

Compliance costs

Subpoenas for Customer Information

- The charges in the table below have been independently determined as Telstra's compliance costs by external auditors and are subject to change from time to time. All charges include GST.
- A minimum fee of \$33.00 applies per Subpoena.
- Cheques and money orders should be made payable to Telstra Corporation Limited.
- Records are retained for 7 years unless otherwise stated.
- For further assistance, contact Legal & Court Support on (03) 9634 6405.

<i>A minimum fee of \$33.00 applies per Subpoena and should be tendered at the time of service.</i>		
Searches for Telstra service numbers associated with a particular name/address	A birth date or company ACN must be provided for name searches. Address searches can only be performed for fixed lines.	\$6.27 per search
Mobile call charge records - billed accounts	Less than one year old	\$7.37 for the first bill \$6.82 for each bill thereafter
	Over one year old	\$10.12 per bill
Pre-paid mobile call records	Less than 90 days old	\$7.37 for the first calendar month \$6.82 for each additional month
	Over 90 days old	\$10.12 per calendar month
Fixed line call charge records - billed accounts	Local calls less than one year old	\$6.82 per bill
	Local calls over one year old	\$13.31 per bill
	Non-local calls less than one year old (STD, mobile, IDD, etc)	\$7.37 for the first bill \$6.82 for each bill thereafter
	Non-local calls over one year old (STD, mobile, IDD, etc)	\$13.31 per bill
Pre-paid fixed line calls		\$10.12 per calendar month
Emergency 000 Calls (these are free calls and do not appear on ordinary bills)	Call log	\$11.00 per service per day
	Audio recording (provided on CD)	\$33.00 per service per day
Network data (inbound calls)	Records will show inbound calls and call attempts to a Telstra service	\$37.73 per service per day
BigPond®	Searches for a name, username, address, IP address	\$11.00 per search
	List of session logs of IP address for a username (kept up to 6 months)	\$37.73 per day
	E-mail headers (kept up to 2 weeks)	\$37.73 per day
Unwelcome calls	Results of call trace	\$11.00
Fault Reports	Note: only available for fixed lines	\$11.00

Subpoenas that are not for Customer Information

Conduct money of \$50 should be tendered at the time of service for Subpoenas to produce records relating to matters such as employment, payroll, shareholdings and public liability. If our compliance costs exceed that figure, we will let you know. For assistance, contact the Court Compliance Officer on (03) 9634 5528.