

## Basic Customer Information including list of services

### Basic Customer Information

Account Name	A CITIZEN
Date of Birth	29/08/1982
Email Address	acitizen@xxxx.com
Customer ID Number	20XXXXXXXX
Billing Account Number	20XXXXXXXXXXXX
Billing Address	HIGH AVE, MELBOURNE VIC

### List of Services:

Bundle Offering	\$95 Unlimited Plan (Previously Unlimited Internet 02.19 - \$90)
Internet Service	acitizen@xxxx.com – NBN FTTC Access
Voice Service	03XXXXXXXX – NBN FTTC Access Type
Telstra Air Hotspot	Enable Telstra Air – 1-12XXXXXXXXXXXX
Telstra Air Credentials	acitizen@xxxx.com
Applications & Entertainment Services	acitizen@xxxx.com
Applications & Entertainment Services	acitizen@xxxx.com
Applications & Entertainment Services	acitizen@xxxx.com

Contract information, Billing and Tax invoice examples continue on the following pages.

These will vary depending on the type of account you have.

<b>Account Name:</b>	MR A CITIZEN
<b>Customer ID Number:</b>	20XXXXXXXX
<b>Service Number</b>	04XXXXXXXX - Mobile Service
<b>IMEI</b>	35XXXXXXXXXXXX
<b>Product / Color</b>	Apple iPhone XS MAX 256GB - Space Grey
<b>Amount</b>	Device Payment or Leasing Contract is for \$2,064.00 (incl. \$187.64 GST), or \$57.33 per month over 36 months
<b>Start and End Date</b>	03/07/2019 to 02/07/2022

Contract Information Example

# Telstra Mobile Plans - Critical Information Summary



## Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

Plan	Small (S)	Medium (M)	Large (L)	Extra Large (XL)
<b>Minimum Monthly Charge</b> Casual month to month	\$55/mth	\$65/mth	\$85/mth	\$115/mth
<b>Monthly Data Allowance</b>	40GB	80GB	120GB	180GB
<b>Network Access</b>	3G, 4G/4GX	3G, 4G/4GX, 5G	3G, 4G/4GX, 5G	3G, 4G/4GX, 5G
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers	Unlimited			
<b>Calls + SMS + MMS</b> To international numbers	Pay as you go or purchase an International Call & SMS Pack Standard international call rates can be found at <a href="https://www.telstra.com.au/mobile-phones/calling-overseas-from-australia">https://www.telstra.com.au/mobile-phones/calling-overseas-from-australia</a>			
<b>Roaming Calls + SMS + MMS</b> For use while overseas	International Day Pass or opt out. Standard international roaming rates apply if you don't have International Day Pass or travel in a country not covered by International Day Pass.			
<b>Roaming Data Allowance</b> For use while overseas	International Day Pass or opt out. Standard international roaming rates apply if you don't have International Day Pass or travel in a country not covered by International Day Pass.			
<b>What's Included</b>	<p>Your plan is for a post-paid mobile phone service.</p> <ul style="list-style-type: none"> <li><b>Data-free Apple Music</b> Subscription charges apply. Non-Apple radio stations and non-music streaming use such as downloads, video streaming and social interaction will attract data charges</li> <li><b>Live sport, data-free.</b> For details, visit <a href="https://www.telstra.com.au/tv-movies-music/sports-offer">telstra.com.au/tv-movies-music/sports-offer</a></li> <li><b>Free Telstra Air.</b> You can access free Wi-Fi data at Telstra Air hotspots in Australia and Fon spots overseas. Download the Telstra Air app or visit <a href="https://www.telstra.com.au/air">telstra.com/air</a> to activate</li> </ul>			
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>SMS &amp; calls to premium numbers (e.g. 19xx numbers)</li> <li>Some satellite numbers</li> <li>Content charges (including third party charges)</li> </ul> <p>Visit <a href="https://www.telstra.com.au/customer-terms">telstra.com/customer-terms</a> for information on rates</p>			
<b>Devices</b>	You can bring your own compatible device or purchase an eligible device with this plan, payable outright, or over 12, 24 or 36 monthly payments. Some devices may not have a 36 month repayment option.			
<b>Allowances</b>	For use in a smartphone only. FairPlay Policy applies.			
<p>Domestic allowances: Calls, SMS and MMS to standard Australian numbers, as well as most 11xx, 12xx, 13xx, and 1800 numbers for use in Australia.</p> <p>Telstra Directory Services (including 1223, 1234, 12456): \$1.50 connection fee for through connection, plus standard rates for the connected call.</p> <p>Monthly Data Allowance to use in Australia. No excess data charges in Australia, continue to access data at speeds of up to 1.5Mbps once included data allowance is exceeded.</p> <p>The total Minimum Monthly Charge does not include additional monthly device payments.</p>				

## Information about the service

Telstra will be switching off 3G in 2024. Before switch off, you can use handsets supporting 3G on 850MHz and 4G minimally on 700MHz and 1800MHz. See [telstra.com/device](https://www.telstra.com.au/device) for more information. After switch off you will still be able to access the Telstra Mobile Network provided your device is 4G voice enabled and 4G 700MHz compatible. Find out more: [tel.st/goodbye3G](https://www.telstra.com.au/goodbye3G)

### No Excess Data Charges In Australia

Once you exceed your included data allowance, your speed will be capped at 1.5Mbps, and slowed further in busy periods. This means it is not suitable for HD video or high speed applications and means that some webpages, videos, social media content and files may take longer to load, but you can still stream video in standard definition, listen to music, browse the web and access social media, even if the experience is slower sometimes. Heavy data users (users in the top 1% of all data users) may experience slower speeds than other users during busy periods.

## Accessory Repayment Options

You can choose to repay the cost of eligible accessories over a fixed period of time. This applies to accessories with a cost of \$120 or more and can be paid over a 12 month period. The charge for accessories will appear as a separate line item on your bill. There are 3 tiers available and if the total value of the accessory is more than one of these tiers, you'll need to pay the difference upfront. If you cancel your accessory repayment early or cancel your service(s), your accessory repayment will also terminate and you will be required to pay out the remainder of your accessory repayments.

## What happens if I cancel my plan early?

You'll need to pay out any remaining device and accessory payments.

If you receive a monthly credit and cancel your Plan or Device Payment Contract early, you will lose your credit and must pay the balance of any remaining device repayments on your next bill.

## Changes to your plan

From time to time we may make changes to your plan or add-ons (including price and inclusions), or we may move you to a new plan (which may cost more).

If we reasonably think that a change is likely to be detrimental to you, we'll tell you at least 30 days before making it.

If you don't like the change you can change or cancel your plan or add-ons and just pay out your device, accessories and services in full.

## What happens if I go overseas?

If you are moving your existing service and it currently has International Roaming blocked this will continue to apply on your new Plan, otherwise, International Roaming and International Day Pass are activated by default on your plan. You can deactivate them by calling us on 125 109 from within Australia or +61 439 125 109 outside of Australia free of charge from your Telstra service. For an additional charge per day an International Day Pass lets you make and receive unlimited standard voice calls and SMS and includes 500MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than the International Day Pass data allowance, we will automatically add extra data in blocks of 1GB for \$10 each.

Calls/SMS/MMS will be charged at international roaming rates (refer to [telstra.com/overseas](http://telstra.com/overseas)) and mobile data at \$3 per MB (charged per KB or part) if you:

- use your service outside of Eligible Roaming Destinations
- choose to opt out of your International Day Pass

## Eligible Roaming Destinations

Visit [telstra.com/overseas](http://telstra.com/overseas) for the latest list or for more information on using your device overseas.

## Bill Payment Charges

- To take up this plan you may be required to pay your bill using direct debit. To manage your payment details, visit [telstra.com/directdebit](http://telstra.com/directdebit)
- Paperless bills and electronic payments – **Free**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at [telstra.com/emailbill](http://telstra.com/emailbill)

Exemptions may apply. For details, visit [telstra.com/billpay](http://telstra.com/billpay).

## Understanding my bill

When you start or change your plan part way through a billing period, your first bill will have part month charges. Your Order Estimate will breakdown these charges for you and provide you with your ongoing monthly charges after your first bill.

## How can I monitor and manage my usage?

You receive SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance.

To check your usage:

- use the My Telstra app on your compatible smartphone or tablet
- sign in to My Telstra at [telstra.com/my-telstra](http://telstra.com/my-telstra)

Find out how to check your usage at [telstra.com/myusage](http://telstra.com/myusage)

## FairPlay Policy

You must comply with our FairPlay Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

## Need help? We're here for you

Visit [telstra.com/contactus](http://telstra.com/contactus) for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

## Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](http://telstra.com/complaints). We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation. This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](http://telstra.com/customer-terms)

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## Your mobile number is: 04XXXXXXXX

### What we're doing today

#### Plan

You've chosen to sign up on the **Mobile Plan - Small**. You can cancel your plan at any time but if you cancel you will also need to pay any charges up to the point of cancellation.

Your mobile number is allocated to your **Mobile Plan - Small**.

### Extras

You've also chosen to take up the following extras:

- MessageBank
- International Day Pass

### Your details

#### We can contact you on:

Mobile: 04XXXXXXXX

Email: acitizen@gmails.com

#### Your bill will be sent to:

acitizen@bigpond.com

### Order details

Your Telstra account number is: **2000xxxxxxxx**

Your order number for this activation: **1-xxxxxxxxxxxx**

Your SIM number is: **8000xxxxxxxx**

Your default SIM PIN number (if enabled) is: **xxxx**

The legal lessee of this account is: MR A CITIZEN

### Notes

**JAKE (xxxx) -**

### Things you need to know

The attached Critical Information Summary provides an overview of your plan. The full terms for any services you use are in Our Customer Terms which are available at <https://www.telstra.com.au/customer-terms>. Under Our Customer Terms, we may change the terms and charges for your services. The summary sets out how we can do this.

Things you need to know about your service - This brochure provides a summary of how we supply you with products and services and how we may use your personal information for activities like marketing. Find out more at <http://www.telstra.com/termssummary>

- **Core Mobile** - Our Customer Terms and Critical Information Summaries set out the terms for the services we provide. They can be accessed at <https://www.telstra.com.au/customer-terms> and <http://telstra.com/CIS>. You will also be provided with a copy for the Critical Information Summary for your plan when you sign up for a post-paid plan with us. Our Privacy Statement sets out how your personal information is collected, used and disclosed. You can obtain a copy at <https://www.telstra.com.au/privacy>
- **Outbound Roaming** - I'd like to advise you that International Roaming is activated on your service. If you don't want it activated, I can turn it off for you now. Otherwise you can turn off roaming at any time by calling us. If you use your service overseas we will send SMS usage alerts and also provide spend management tools to help you monitor your usage free of charge. For more detail and options to monitor International usage visit [telstra.com/forward/slash/manageusage](http://telstra.com/forward/slash/manageusage).
- **International Day Pass** - With International Day Pass, you can make and receive unlimited voice calls and SMS to standard numbers around the world including to Australia, for use while you are in the eligible countries. Standard numbers include local or international fixed-line and mobile numbers. Some usage is excluded such as MMS, video calls, third-party content charges, calls and SMS to premium numbers, satellite numbers and operator-assisted calls. These will be charged at standard international roaming rates. You'll also get 200MB of data to use in eligible countries each day (based on Australian Eastern Standard Time). Unused data expires at the end of each day. After 200MB, we automatically add data in a 500MB block for \$10 for use 31 days in eligible countries (when you have used your International Day Pass 200MB for that day). You must have international roaming activated to use this Day Pass. Your Day Pass starts when you use your mobile overseas. This includes making or receiving a call, sending an SMS or using mobile data. You can monitor your usage while away. For more information visit [telstra.com.au/overseas](http://telstra.com.au/overseas).
- **Mobile Plan Small** - You've chosen a Mobile Plan Small at \$55 per month on a month to month term. Plan price may change. Your plan: 5G access is not included. Includes unlimited calls, SMS and MMS in Australia to standard Australian numbers and 40GB of data each month to use in Australia. After your included data allowance, data speeds are capped at 1.5Mbps (which is not suitable for HD

video or high speed applications, and means that some webpages, social media content and large files may take longer to load) and may be slowed further during busy periods. For use in a smartphone only. FairPlay Policy applies. For use in Australia. You cannot share your mobile data allowance with other services on your account. You'll need to pay extra for premium calls and SMS, international calls and SMS and calls to 1900 numbers. Gives you access to International Roaming Day Pass. Visit [telstra.com/overseas](http://telstra.com/overseas) for more info. Includes unlimited MessageBank or if you have an Apple iPhone, MessageBank Plus is included. A \$1.00 fee will apply each month you make a bill payment in person or via mail. You need a Telstra Mobile Network compatible handset to take up this plan. You can bring your own device or purchase one from us. See [telstra.com/device](http://telstra.com/device) for more information.

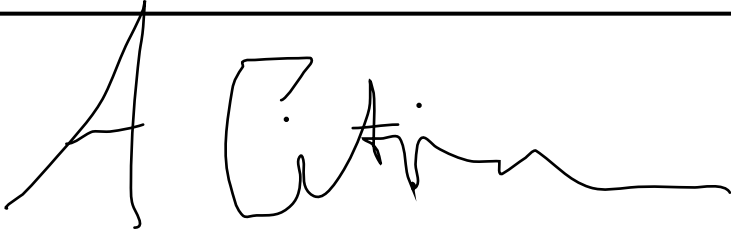
**Important:**

Our Privacy Statement (including Credit Reporting) sets out how your personal information is collected, used and disclosed. You can obtain a copy on [telstra.com/privacy](http://telstra.com/privacy). We may market to you in any way even after you are no longer our customer, unless you tell us not to by calling 1800 039 059.

**Your signature**

I agree to be bound by the terms that apply to the products that I have ordered, which are explained in Our Customer Terms and are summarised in this document and the attached Critical Information Summary. I also agree to the collection, use and disclosure of my personal information in accordance with Telstra's Privacy Statement (including Credit Reporting) on [telstra.com/privacy](http://telstra.com/privacy).

Name: **A CITIZEN**  
Contact Type: **Legal Lessee**  
Date: **27-12-2021**



A rectangular box containing a handwritten signature in black ink. The signature appears to be 'A Citizen'. A large orange diagonal watermark reading 'Contract Information Example' is overlaid across the box.

**Consultant signature**

I am satisfied that the details provided in this form apply to the customer and the customer has shown me appropriate identification (in original form) to meet Telstra's ID requirements.

Store name: **TLS BRISBANE**  
Consultant: **JAKE (xxxxx)**  
Date: **27-12-2021**



A rectangular box containing a handwritten signature in black ink. The signature appears to be 'JAKE'. A large orange diagonal watermark reading 'Contract Information Example' is overlaid across the box.



ABN XX XXX XXX XXX

## TAX INVOICE FOR

MR A CITIZEN

### BILLING PERIOD

04 July - 03 August

### BILL ISSUED

06 August 2022

### ACCOUNT NUMBER

2000 XXXXX XXXX

### BILL NUMBER

175 XXXX XXX

### CONTACT US

[Help and Information](#) or



[Message us](#)

Call 13 22 00

For help with your bill, visit [telstra.com/yourbill](https://telstra.com/yourbill)

**Experiencing Financial Hardship?** If you need

assistance, please visit [telstra.com/hardship](https://telstra.com/hardship)

Paid on: \_\_\_\_\_

Receipt no: \_\_\_\_\_

## YOUR TELSTRA BILL

Previous Balance		\$237.20
Previous Bill	\$32.80	credit
Payments	\$270.00	credit

Unlimited Internet \$110.00

2 Mobile Services \$195.49

**TOTAL DUE**  
23 AUG 2022

**\$47.29**

Includes GST of \$18.55

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](https://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](https://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.*

### MY TELSTRA APP

Pay with credit or debit card or PayPal on your mobile or tablet. Download at [telstra.com/mytelstra](https://telstra.com/mytelstra).

*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.  
**Biller Code: 23796**  
**Ref & Registration No.: 2000113234783**

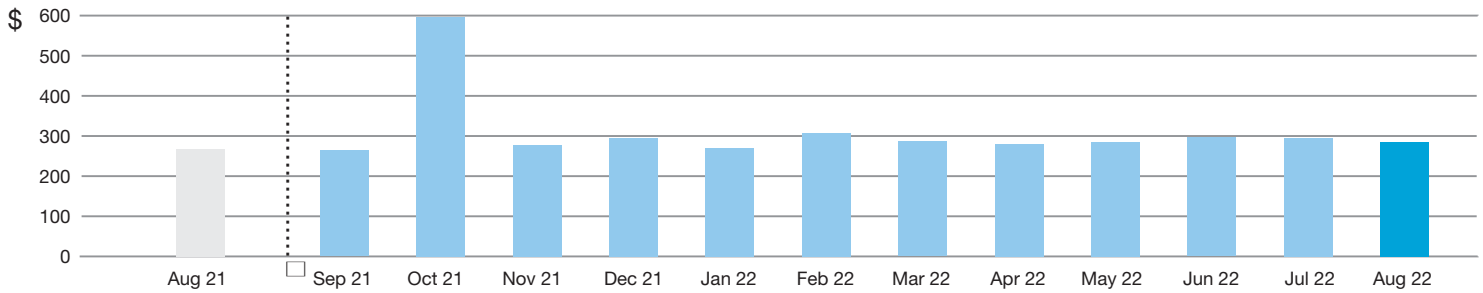
### POST BILLPAY

Pay by cash at any Post Office.

*A \$1.00 fee applies per payment. Exemptions may apply.*

**YOUR BILL 04 JUL - 03 AUG 2022**

**Bill History**



**About the Previous Balance**

Previous Bill		\$32.80	
Payment - BPAY - Thank You - Bill 174 xxxx xxx - 12 Jul 22	credit	\$135.00	<b>\$237.20 credit</b>
Payment - BPAY - Thank You - 26 Jul 22	credit	\$135.00	

**🎁 Unlimited Internet**

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

Unlimited Internet \$95.00

**Services included in your Bundle**

- 📞 Telephone 02 xxxx xxx - Advanced
- 🌐 BigPond acitizen@bigpond.com Standard Plus Speed - NBN

**Additional Charges for your Bundle**

BigPond Internet Usage	457,891 MB	\$0.00	<b>\$110.00</b>
Kayo Subscription - 21 Jul to 20 Aug		\$15.00	

Billing!

Example

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](https://telstra.com/directdebit)

MR A CITIZEN

Account number: 2000 xxxxx xxxx

Bill number: 175 xxxx xxx

Total due: **\$47.29**



\*1004 2000xxxxxxxxxx xxxxxxxxxxxx

2000xxxxxxxxxx

175xxxxxxx

000000xxxx

000000xxxx

XX >



**YOUR BILL 04 JUL - 03 AUG 2022**

**Mobile 04xx xxx xxx  
Mobile Plan Small**

For information on inclusions log in to your account at [telstra.com.au](http://telstra.com.au) or in the My Telstra app.

Mobile Plan Small \$55.00

**Data Usage**

Included	2,226.36 MB	\$0.00
Unmetered	13.19 MB	\$0.00

**Charges outside of your Plan**

Your Device Payment or Leasing Contract is for \$1,199.00 (incl. \$109.00 GST), or \$33.31 per month over 36 months.

**\$88.30**

Apple iPhone 11 64GB Payment Contract \$33.30

**Mobile 04xx xxxx xxxx  
Mobile Plan Small**

For information on inclusions log in to your account at [telstra.com.au](http://telstra.com.au) or in the My Telstra app.

Mobile Plan Small \$55.00

**Data Usage**

Included	3,883.81 MB	\$0.00
Unmetered	127.46 MB	\$0.00

**Charges outside of your Plan**

Your Device Payment or Leasing Contract is for \$1,699.00 (incl. \$154.46 GST), or \$47.19 per month over 36 months.

**\$107.19**

Apple iPhone 13 Pro 128GB 5G Payment Contract \$47.19

Telstra One Number Subscription \$5.00

**> Account Charges & Credits**

Credit	<i>credit</i>	\$21.00	<b>\$21.00 credit</b>
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**Total \$47.29**

Total new charges in this bill \$284.49  
GST Free items included in new charges \$80.49  
GST included in new charges \$18.55

Billing/Tax Invoice Example

YOUR USAGE 04 JUL - 03 AUG 2022

Mobile - 04xx xxx xxx

## Data

<i>Date</i>	<i>Type</i>	<i>Volume(KB)</i>	<i>Gross Amount in \$</i>	<i>Nett Amount in \$</i>
04 Jul	Included	744	0.00	0.00
05 Jul	Included	24256	0.00	0.00
06 Jul	Included	44581	0.00	0.00
07 Jul	Included	140629	0.00	0.00
08 Jul	Included	9862	0.00	0.00
09 Jul	Included	11330	0.00	0.00
10 Jul	Included	115580	0.00	0.00
11 Jul	Included	849	0.00	0.00
12 Jul	Included	579085	0.00	0.00
13 Jul	Included	180985	0.00	0.00
14 Jul	Included	393	0.00	0.00
15 Jul	Included	137324	0.00	0.00
16 Jul	Included	26607	0.00	0.00
17 Jul	Included	46852	0.00	0.00
18 Jul	Included	797	0.00	0.00
19 Jul	Included	799	0.00	0.00
20 Jul	Included	309667	0.00	0.00
21 Jul	Included	40791	0.00	0.00
22 Jul	Included	283	0.00	0.00
23 Jul	Included	15262	0.00	0.00
24 Jul	Included	7120	0.00	0.00
25 Jul	Included	133326	0.00	0.00
26 Jul	Included	30651	0.00	0.00
27 Jul	Included	2988	0.00	0.00
28 Jul	Included	254367	0.00	0.00
29 Jul	Included	418	0.00	0.00
30 Jul	Included	2263	0.00	0.00
31 Jul	Included	6533	0.00	0.00
01 Aug	Included	38411	0.00	0.00
02 Aug	Included	33074	0.00	0.00
03 Aug	Included	83962	0.00	0.00
04 Jul	Unmetered	34	0.00	0.00
05 Jul	Unmetered	237	0.00	0.00
06 Jul	Unmetered	323	0.00	0.00
07 Jul	Unmetered	373	0.00	0.00
08 Jul	Unmetered	81	0.00	0.00
09 Jul	Unmetered	140	0.00	0.00
10 Jul	Unmetered	2016	0.00	0.00
11 Jul	Unmetered	51	0.00	0.00
12 Jul	Unmetered	713	0.00	0.00
13 Jul	Unmetered	904	0.00	0.00
14 Jul	Unmetered	16	0.00	0.00
15 Jul	Unmetered	285	0.00	0.00
16 Jul	Unmetered	269	0.00	0.00
17 Jul	Unmetered	485	0.00	0.00
18 Jul	Unmetered	71	0.00	0.00
19 Jul	Unmetered	73	0.00	0.00

Billing/Tax Invoice Example

## YOUR USAGE 04 JUL - 03 AUG 2022

Mobile - 04xx xxx xxx *continued...*Data *continued...*

<i>Date</i>	<i>Type</i>	<i>Volume(KB)</i>	<i>Gross Amount in \$</i>	<i>Nett Amount in \$</i>
20 Jul	Unmetered	515	0.00	0.00
21 Jul	Unmetered	318	0.00	0.00
22 Jul	Unmetered	26	0.00	0.00
23 Jul	Unmetered	482	0.00	0.00
24 Jul	Unmetered	227	0.00	0.00
25 Jul	Unmetered	178	0.00	0.00
26 Jul	Unmetered	345	0.00	0.00
27 Jul	Unmetered	95	0.00	0.00
28 Jul	Unmetered	1235	0.00	0.00
29 Jul	Unmetered	658	0.00	0.00
30 Jul	Unmetered	78	0.00	0.00
31 Jul	Unmetered	242	0.00	0.00
01 Aug	Unmetered	283	0.00	0.00
02 Aug	Unmetered	334	0.00	0.00
03 Aug	Unmetered	2418	0.00	0.00
			<b>0.00</b>	<b>0.00</b>

## Mobile - 04xx xxx xxx

## Data

<i>Date</i>	<i>Type</i>	<i>Volume(KB)</i>	<i>Gross Amount in \$</i>	<i>Nett Amount in \$</i>
04 Jul	Included	52161	0.00	0.00
05 Jul	Included	119938	0.00	0.00
06 Jul	Included	351411	0.00	0.00
07 Jul	Included	149758	0.00	0.00
08 Jul	Included	32435	0.00	0.00
09 Jul	Included	26096	0.00	0.00
10 Jul	Included	79954	0.00	0.00
11 Jul	Included	48436	0.00	0.00
12 Jul	Included	177881	0.00	0.00
13 Jul	Included	291378	0.00	0.00
14 Jul	Included	83079	0.00	0.00
15 Jul	Included	120520	0.00	0.00
16 Jul	Included	270551	0.00	0.00
17 Jul	Included	19576	0.00	0.00
18 Jul	Included	115496	0.00	0.00
19 Jul	Included	155711	0.00	0.00
20 Jul	Included	257451	0.00	0.00
21 Jul	Included	49080	0.00	0.00
22 Jul	Included	60122	0.00	0.00
23 Jul	Included	179662	0.00	0.00
24 Jul	Included	43073	0.00	0.00
25 Jul	Included	48204	0.00	0.00
26 Jul	Included	83026	0.00	0.00
27 Jul	Included	16156	0.00	0.00
28 Jul	Included	53362	0.00	0.00

*Continued next page...*

## YOUR USAGE 04 JUL - 03 AUG 2022

📱 Mobile - 04xx xxx xxx *continued...*Data *continued...*

<i>Date</i>	<i>Type</i>	<i>Volume(KB)</i>	<i>Gross Amount in \$</i>	<i>Nett Amount in \$</i>
29 Jul	Included	62945	0.00	0.00
30 Jul	Included	210323	0.00	0.00
31 Jul	Included	103698	0.00	0.00
01 Aug	Included	440350	0.00	0.00
02 Aug	Included	151215	0.00	0.00
03 Aug	Included	123970	0.00	0.00
04 Jul	Unmetered	1076	0.00	0.00
05 Jul	Unmetered	1267	0.00	0.00
06 Jul	Unmetered	862	0.00	0.00
07 Jul	Unmetered	1326	0.00	0.00
08 Jul	Unmetered	821	0.00	0.00
09 Jul	Unmetered	2408	0.00	0.00
10 Jul	Unmetered	642	0.00	0.00
11 Jul	Unmetered	944	0.00	0.00
12 Jul	Unmetered	7241	0.00	0.00
13 Jul	Unmetered	3923	0.00	0.00
14 Jul	Unmetered	1689	0.00	0.00
15 Jul	Unmetered	1043	0.00	0.00
16 Jul	Unmetered	8947	0.00	0.00
17 Jul	Unmetered	927	0.00	0.00
18 Jul	Unmetered	1422	0.00	0.00
19 Jul	Unmetered	2338	0.00	0.00
20 Jul	Unmetered	1916	0.00	0.00
21 Jul	Unmetered	741	0.00	0.00
22 Jul	Unmetered	960	0.00	0.00
23 Jul	Unmetered	1640	0.00	0.00
24 Jul	Unmetered	2473	0.00	0.00
25 Jul	Unmetered	837	0.00	0.00
26 Jul	Unmetered	968	0.00	0.00
27 Jul	Unmetered	372	0.00	0.00
28 Jul	Unmetered	1624	0.00	0.00
29 Jul	Unmetered	1773	0.00	0.00
30 Jul	Unmetered	73621	0.00	0.00
31 Jul	Unmetered	1309	0.00	0.00
01 Aug	Unmetered	3342	0.00	0.00
02 Aug	Unmetered	1008	0.00	0.00
03 Aug	Unmetered	1064	0.00	0.00
			<b>0.00</b>	<b>0.00</b>

## IMPORTANT MESSAGES

## Priority Assist

Did you know Telstra offers its customers Priority Assist? Priority Assist is designed to help customers where they, or someone in their household, or someone in their care has a diagnosed life-threatening medical condition, or whose life may be at risk without access to a working telephone service. With Priority Assist, you will receive prioritised service connection and fault repair for your Telstra telephone line if it has a fault and you can't access another working phone. To find out more visit [telstra.com/priorityassist](https://telstra.com/priorityassist), or contact us on 13 22 00

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Privacy Statement Update

We have recently updated our Privacy Statement, which explains how we manage your personal information. Please visit [www.telstra.com.au/privacy](http://www.telstra.com.au/privacy) to view the statement in full.

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Billing/Tax Invoice Example



# Tax Invoice

Mr A Citizen  
1 Home Ave  
YORK WA 6302

**Invoice number**  
TTXXXXXXXXXXXX

**Invoice period**  
10 Apr - 09 May 2024

**Issued on**  
10 Apr 2024

**Mobile service 0488 xxx xxx**

Telstra Upfront Mobile Plan Basic	\$62.00
Apple iPhone 14 Pro Max 256GB Space Black Payment 15 of 36	\$58.30 †

**Total**

**\$120.30**

Incl. \$5.64 GST

† Includes GST-free items

 \*\*\*\*1234

**Need help?**

Visit [myservices.telstra.com.au](https://myservices.telstra.com.au)

Tax Invoice Example

## Account Notes Summary sample data

Created	Employee	Comments	Interaction No.	SMS Message	Type
14/05/2023	SADMIN	Thanks for using our Smart Troubleshooting tool for your Email issue with us today. A support ticket has been created for you. Our initial checks were not able to find a fault with your service but if you are still having trouble, there are additional tests we can run. If you still need help, you can continue troubleshooting your issue via <a href="https://fix.telstra.com">https://fix.telstra.com</a> When prompted select reference number (INCXXXXXXXX).	INT 1-XXXXXXXX		SMS Notification
28/12/2022		SMS sent to 04XXXXXXXX on 28 Dec 2022 at 16:54 AEDT: You've used all your data allowance. Your data will be capped at 1.5Mbps until it resets on 16 Jan '23. Learn more at <a href="https://telstra.com/yourdata">telstra.com/yourdata</a>	INT 1-XXXXXXXX		SMS Notification
28/12/2022	D*****	Recontracted to 3gb turbo with member benefit ie \$19.95 per mth	INT 1-XXXXXXXX		Call - Outbound
24/10/2021	SADMIN	We have contacted this customer via email or letter to explain that the maximum attainable speed for their nbn service at their address is 111.7 Mbps download and 45.8 Mbps upload speed. This means they should be experiencing the typical busy period speeds as advertised. We have told the customer that if they would like more information they can visit <a href="https://www.telstra.com.au/internet/nbn/nbn-speeds-explained">https://www.telstra.com.au/internet/nbn/nbn-speeds-explained</a> .	INT 1-XXXXXXXX		Email - Outbound
21/09/2021	D*****	This service is UNLISTED. This means the customer's name, address and fixed phone number will NOT be published in the printed or online White Pages or available from Directory Assistance. Order ID: 1-XXXXXXXX; MOLI ID: 1-XXXXXXXX; Capture method: Auto; List Code Value before: ; List Code Value after: Unlisted;	INT 1-XXXXXXXX		Other
13/06/2021	SADMIN	Phone:+61 4 XXXXXXXXX,Mobile Phone:+61 4XXXXXXXXXXXX,Last Name:CITIZEN,First Name:A,Symptom:Cannot Connect,Notes:13/06/2021	INT 1-XXXXXXXX		Call - Inbound
12/09/2022	D*****	Customer wanting to switch off msgbk. Removed msgbk as requested.	INT 1-XXXXXXXX		Call - Inbound