
1

Telstra has announced that it has decided to exit private payphones products **Private Payphones (ELQ) Products** across all geographic regions for Wholesale Customers and Retail Customers due to the products no longer being commercially viable. Private Payphone (ELQ) Products includes the Private Payphones Complete service and Payphone Line Complete service.

Consistent all
Private Payphones (ELQ) Products. This Required Measure 5(F) applies to the:

- (a) the Retail Special Service Classes Private Payphones (ELQ) (P), (B), (N), (H) and (C) (in the and Special Service Inputs that are Service Equivalent to those Special Service Classes;
- (b) the Wholesale Special Service Classes Private Payphones (ELQ) (P), (B), (N), (H) and (C)

Covered SS Classes ; and

- (c) any other Private Payphones (ELQ) Products remaining in the Access Service Family - irrespective of the access technology used or proposed to be used to connect these services to the nbn

Remaining

- (b) for all Remaining Private Payphones (ELQ),
is 30 November 2021 (**Final ELQ Exit Date**).

The key phases of the product exit in the lead up to the Final ELQ Exit Date are:

- (c) the product exit for Private Payphones (ELQ) Products was announced to both Wholesale Customers and Retail Customers in May 2019;
- (d) there has been a cease sale in place on and from 1 November 2019 for both Wholesale Customers and Retail Customers:

- i. who are new customers (who do not acquire Private Payphones (ELQ) Products from Telstra); and
 - ii. who are existing customers (who already acquire Private Payphones (ELQ) Products from Telstra); and
- (e) existing Wholesale Customers and Retail Customers will be unable to make any moves, adds or changes to Covered Private Payphones on and from 20 Business Days prior to the Final ELQ Exit Date.

7.2 Active Private Payphones

- (a) If, on or before the date that is 13 Business Days after the Final ELQ Exit Date:
- (i) an order or request for the supply of a NBN Service or other replacement service for the active Covered Private Payphone at the relevant Premise has been received by Telstra; or
 - (ii) Telstra has been notified by a Wholesale Customer that the relevant end user has ordered or requested a replacement service for the active Covered Private Payphone at the relevant Premise,
- that Covered Private Payphone is **Active Private Payphone** For the avoidance of doubt, a Covered Private Payphone which was exempt from suspension under clause 7.1(a) is also an Active Private Payphone.
- (b) For each Active Private Payphone:
- (i) subject to clause 7.2(c), Telstra may continue to supply that Active Private Payphone (including, where necessary, by Restoring any active Copper Service) until the date that Telstra must disconnect that Active Private Payphone under clause 7.3(b)(ii) of this Required Measure; and
 - (ii) Telstra must complete disconnection in accordance with clause 7.3(b)(ii) of this Required Measure.
- (c) If Telstra receives an order from a Retail Customer or Wholesale Customer to disconnect an Active Private Payphone, Telstra will disconnect that Active Private Payphone as soon as practicable after Telstra receives the disconnection order.

7.3 Disconnection of Covered Private Payphones

- (a) Subject to clause 7.3(c), Telstra will disconnect all Covered Private Payphones that are required to be disconnected from the Final ELQ Exit Date as set out in the Final Private Payphones (ELQ) Products Services List.
- (b) Subject to clause 7.3(c), Telstra will commence the disconnection of:
- (i) all Covered Private Payphones on the Final Private Payphones (ELQ) Products Services List that are not Active Private Payphones on the date that is 14 Business Days after the Final ELQ Exit Date and complete disconnection of these services as soon as reasonably practicable; and
 - (ii) all remaining Active Private Payphones on the date that is 100 Business Days after the Final ELQ Exit Date and complete disconnection of these services as soon as reasonably practicable.
- (c) Notwithstanding clauses 7.3(a) and 7.3(b) of this Required Measure 5(F) but without limiting or restricting any obligation owed by Telstra to NBN Co under a Definitive Agreement, Telstra may defer commencement of disconnection of a Covered Private Payphone beyond the Final ELQ Exit Date if Telstra, acting reasonably and in accordance with the objectives in clause 2.1(d) and (e) of the Plan, considers this is required to minimise disruption to the supply of fixed-line carriage services in accordance with the objective in clause 2.1(b) of the Plan.

7.4 Reconne

Attachment A

Order Description	
--------------------------	--

