



Telstra Corporation Limited
ABN 33 051 775 556

MR NARENDAR BABU
2/21 ERICKSEN ST
SPRINGVALE VIC 3171

Telstra's HomeLine® plans just got better

We're excited to let you know about new changes being made to some of our HomeLine® plans from 1 November 2009.

The HomeLine Reach local call rate was 10c but HomeLine Reach customers will no longer be charged per call for local calls as they're now included as part of the monthly charge.

In addition, on HomeLine Ultimate calls to fixed line numbers in 59 destinations will be significantly reduced. HomeLine Ultimate already included all local and STD calls in the monthly charge, and now combined with the reductions to international rates it makes it easy to stay in touch with friends and family living locally or overseas. Here are the great rates to some popular destinations.

Destination	New HomeLine Ultimate Low International rate (per minute, plus 39c connection fee)
United Kingdom	\$0.02
United States	\$0.02
China	\$0.03
Greece	\$0.03
India	\$0.25
Korea (South)	\$0.03
Lebanon	\$0.10
New Zealand	\$0.05
Russia	\$0.05
South Africa	\$0.15

Visit www.telstra.com.au/homephone and select your HomeLine Plan to view your calling rates

We have also improved our MessageBank® and Telstra Home Messages 101® services – you can now store and listen to voice messages online when you link your home phone to MyInbox¹. And by moving your voice messages to a personal folder within MyInbox you won't have to lose important messages from family, friends, colleagues or that special someone. MyInbox allows you to access your voice mail messages via your online Inbox, allowing you to sort and save messages in much the same way as you would manage e-mail.

To find out more and activate MyInbox, visit www.BigPond.com/MyInbox

The future of the home phone is coming



The T-Hub is still in development – the icons may change.

Telstra is reinventing the home phone. We are expecting to launch the Telstra T-Hub™ in the coming months – it will change the way you communicate, stay in touch, be entertained, get the information you need, and stay organised.

It's a new device that connects to a Telstra home phone and BigPond broadband connection wirelessly² and boasts an 18cm (7 inch) LCD touch screen to help you navigate through T-Hub's many features.

You will be able to make calls by easily scrolling through your Contacts list and pressing "Call". Or if a plumber is needed, click to search Yellow Pages online and select the number to call. Enjoy the added convenience of sending SMS to eligible numbers³, or checking the weather forecast, or scheduling family events and appointments on the electronic calendar.

More than a telephone, T-Hub can also be used as a photo frame or to access internet radio to play your favourite radio station.

To be amongst the first to know when T-Hub will be available visit www.telstra.com.au/thub to register your interest.

Yours sincerely,

Ramon Gregory
Executive Director
Customer Sales & Service

FOR THOSE WHO LIKE THE DETAILS, WE'VE GOT THEM HERE: This information is relevant to the home phone plan you were on as at 27 October 2009.

1. No additional access/subscription charges apply to MyInbox. Usage of my Inbox may count towards your monthly data allowance. 2. Requires a home phone (excluding HomeLine Part) and BigPond broadband service and a wireless access point such as a BigPond Home Network Gateway. 3. SMS can be sent to mobile numbers on the Telstra network and most fixed numbers with an area code on all Australian networks (but not numbers without an area code, such as 19, 13, 1300 and 180x numbers).

Telstra Corporation Limited ABN 33 051 775 556.

TRM0012_5

Bill enquiries 13 22 00
Billing period to 01 Dec 09
Your account number **2000 05038 7081**
Your bill number **023 9336 719**

MR NARENDAR BABU
2/21 ERICKSEN ST
SPRINGVALE VIC 3171

Your Account Summary

Visit telstra.com/myaccount to view your bill details

Amount on your last bill	\$98.99
Amount you paid (as at 20 Nov 09)	\$98.99cr
Adjustments	\$11.98cr
(See over for breakdown)	

Your balance	\$11.98cr
New charges	\$91.37
(See over for breakdown)	

Total due **\$79.39**

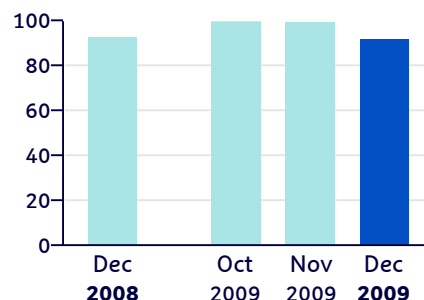
GST included in New charges	\$8.31
GST included in Adjustments	\$1.09cr

Your Bill

Total due **\$79.39**

Thank you for using Direct Debit.
We will debit your nominated account on **22 Dec 09**.

Your New Charges



The T-Hub™ is still in development – the icons may change.

MAKE THE MOVE TO A NEWLY IMPROVED HOMELINE® PLAN

Reduced call rates have never looked this good. We are reinventing the home phone with Telstra T-hub™ – it will innovate the way you communicate.

FIND OUT MORE INFORMATION IN THE ENCLOSED LETTER

Paying Your Bill



To register for **Direct Debit** options visit telstra.com/directdebit or call the Bill enquiries number at the top of this bill

- ▶ **Automatic*** - Amount on your bill is deducted on the due date
- ▶ **Flexible Payments** - Pay any amount anytime before the due date
- ▶ **Fixed Payments*** - Automatically pay a fixed amount periodically, then pay any outstanding amount by the due date



Online Payment with credit card* at telstra.com/paymybill or call **1300 369 666**



Payment via internet or phone banking from your cheque or savings account
Biller Code: 23796 Ref: 2000 05038 7081
BPAY View - Registration No: 2000 05038 7081

Telstra will apply a \$2.20 administration fee per payment to the options below. Exemptions may apply.



Pay at any Post Office by cash, cheque or from your cheque or savings account



Mail this payment slip with your cheque made payable to Telstra, to GPO Box 9901, Melbourne VIC 3001



Present this payment slip at any Telstra Shop to pay by cash, cheque or credit card*

*A payment processing fee applies to all credit card payments, currently 1% for Visa, Mastercard & American Express or 2% for Diners of the payment amount, plus applicable GST. Exemptions may apply.

▶ Your Account Benefits - For information only

The following account benefits and discounts have been applied to the New Charges Breakdown below.

Telstra Reward Options Free Local Calls

Includes up to 50 FREE local calls every month

02 Nov to 01 Dec	Included	Used	Excess	Price \$
Telephone - 03 9546 6136				
Usage	50	48	0	\$0.000
Total				\$0.000

BigPond Turbo™ Liberty (12GB) - Cable - Telstra Preselection Discount

BigPond® Full Service Fixed Phone Credit

02 Nov to 01 Dec	Eligible Charges	Discount
BigPond - narendar.babu@bigpond.com		
Subtotal	\$69.950	\$10.000cr
Total		\$10.000cr

▶ New Charges Breakdown

Visit telstra.com/myaccount for more information about your charges.
All your benefits and discounts have been applied to these charges.

Telephone - 03 9546 6136

HomeLine® Plus

02 Nov to 01 Dec	Price \$
Local Calls	\$0.000

HomeLine® Budget

02 Nov to 01 Dec	Price \$
HomeLine® Budget - 20 Nov to 01 Dec	\$8.380
HomeLine® Budget - 02 Dec to 01 Jan	\$20.950
Total	\$29.330

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▶ Enquiries

Billing, Services and Moving
Monday-Friday 8:00am-5:30pm
13 22 00

STD & International info
24 hours a day 7 days a week
1300 362 162

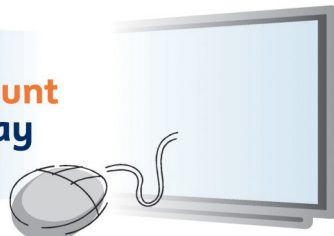
Fault reporting
24 hours a day 7 days a week
13 22 03

Please return this section with your payment (in person or by post)



*1004 2000050387081 0239336719

▶ Visit
telstra.com/myaccount
to view, track and pay
your bills online



MR NARENDAR BABU

Your account number **2000 05038 7081**
Your bill number **023 9336 719**

Total due \$79.39

Thank you for using Direct Debit.
We will debit your nominated account on **22 Dec 09**

New Charges Breakdown *continued...*

Your account number
Issued

2000 05038 7081
06 Dec 09

BigPond - narendar.babu@bigpond.com

BigPond Turbo™ Liberty (12GB) - Cable

02 Nov to 01 Dec	Used	Price \$
BigPond Turbo™ Liberty (12GB) - Cable - 02 Dec to 01 Jan		\$59.950
Total		\$59.950

BigPond - narendra.babu@bigpond.com

02 Nov to 01 Dec	Price \$
BigPond® Additional Mailbox - 02 Dec to 01 Jan	\$1.000
Total	\$1.000

Account Charges

02 Nov to 01 Dec	Price \$
Credit Card Payment Processing Fee	\$1.089
Total	\$1.089

Total New Charges \$91.369

Adjustments Breakdown

Item	Original Bill Date	Service	Description	Price \$
22	05 Nov	0395466136	HomeLine® Plus	\$11.980cr
Total				\$11.980cr
GST included in Adjustments			\$1.089cr	

New Charges Details

Telephone - 03 9546 6136

HomeLine® Plus

Local Calls

Qty	Description	Full Price \$	Price \$
48	Local Calls	\$8.640	\$0.000
Total for Local Calls			\$0.000

HomeLine® Budget

Recurring Charges

Item	Qty	Description	Date	Full Price \$	Price \$
31	1	HomeLine® Budget	20 Nov to 01 Dec	\$8.380	\$8.380
30	1	HomeLine® Budget	02 Dec to 01 Jan	\$20.950	\$20.950
Total for Recurring Charges					\$29.330

Total for 03 9546 6136 \$29.330

BigPond - narendar.babu@bigpond.com

BigPond Turbo™ Liberty (12GB) - Cable

Recurring Charges

Item	Qty	Description	Date	Full Price \$	Price \$
24	1	BigPond Turbo™ Liberty (12GB) - Cable	02 Dec to 01 Jan	\$69.950	\$59.950
Total for Recurring Charges					\$59.950

Total for narendar.babu@bigpond.com \$59.950

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New Charges Details *continued...*

Your account number
Issued

2000 05038 7081
06 Dec 09

BigPond - narendra.babu@bigpond.com

Recurring Charges

Item	Qty	Description	Date	Full Price \$	Price \$
26	1	BigPond® Additional Mailbox	02 Dec to 01 Jan	\$1.000	\$1.000
Total for Recurring Charges					\$1.000

Total for narendra.babu@bigpond.com

\$1.000

Account Charges

Other Charges & Credits

Item	Qty	Description	Date	Full Price \$	Price \$
21	1	Credit Card Payment Processing Fee	21 Nov	\$1.089	\$1.089
Total for Other Charges & Credits					\$1.089

Total for Account Charges

\$1.089

Total New Charges

\$91.369

Previous Payment Details

Item	Date	Method of Payment	Bill Number	Price \$
3	20 Nov 09	Direct Debit Automatic by Credit Card - Thank You	022 0664 875	\$98.990cr
Total Payments processed by 20 Nov 09				\$98.990cr

Important Messages

OUR CUSTOMER TERMS

Our Customer Terms, formerly known as the 'Standard Form of Agreement', sets out terms and conditions on which we provide products and services to Home and Family (residential), Business and Government and Telstra Wholesale customers.

If you'd like an up to date summary of Our Customer Terms, please go to telstra.com.au/customerterms or call us on 13 2200 (this summary will be provided free of charge).

REMOVAL OF \$2.20 PAYMENT ADMINISTRATION FEE

We have listened to your feedback and Telstra has made a decision to stop charging the \$2.20 administration fee for bill payments made through the mail or in person at a Telstra Shop or Australia Post. We are currently implementing system changes to remove the \$2.20 administration fee and will provide current customers with refunds in the coming months for any \$2.20 administration fees they paid to Telstra since the new charge was introduced on 14 September 2009.

You do not need to call Telstra about this, as a refund for any \$2.20 administration fees you have paid will be automatically applied as a credit to your current customer account with Telstra.

For a short period while system changes are in progress, you may still see this fee appear on your bill if you use these payment options, but please rest assured you will receive a refund for your payment of this fee.

The special offer of Up to \$50 Cash Back for customers who take up Direct Debit remains available until 31st December 2009. For further information on this offer please visit telstra.com.au/cashback.

NOTIFICATION OF ZONING & CHARGING CHANGES

Our Customer Terms will be amended on 30 November 2009 so that call charges to numbers in the number ranges (03) 8256 3100 to (03) 8256 3199, and (03) 8744 3500 to (03) 8744 3999 will change. This change is to align charges with the Australian Communications & Media Authority (ACMA) database in relation to charging for calls to and from Melbourne

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to Point Cook and to and from Werribee to Point Cook. These changes may result in a decrease or an increase in call charges when calling numbers in these number ranges from some destinations. For more information, please call 1800 286 570 (Monday to Friday, 9:00am – 5:00pm).
