

**Please see samples in the following 4 pages below which can be provided.**

- Basic Customer Information / Basic IPND Record. (No Fee)
- Outgoing call and SMS details for mobile phones / fixed phone services.  
Detailed cell tower location for mobile phones / mobile devices.
- Data sessions for mobile phones / mobile devices.
- BigPond broadband service information  
(Information more than 2 years old may not be available).
- Customer interaction and account notes including faults summary.

**Basic Customer Information**

Please see below a summary of your personal information held by Telstra.

If you would like to update or discuss any of the information below please call 132 200 during business hours.

- Name: Jacob Citizen
- Address: 5 ABCDEF Road, GHIJKVILLE VIC 3000
- Date of birth: 00/00/1900
- Landline: 03 9360 \*\*\*\*
- Mobile number: 0407 \*\*\*\*\*
- Email address: \*\*\*\*\*@bigpond.com Billing account
- number: 2000\*\*\*\*\*
- Customer Id: \*\*\*\*\*

Detail Request Result Report

**Request Details**

**Request :** xxxxxxxx  
**Requesting User :** U1000XX  
**Case/File :** Mr/Mrs A Citizen Landline/Mobile  
**Declaration :**  
**Reason :**  
**Authorisation Text:** Customer generated request.  
**Request Time :** 01-Jan-2019 08:55  
**Organisation :** TEL-ORG

**Query : 1                      1 Result returned**

**Query Type:** NO.-NAME(TELSTRA) Search  
**Query Criteria:** PUBLIC TELEPHONE NO. =03XXXXXXXXX,

**RESULT 1**

**Public Number:** 03XXXXXXXXX  
**Data Provider:** TELSTR  
**Carriage Service Provider:** 002  
**Service Status Date:** 01 Jan 2013 00:00:00  
**Transaction Date:** 20 Jul 2017 00:00:00  
**Modified Date:**  
**Prior Public Number :**  
**Type of Service :**  
**Service Status Code :** C  
**Record Status Code :** C  
**Soft Error Flag :** F  
**Alternate Address Flag :** F  
**Pending Flag :** F  
**Cancel Pending Flag :** F  
**Usage Code :** R  
**List Code :** LE

**Customer Details:** Title:                      Surname: Mr/Mrs A Citizen                      Given Names:  
**Finding Details:** Title: MR                      Surname: CITIZEN                      Given Names: A  
**Contact Details:** Surname:                      Given Names:  
**Contact Number:**

**Service Address**

**Building Type:**  
**Building property:**  
**Building Location:**  
**Building 1st Nr:**                      **Building 1st Suffix:**                      **Building 2nd Nr:**                      **Building 2nd Sufx:**  
**Building Floor Nr:**                      **Building Floor Nr Sufx:**                      **Building Floor Type:**  
**House Nr : 2**                      **House Nr 1 Sufx:**                      **House Nr 2:**                      **House Nr 2 Sufx:**  
**Street Name 1:** HIGH                      **Street Type 1:** AVE                      **Street Sufx 1:**  
**Street name 2:**                      **Street Type 2:**                      **Street Sufx 2:**  
**Locality:** MELBOURNE                      **State:** VIC                      **Post Code:** 3000

**Directory Address**

**Building Type:**  
**Building property:**  
**Building Location:**  
**Building 1st Nr:**                      **Building 1st Suffix:**                      **Building 2nd Nr:**                      **Building 2nd Sufx:**  
**Building Floor Nr:**                      **Building Floor Nr Sufx:**                      **Building Floor Type:**  
**House Nr : 2**                      **House Nr 1 Sufx:**                      **House Nr 2:**                      **House Nr 2 Sufx:**  
**Street Name 1:** HIGH                      **Street Type 1:** AVE                      **Street Sufx 1:**  
**Street name 2:**                      **Street Type 2:**                      **Street Sufx 2:**  
**Locality:** MELBOURNE                      **State:** VIC                      **Post Code:** 3000

## Detailed cell tower location for mobile phones / mobile devices

Originating From	To	Date	Time	Duration (seconds)	IMEI	CGI Cell Global Identifier	Cell Location	Antenna Latitude	Antenna Longitude
04XXXXXXXX	04XXXXXXXX	13/11/2014	23:35:52	21	356XXXXXXXXXXXX	50501XXXXXX	ALEXANDRA HILLS	-00.000000	000.000000
04XXXXXXXX	04XXXXXXXX	14/11/2014	11:25:01	182	356XXXXXXXXXXXX	50501XXXXXX	VIENNA WOODS	-00.000000	000.000000

## Outgoing call for fixed phone services

	Data Type	Call Date and Time	Duration (Seconds)	A-Party Number	B-Party Number
1	Voice	2012-09-20 00:50:06 UTC	26	03XXXXXXXX	0418XXXXXX
2	Voice	2012-09-20 10:27:53 UTC	63	03XXXXXXXX	03XXXXXXXX
3	Voice	2012-09-20 10:29:34 UTC	28	03XXXXXXXX	02XXXXXXXX
4	Voice	2012-09-20 10:30:11 UTC	21	03XXXXXXXX	0411XXXXXX

## Data sessions for mobile phones / mobile devices

Date	Service Number	Imei	Handset	Duration in Seconds	Data Upload KB's	Data Download KB's	Total Data Volume KB's
13/11/2014 12:37:00 AM	04XXXXXXXX	356XXXXXXXXXXXX	Manufactures Model	2560	185698	56987	242685
14/11/2014 12:58:00 AM	04XXXXXXXX	356XXXXXXXXXXXX	Manufactures Model	75	489	927	1416

## BigPond broadband service information

TYPE	USER NAME	START DATE	START TIME	END DATE	END TIME	KB INWARD	KB OUTWARD	FREE KB INWARD	FREE KB OUTWARD	CUSTOMER IP ADDRESS	DURATION HOURS
ADSL	xxx@bigpond.co	13/11/2014	2:10:03 AM	19/03/2015	2:10:42 PM	4,926,779	11,255,042	1,160	0	121.XXX.XXX.XXX	12:00:39
ADSL	xxx@bigpond.co	14/11/2014	2:10:43 PM	20/03/2015	2:15:05 AM	9,756,238	135,146,491	175,026	3,739,303	121.XXX.XXX.XXX	12:04:22

## Customer interaction and account notes including faults summary

You may notice that the interactions will contain deletions. The majority of these are employee identification numbers, employee names, internal telephone numbers or other contact details. This information is intended for internal use only.

Created	Employee	Comments	Interaction No.	SMS Message
21/03/2012 0:00	D*****	Customer notes are made by the employee that is working for Telstra. They add an interaction to describe what has been done to the account or what the customer discussed with them. C*****	INT 1-05555555555	This is used for any SMS message that Telstra will send to you regarding usage or your account.
22/03/2012 0:00	C*****	Customer notes are made by the employee that is working for Telstra. They add an interaction to describe what has been done to the account or what the customer discussed with them. C*****	INT 1-05555555777	This is used for any SMS message that Telstra will send to you regarding usage or your account.
25/03/2012 0:00	D*****	Customer notes are made by the employee that is working for Telstra. They add an interaction to describe what has been done to the account or what the customer discussed with them. C*****	INT 1-05555555999	This is used for any SMS message that Telstra will send to you regarding usage or your account.

## Faults Summary

Case Id: DATA WOULD BE ENTERED - Service Difficulty

### Reference Details

SIIAM Case Id: DATA WOULD BE ENTERED  
Service Number: DATA WOULD BE ENTERED  
Customer Reference: DATA WOULD BE ENTERED  
Cabinet Id: DATA WOULD BE ENTERED

### Service Details

Service End: DATA WOULD BE ENTERED  
Service Name: DATA WOULD BE ENTERED  
Service Address: DATA WOULD BE ENTERED  
CIDN: DATA WOULD BE ENTERED  
Ownership Code: DATA WOULD BE ENTERED

### Fault Details

Contact Name: DATA WOULD BE ENTERED  
Contact Number: DATA WOULD BE ENTERED  
Trouble Type: DATA WOULD BE ENTERED  
Support: DATA WOULD BE ENTERED  
Source: DATA WOULD BE ENTERED  
Severity: DATA WOULD BE ENTERED  
Impact: DATA WOULD BE ENTERED  
Interim Alternate Status: DATA WOULD BE ENTERED  
Location Of Fault: DATA WOULD BE ENTERED  
Diagnosis: DATA WOULD BE ENTERED  
Status: DATA WOULD BE ENTERED  
Status Description: DATA WOULD BE ENTERED

### Product/SLA Details

High Level Product: DATA WOULD BE ENTERED  
Product Description: DATA WOULD BE ENTERED  
SLA Option: DATA WOULD BE ENTERED  
SLA Description: DATA WOULD BE ENTERED  
Locality: DATA WOULD BE ENTERED

### Progress Details

Created: 01/04/2015 17:22:08  
Response Target: 02/04/2015 14:22:08  
Response Actual: 02/04/2015 21:14:05  
Restore Target: 05/04/2015 19:00:00  
Restore Actual: 06/04/2015 12:41:00  
Restore Confirmed: Yes

### Network Reliability Framework Details

Status Flag: DATA WOULD BE ENTERED  
Closed Flag: DATA WOULD BE ENTERED  
Closed Date: DATA WOULD BE ENTERED  
Title: DATA WOULD BE ENTERED