

Dear Customer

**Withdrawal of ATM (over copper), Wholesale ATM (over copper), ATM (Rebill) (over copper), Ethernet Access (over copper), Ethernet Lite, Wholesale Business DSL, BDAS Lite and BDAS Standard**

We're writing to let you know that we will be withdrawing these Special Services (and all Special Service Inputs that are service equivalent to these Special Services) via a national final sunset exit on 31 August 2022.

The products that are affected by this withdrawal notification for a national stop sell and exit are set out in the table below (together the "Legacy Products")

Services Telstra is withdrawing by this notice	Affected supply agreement (CRA/TWA/GAA) schedules
ATM (over copper)	OCT
Wholesale ATM (over copper)	OCT
ATM (Rebill) (over copper)	OCT
Ethernet Access (over copper)	245
Ethernet Lite	OCT
Wholesale Business DSL	102
BDAS Lite	79
BDAS Standard	79
<i>ULLS that you have certified to us as "Special Service Inputs" (or SSI), that you use to supply equivalent services to the above services to your own customers. You will have marked [with the code HE/NE] under the certification process set out in the ULLS Ordering and Provisioning Manual.</i>	

**Withdrawal process**

The withdrawal of the Legacy Products will occur on the final exit date of 31 August 2022. This means that, on 31 August 2022, all remaining Legacy Products will be disconnected in all geographic regions (both inside and outside of the nbn fixed line footprint).

In addition, a national "stop sell" where we cease to supply any new services for the Legacy Products will be put in place on and from 15 May 2021. The stop sell will be applied to requests for new services for both existing customers and customers who have not previously acquired the Legacy Products.

Upgrade and downgrade orders on existing services supplied under these Legacy Products that can be completed via software changes only will continue until further notice (but no later than 31 August 2022).

**Impacts to ULLS**

For our ULLS customers, this means that:

- (A) you will no longer be able to certify ULLS as being used as a Special Service Input (SSI) to supply services equivalent to the Legacy Products from 15 May 2021; and

(B) all remaining ULLS that are certified as SSI for services equivalent to the Legacy Products will be disconnected on 31 August 2022.

### **Previous notifications**

Telstra has previously announced that Legacy Product services that are supplied over copper and are being migrated to the NBN are subject to a NBN service withdrawal process. In accordance with the Migration Plan, 31 August 2022 is the Final Sunset Exit Date under Required Measure 5A and Required Measure 5C of the Migration Plan. As a result, notwithstanding the previous notifications, all remaining Legacy Product services will be disconnected on 31 August 2022.

More information regarding the NBN service withdrawal process (including copies of Required Measure 5A and Required Measure 5C) is available on the Telstra Wholesale Customer Portal and <https://www.telstrawholesale.com.au/nbn.html> for your reference.

### **Why is Telstra withdrawing these services?**

These are legacy products and we have seen a rapid decline in services with very few recent orders meaning that it is no longer commercially viable for us to support these products. Telstra has a number of legacy products with overlapping functionality and there are currently newer alternative products that offer a better long-term solution. In addition, Telstra is planning for a future simplified and digitised product set.

### **Recommended 'Go-To' Products**

We recommend that you order new services under the recommended go to products in the below table. If you currently do not acquire these products, please let us know and we will work with you to find the optimal result for your business.

<b>Legacy product</b>	<b>Recommended go to products</b>
ATM (over copper)	Ethernet Access over Telstra Fibre
Wholesale ATM (over copper)	Ethernet Access over NBN TC-2
ATM (Rebill) (over copper)	
Ethernet Access (over copper)	
Ethernet Lite	
Wholesale Business DSL	
BDAS Lite	
BDAS Standard	

### **What are Telstra's future plans for these products?**

Telstra is currently planning for a future simplified and digitised data product set. As these plans progress, Telstra will provide you with updates. As noted above, until we notify you otherwise, Telstra will continue to accept upgrade and downgrade orders, that can be completed by software changes only, for your existing services.

### **Important dates to remember**

Milestone	Date
<p>National Stop Sell for the provision of new services and certified ULLS equivalent supplied under the following legacy products:</p> <ul style="list-style-type: none"> <li>• ATM (over copper)</li> <li>• Wholesale ATM (over copper)</li> <li>• ATM (Rebill) (over copper)</li> <li>• Ethernet Access (over copper)</li> <li>• Ethernet Lite</li> <li>• Wholesale Business DSL</li> <li>• BDAS Lite</li> <li>• BDAS Standard</li> </ul>	15 May 2021
<p>National Product Exit for all remaining and certified ULLS equivalent services supplied under the following legacy products:</p> <ul style="list-style-type: none"> <li>• ATM (over copper)</li> <li>• Wholesale ATM (over copper)</li> <li>• ATM (Rebill) (over copper)</li> <li>• Ethernet Access (over copper)</li> <li>• Ethernet Lite</li> <li>• Wholesale Business DSL</li> <li>• BDAS Lite</li> <li>• BDAS Standard</li> </ul>	31 August 2022

### What more can we do to assist you?

We are here to ensure you are well supported by Telstra Wholesale and we will keep you informed of our future plans.

Please contact us if you have any questions.