation of events (due to social distancing and travel restrictions), a subsequent fall in membership (and therefore revenue), and a serious decline in our ability to generate supportive earnings from our Scout location(s).   
  
It has been necessary to stand down dedicated, passionate staff, to substantially reduce the hours of all our other employees and operational budgets been cut by an unprecedented fifty percent.

In these extraordinary circumstances, Scouts NSW is taking advantage of every relief measure offered by the Federal and State Governments.   
  
We are also writing to Councils, and other providers, to seek financial relief, and we are seeking your assistance and support to ensure the viability of our Scouting program.

With our Scout Halls closed and not using phone/internet services during this COVID-19 period are we able to have the service charges temporarily removed from billing at [insert GROUP] located at [insert ADDRESS] for a period of XXXX months, or until further notice.

Should you require any further information from us please email [insert EMAIL ADDRESS].

We appreciate your urgent attention to our request, and should you require any further information, please contact the undersigned or our Regional office on Ph: XXXXXXXXXX

Yours sincerely

XXXXXXXXX

Region Office –

cc: XXXXXX Group(s)