



Contact officer: Ifa Rushdi
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Mr Iain Little
Director of Equivalence - Regulatory Affairs
Sustainability, External Affairs & Legal

By email: iain.little@team.telstra.com
cc: peter.walsh.2@team.telstra.com

Dear Mr Little

Required Measure 5(F) for Private Payphones (ELQ) under the Migration Plan

I refer to your letter dated 24 August 2021 advising that Telstra's industry consultation for the proposed Required Measure 5(F) has concluded and no objections were received.

Required Measure 5(F) sets out the disconnection timeframe and process for Special Services and Special Service Inputs for Private Payphones (ELQ) Products within the Access Services Families Payphones and Customer Operated Payphones.

I note that in May 2019 Telstra provided notice to customers using Private Payphones (ELQ) Products of the 30 June 2020 product exit and service disconnection date scheduled at that time, but subsequently deferred due to COVID-19.

Further, I note that product exit and service disconnection of Private Payphones (ELQ) Products is now scheduled to occur from 30 November 2021 as set out in Required Measure 5(F).

We consider that Required Measure 5(F) is consistent with the Migration Plan Principles and do not object to its publication on Telstra's Wholesale Customer Portal in accordance with clause 5.2(e) of the Migration Plan. We encourage Telstra to continue working closely with its customers regarding the timing and processes for product exit and service disconnection of Private Payphones (ELQ) Products.

Please contact Ifa Rushdi if you would like to discuss this matter further.

Yours sincerely

Sean Riordan
General Manager
Communications Markets and Advocacy Branch