



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.



ABN 33 051 775 556

TAX INVOICE FOR
Sam Sample
123 Sample Street
SAMPLETOWN NSW 1000

BILLING PERIOD
05 April - 04 May

BILL ISSUED
07 May 2021

ACCOUNT NUMBER
2000 00000 0000

BILL NUMBER
XXXX XXXX XXX

CONTACT US
Online at telstra.com/contact or telstra.com/billhelp
Call 13 22 00
24 hours a day 7 days a week

For help with your bill, visit telstra.com/yourbill

Paid on: _____
Receipt no: _____

YOUR TELSTRA BILL

Previous Balance	\$00.00
Previous Bill	\$00.00

1

Starter Internet

\$69.00

2

Part month charge 19 Apr - 04 May (16 days)
Advance charge 05 May - 04 Jun (31 days)

Telephone 10 0000 0000	\$24.00 credit
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TOTAL DUE
24 MAY 2021

\$45.00
Includes GST of \$4.09

To avoid a late fee of up to \$15.00,
please pay by the due date.

DIRECT DEBIT
Pay by direct debit for fee-free and hassle free, automatic bill payment. Go to telstra.com/directdebit or call 13 22 00 to setup a direct debit from your bank or credit or debit card account.

ONLINE OR PHONE
Visit telstra.com/paymybill or call 1300 369 666 to pay by credit or debit card.
A payment processing fee applies to credit & debit card payments (VISA, Mastercard & American Express: 0.30%, Diners Club: 1.67%), plus applicable GST. Exemptions may apply.

TELSTRA 24x7® APP
Pay with credit or debit card or PayPal on your mobile or tablet. Download at telstra.com/apps.
A payment processing fee applies to credit & debit card payments (VISA, Mastercard & American Express: 0.30%, Diners Club: 1.67%), plus applicable GST. Exemptions may apply.

BPAY
Use BPAY to pay fee-free from cheque or savings account. Go online or use phone banking.
Bill Code: 23796
Ref & Registration No.: 20000000000000

POST BILLPAY
Pay by cash or cheque at any Post Office.
POST billpay
A \$1.00 fee applies per payment. Exemptions may apply.

YOUR BILL 05 APR - 04 MAY 2021

Bill History



About the Previous Balance

Previous Bill

\$000.00

\$000.00

3 Starter Internet applied from 19 Apr to 04 May

Includes 50GB Broadband, unlimited local calls, standard national calls, calls to standard Australian mobiles and unlimited calls to 13 numbers. International Plus Calling Rates apply.

Includes a charge from the start of your new plan/bundle to the end of this billing period, plus a charge in advance for the next billing period.

Starter Internet - 19 Apr to 04 May

Starter Internet - 05 May to 04 Jun

4 \$34.667

\$65.00

5

Services included in your Bundle

Telephone 10 0000 0000

6 BigPond Username@bigpond.com Basic Speed - NBN

Additional Charges for your Bundle

Plan Discount - 19 Apr to 04 May

Plan Discount - 05 May to 04 Jun

credit
credit

\$10.667

\$20.00

7

\$69.00

Continued next page...

DIRECT DEBIT WITH 2 OPTIONS TO PAY



Pay the total bill on the due date automatically



OR



Deduct a fixed amount every fortnight or month

Sign up today at telstra.com/directdebit

Customer Name

Account number: 2000 00000 0000

Bill number: XXX XXXX XXX

Total due: \$00.00



* XXXX XXXXXXXXXXXX XXXXXXXXXXXX

XXX XXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXX >

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 Pension Concession plan discount will appear as Plan Discount. This credit is for part of the month.

8 Plan discount.

This is the full \$20 credit for the next billing period.

YOUR BILL 05 APR - 04 MAY 2021

9

Telephone 10 0000 0000
Ultimate Voice

Includes unlimited local calls, standard national calls and calls to standard Australian mobiles. International Plus Ceiling Rates apply

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

credit

10

→ \$24.00

\$24.00
credit**Total \$45.00**

Total new charges in this bill \$45.00

GST included in new charges \$4.09

GST included in Adjustments credit \$2.18

9 Previous plan name.

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

10 Credit.

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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