



24 August 2021

Mr Sean Riordan  
General Manager, Communication Markets and Advocacy, Infrastructure Regulation  
Australian Competition and Consumer Commission  
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Dear Mr Riordan,

**Notification of completion of consultation on Required Measure 5(F) for Private Payphones (ELQ) and intention to publish**

In accordance with clause 5.2 of the Migration Plan, we are now notifying you that our consultation for the proposed Required Measure 5(F) for Private Payphones (ELQ), concluded on 11 August 2021. This Required Measure was prepared to reflect the proposed arrangements we have developed for the product exit of the Private Payphones (ELQ) services, based upon a Final ELQ Exit Date of 30 November 2021.

During the consultation period we didn't receive any feedback from Wholesale Customers. Further, nbn co advised they didn't have any feedback on the proposal. On this basis we are not proposing to make any changes to our Required Measure 5(F). We therefore intend to proceed with the product exit arrangements for these Private Payphones (ELQ) services as consulted upon.

Despite the current circumstances in relation to COVID-19, especially within NSW, Victoria and the ACT, we consider the arrangements contained within this Required Measure 5(F) remain appropriate to manage the product exit. Whilst the Final ELQ Exit Date is scheduled to occur on 30 November 2021, the staggered disconnection arrangements that follow the Final ELQ Exit Date are designed to promote service continuity. This includes the:



- Application of temporary suspensions to initially prompt Retail Service Providers and their end-users to take action prior to the service disconnection milestone commencing on 20 December 2021; and
- Opportunity for the service disconnection milestone to be deferred from 20 December 2021 until potentially up to 30 April 2022, in the event we are notified by 17 December 2021 that a replacement service is required.

We will continue to monitor the implications of COVID-19.

#### Next Steps:

Should the ACCC wish to provide any feedback on Required Measure 5(F), we request this feedback please be provided by Tuesday 14 September 2021, consistent with the timeframe provided for in clause 5.2 of the Migration Plan. We note that the ACCC is not specifically required to approve Required Measure, although you may notify an objection if you assess that the proposed arrangements don't comply with the Migration Plan Principles. Subject to any earlier objection received from the ACCC, Telstra proposes to publish Required Measure 5(F) on Thursday 16 September 2021 via the Telstra Wholesale Customer Portal and also on [telstrawholesale.com.au](http://telstrawholesale.com.au). Once published as final, this Required Measure will form part of our Migration Plan.

A copy of Required Measure 5(F) post consultation is attached to allow you to publish it on the ACCC's website.

Please don't hesitate to contact Peter Walsh ([peter.walsh.2@team.telstra.com](mailto:peter.walsh.2@team.telstra.com) or (03) 8694 3854) if you have any queries.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Iain Little', is located below the 'Yours sincerely,' text.

Iain Little  
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