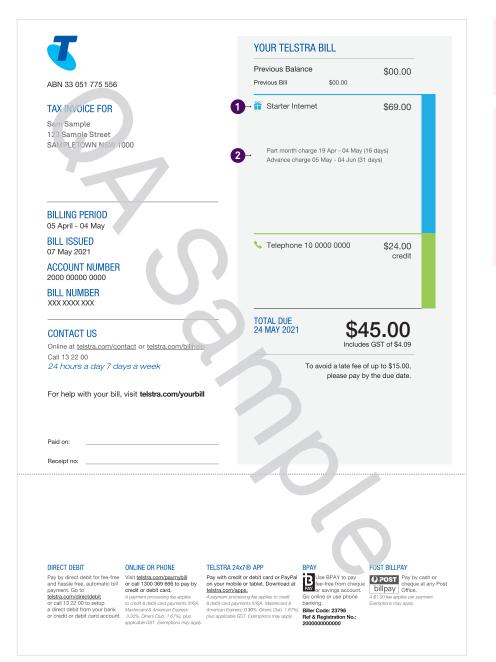


Telstra plan changes – understanding your bill.

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.

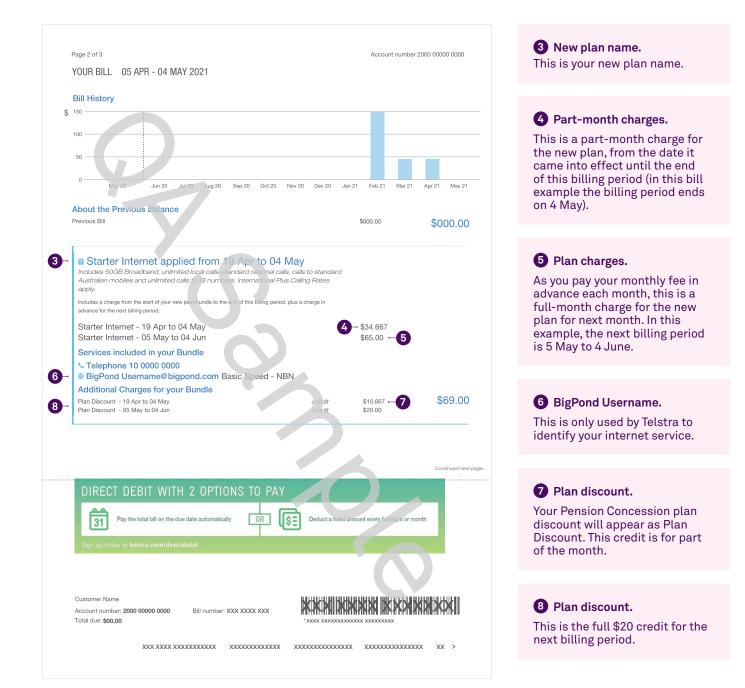


1 Plan name. This will show your new plan name.

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.



YOUR BILL 05 APR - 04 MAY 2021	Account number 2000 00000 00
 Telephone 10 0000 0000 Ultimate Voice 	
Includes unlimited local calls, standard national calls and calls to mobiles, International Plus Calling Rates apply	
You received an adjustment because your plan/bundle changed, and you had b advance on a previous bill.	seen billed for this charge in
Credits & discounts	\$24.
Adjustment - Ultimate Voice - 19 Apr to 04 May	credit 10→ \$24.00 Cre
	Total \$45.0 Total new charges in this bill \$45 GST included in new charges \$4 GST included in Adjustments credit \$2

Telstra respects and takes your privacy seriously. If you would like a copy of our privacy statement please contact us on 13 22 00 or visit telstra.com/privacy

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.

9 Previous plan name.

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

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.