

Technology update: Product Cease Sale and Exit

Cease sale and exit ISDN2, ISDN2 Enhanced, ISDN10/20/30, DDS Fastway, Megalink, Data Access Radial and Frame Relay products for both our wholesale and retail customers

Telstra has decided to exit ISDN2, ISDN2 Enhanced, ISDN10/20/30, DDS Fastway, Megalink, Data Access Radial and Frame Relay products (together, 'Products') across all geographic regions by 2022 for wholesale and retail customers. Before this time, the underlying technologies and platforms that support these Products will have ceased being supported by the relevant vendors, meaning Telstra will no longer be able to provision and maintain services to satisfactory levels.

Additionally, during this period we expect nbn co's rollout to reach up to 92% of Australian premises, meaning Telstra is required to disconnect the copper network currently used to deliver these Products on a region by region basis.

This advance notice is provided to allow you sufficient time to plan for an appropriate replacement solution for your business, while allowing Telstra to comply with its NBN disconnection obligations.

From 31 January 2018, a "stop sell" will be in place for Telstra Retail and Telstra Wholesale customers who do not already acquire these Products (as at that date).

Products will stop being available for sale to all Telstra Retail and Telstra Wholesale customers who acquire these Products from 30 June 2018. Telstra Retail and Telstra Wholesale customers can still make configuration, software and records changes to existing services for each of the Products during the period leading up to final disconnection of those services. This is subject to any rules to be put in place as part of Telstra's more detailed disconnection processes.

The Products' Final Exit Date will be communicated to you

We expect the disconnection of existing services for the Products to follow nbn co.'s rollout region disconnection timeframe, starting from June 2019 (when we anticipate these Special Services and Special Service Inputs would otherwise commence being subject to disconnection under an nbn co. White Paper) and continuing until June 2021. These disconnection arrangements will be notified to customers.

The final exit date for any remaining Products has not yet been set, but is currently anticipated to be 2022 ('**Final Exit Date**'). Once set, the Final Exit Date and the process for the disconnection of existing Product services will be communicated to you with appropriate notice.

We will follow our usual product exit processes in addition to the Migration Plan obligations

We will communicate further with you about the need to migrate your services to alternative solutions leading up to disconnection and the Final Exit Date. This is consistent with our standard approach to product exits. Our disconnection processes for these products will also be consulted on with nbn co, Wholesale customers and the ACCC, in accordance with our obligations under the Migration Plan.

Impacts to ULLS

For our ULLS customers, these product exits mean you will no longer be able to certify ULLS as being used as a Special Service Input (SSI) to supply services equivalent to ISDN2, ISDN2 Enhanced,

ISDN10/20/30, Megalink, Frame Relay, DDS Fastway and DAR from **30 June 2018**. Existing ULLS that have been certified as SSI for services equivalent to ISDN2, ISDN2 Enhanced, ISDN10/20/30, Megalink, Frame Relay, DDS Fastway or DAR will be disconnected in the same timeframes as the relevant Special Services are disconnected.

So what's next?

If you are an existing or prospective customer, your service has not changed. You can continue to receive your service on your current terms and can continue to order new services up until the relevant "stop sell" date that applies to you. We will communicate further information in relation to the various milestones, including the Final Exit Date, in due course.

Telstra Wholesale has a range of market leading Data Access products to replace the legacy services highlighted above. We are actively building new solutions for both Voice and Data services across both ours and nbn co's network. Please be assured whatever your plans are for the end users impacted by these changes, we will work closely with you as we progress through the change together.

Please contact your account manager if you have any questions or concerns.