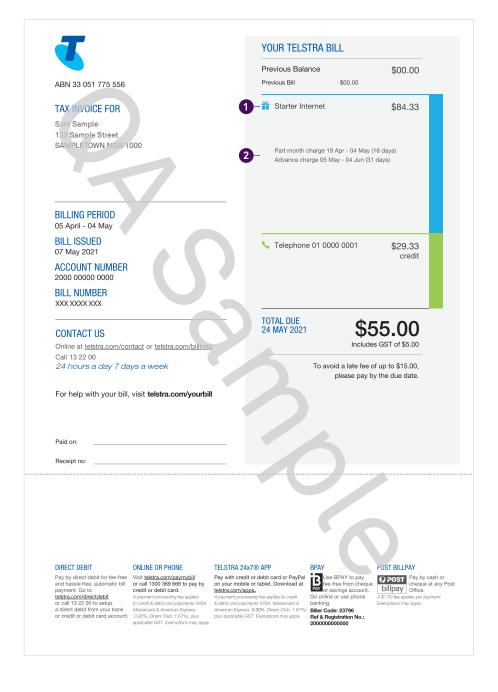


Telstra plan changes – understanding your bill.

As you may already know, your existing home phone is being moved to a new Telstra plan.

This document is an example of how changes might appear on your bill, including how credits and discounts will be applied to your account.

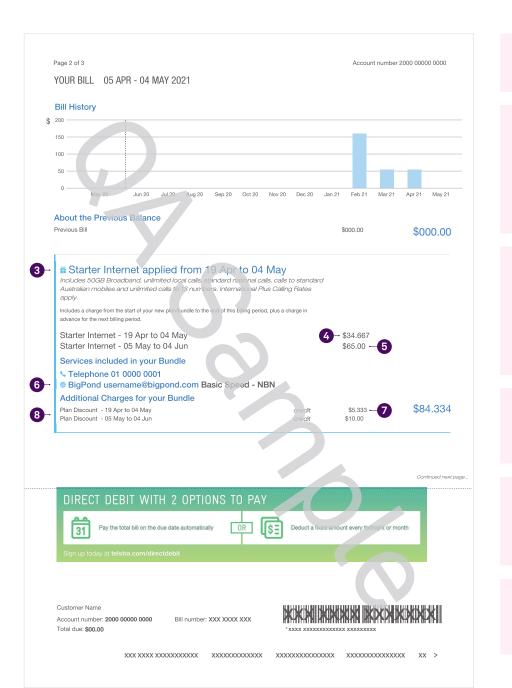


1 Plan name.
This will show your new plan name.

2 Billing date range.

The first date range in this section represents your plan change date, to the end of your current billing month.

The second date range represents your next billing month, as you pay your plan fee in advance.



3 New plan name.

This is your new plan name.

4 Part-month charges.

This is a part-month charge for the new plan, from the date it came into effect until the end of this billing period (in this bill example the billing period ends on 4 May).

5 Plan charges.

As you pay your monthly fee in advance each month, this is a full-month charge for the new plan for next month. In this example, the next billing period is 5 May to 4 June.

6 BigPond Username.

This is only used by Telstra to identify your internet service.

7 Plan discount.

Your discount will appear as Plan Discount. This credit is for part of the month.

8 Plan discount.

This is the full \$10 credit for the next billing period.

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Account number 2000 00000 0000

YOUR BILL 05 APR - 04 MAY 2021



▼ Telephone 01 0000 0001 **Ultimate Voice**

Includes unlimited local calls, standard nationa mobiles, International Plus Calling Rates apply ls, standard national calls and calls to standard Australian

You received an adjustment because your plan/bundle changed, and you had been billed for this charge in advance on a previous bill.

Credits & discounts

Adjustment - Ultimate Voice - 19 Apr to 04 May

\$29.334

\$29.334 credit

Total \$55.00

Total new charges in this bill \$55.00 GST included in new charges \$5.00 GST included in Adjustments credit \$2.67



9 Previous plan name.

The plan name that appears on your bill in this section is your previous plan name.



This is the amount that is being credited back to you for your previous plan, as you had already paid for this period in advance.

As you pay your monthly plan fee in advance, the date range in this section represents your plan change date, to the end of your current billing month. This may not be a full month.

For example: In this sample bill, the billing period is to 4 May. Because the plan changed on 19 April and you paid in advance, this amount has been credited back to you.

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