

## PSTN - Feature Exit: Tranche 2 (Reminder)

In August 2017 we advised that Telstra will be exiting some PSTN features that have been in decline or may not be offered on our **nbn™** service. We are writing to notify you of additional changes we are making to your PSTN services. To make the transition for your end-users to the nbn network as seamless as possible, we are exiting certain PSTN features, listed in the table below that have been in decline and will not be offered on our nbn service.

### Why are we exiting these PSTN features?

These features have been in operation since the 1990s, but service numbers for these features have been declining rapidly. With the progressive rollout of the nbn, service numbers will decline further.

Exiting these features at this point aligns with our future nbn offering. This alignment aims to reduce complexity and makes it easier to deliver a seamless migration to the nbn for your end-users.

### Cease sale will apply from 1 September 2018

A cease sale will apply to all features listed below (table 1) from 1 September 2018, which means that from that date you will no longer be able to order these services.

### Services that will be cancelled from 1 March 2019

The following services will be exited on 1 March 2019:

- Centel Plus
- Abbreviated Dialling
- Call Forward Fixed Diversion
- 0015 International Fax

### Services that will be cancelled from 30 June 2019

The following services will be exited on 30 June 2019:

- Private/Home Metering (also referred to as Customer Loop Metering 12 KHz)

### Feature Exit Descriptions (Table 1)

Feature	Description	Alternative Solution
<b>Centel Plus</b>	Centel Plus groups phone lines at the exchange into a Private Dialling Plan, with internal extension numbers and Line Hunt options. (Provided in addition to a basic PSTN line). It is a network based PABX.	Wholesale Business Voice offering may suit requirements.

Centel Plus offers the following call management features: private numbering plan; call waiting; enquiry call; conference call; call transfer; call forwarding; call control; call pick up; auto call-back; remote access; abbreviated dialling; and calling number display.

Customers can also get a dial plan of up to 3 digits across multiple sites, free calls within site or between sites or within the same charged zone (as long as they stay within dial plan).

<b>Abbreviated Dialling</b>	Allows you to dial a number using a preset keypad code, instead of the full number. If you call the same numbers often, you can use Abbreviated Dialling to convert up to 8, 40, or 60 numbers into one or two digit speed dial codes	Customers will need to use or upgrade to a touch tone phone that has address book capability for number storage.
<b>Call Forward Fixed Diversion</b>	Call Forward Fixed Diversion is activated when customers order a fixed, permanent service. Once set, there is an option to manually override from your phone. Telstra will be removing the ability for call forward to be a 'fixed diversion', however the option to set a 'variable diversion' will remain.	A Call Forward Variable offering is available. Customers can activate and deactivate this 'variable service' from their handsets as often as they like.
<b>0015 International Fax</b>	The ability to make outbound calls on 0015 international services will be removed	Please note we will advise customers to not use 0015 + destination number and instead use 0011 + destination number.
<b>Private/ Home Meter– Customer Loop Metering (CLM12)</b>	Allows the customer to see how many meter pulses have been applied to their service for a given call. Charging for those meter pulses will be dictated by the Plan/Bundle the customer has on their service. (e.g. Hotels). Impacts Private Payphones (e.g. Blue payphones) used by entities such as pubs/ clubs, hotels and stadiums.  Customers will need to upgrade to Self-Tariffing equipment in order to maintain their payphone service.	Customers will need to upgrade to Self-Tariffing equipment in order to maintain their payphone service.

Further details on certain of these features can be found in [Our Customer Terms \(OCT\)](#) Home and Family, Managing calls section.

## **Will Telstra exit additional PSTN features?**

This is the second tranche of PSTN feature exits. Telstra is considering exiting additional PSTN features. We are currently reviewing exit timings and will ensure that you receive adequate notice of cease sale and exit dates.

## **Working with you through to closure**

We will keep you updated by providing you with a list of impacted services to you in the next few months via your Service Manager until these features are exited.

I am here to ensure you are well supported by Telstra Wholesale and we will assist you during the exit of these PSTN features.

Please feel free to contact your Account Manager if you have any questions.