

UP FRONT

CustomNet® is subject to a cease sale to new retail customers

Deployment # 3640

CustomNet (also called CustomNet Spectrum) is no longer available to new Telstra Retail customers (from 14 July 2016).

This product has been subject to a cease sale to new Telstra Wholesale customers since 2008.

If you are a current CustomNet customer, you can continue to receive CustomNet in accordance with the existing terms.

We have decided to exit the CustomNet product for both our wholesale and retail customers

Telstra has decided to exit the CustomNet product over coming years. The cease sale has been implemented as the first step in this process.

CustomNet exit date will be communicated to you

The exit date for CustomNet has not yet been confirmed. Once set, this date and the process for the disconnection of existing services will be communicated to you with appropriate notice. We currently anticipate the exit date to be in the first calendar quarter of 2019.

We will follow our usual product exit processes

We will follow our usual processes in relation to exiting this product.

In addition, as this is a Special Service under the Migration Plan, we will develop and consult with you about the disconnection processes that will apply leading up to the exit date, consistent with our obligations under the Migration Plan. Those processes also need to be approved by the ACCC.

What's next?

If you are an existing CustomNet customer, your service has not changed. You can continue to receive your CustomNet service on your current terms. We will communicate our formal time line and process for the disconnection of existing services to our CustomNet customers in due course. We currently expect such communication to take place sometime in 2017, with the anticipated exit date to be in the first calendar quarter of 2019.

For further information

Please contact your Account Manager