



Important message for customers using a BigPond or Telstra email address as their Windows Live ID

If you have been using an **@bigpond.com**, **@bigpond.net.au** or **@telstra.com** email address as your Windows Live ID, your Windows Live ID may become invalid and you could be asked to rename your Windows Live ID with a new email address.

Please read the following important information to find out how to rename your Windows Live ID and continue using Windows Live.

Will all Telstra BigPond customers be affected?

No. Only customers who have been using a Telstra or BigPond email address as their Windows Live ID, prior to February 10, 2012 may be affected. Any customers who have signed up to Telstra's new email service "BigPond with Windows Live" since launching on February 10, 2012, should not be affected by this change.

How do I know if I'm affected by this change?

Next time you try logging into Windows Live, you will see the below page:

The screenshot shows the Windows Live sign-in interface. At the top, there is a blue header with the Windows Live logo on the left and a "Sign in" link on the right. Below the header, the main content area has a light blue background. The first section is titled "Provide account information" and contains a message: "Your current Windows Live ID is no longer valid. Please create a new ID to sign in to Windows Live services. If you have Windows Live Messenger contacts, they will automatically be transferred to your new Windows Live ID." Below this message, there is a note: "*Required fields". The second section is titled "Verify your information" and shows the current Windows Live ID as "uat_msft_1097@uat.bigpond.com" with a link to "Sign in with another Windows Live ID". Below this is a password field labeled "*Password:". The third section is titled "Rename your Windows Live ID" and contains two radio button options: "Use a new Windows Live email address" (which is selected) and "Use your own email address". Below these options is a text input field for the "New Windows Live ID:" followed by "@ live.com.au". A "Check availability" button is located below the input field. At the bottom of the form, there are "Submit" and "Cancel" buttons.

What do I do if I'm affected by this change?

1. Please verify your account information by entering your Windows Live password as requested.
2. Rename your Windows Live ID by entering a different email address. You can use any kind of email address (eg. Hotmail, Yahoo!, work email), except for a BigPond or Telstra email address.
3. If you don't have another email address, you can create a "@live.com" email address during this process to rename your Windows Live ID.
4. Once you have renamed your account with a new email address, this will become your new Windows Live ID and can be used to access all Windows Live services and devices powered by a Windows Live ID.

Does my Windows Live password change?

No. You will just need to rename your account. Your password will stay the same.

Will my information and contacts from my old Windows Live ID be transferred to my new Windows Live ID?

All of your Messenger and SkyDrive information will be transferred. Basically it's the same Windows Live account, but with a new name. The only information that **won't** be transferred is anything relating to Hotmail. For example, if you have sent emails from Hotmail whilst being signed in with your Windows Live ID, this won't appear in your renamed account. Remember, you can still access your emails by signing into your BigPond or Telstra email account.

Can I rename my account from the Messenger application?

To rename a Windows Live ID that is used to access Messenger, please log in to Windows Live at www.live.com. You will be asked to rename your Windows Live ID (simply follow the instructions as outlined above). Once you have renamed your old Windows Live ID, you will be able to log into Messenger with your newly renamed Windows Live ID.

I want to rename my Windows Live ID right away, what do I do?

Simply go to www.live.com and attempt to sign in with your existing Windows Live ID. You will then be directed to the rename page as described above. Simply follow the prompts to rename your account.

What if I don't want to rename my Windows Live ID?

Unfortunately you cannot continue to use a Windows Live ID once it becomes invalid. To avoid losing your information and continue using Windows Live, we recommend you rename your Windows Live ID as outlined in the steps above under the question "What should I do if I'm affected by this change?"

For further help or information on:

- **Windows Live**, ask a question to an advisor on the Windows Live Answers site at <http://answers.microsoft.com/en-us> (**Help information continued on next page...**)

- **Your Telstra or BigPond account**, please contact Telstra on 13 Pond
- **Xbox**, please contact Microsoft on 13 20 58 or visit: <http://support.xbox.com/en-AU/contact-us?xr=footnav#2:1>
- **Windows Phone**, please contact Microsoft on 13 20 58 or visit: <http://support.microsoft.com/contactus/Default.aspx?ws=australia>