

PSTN Feature Exit Tranche 3

Upcoming PSTN feature exit

In August 2017 and February 2018 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 would now like to advise you of additional changes we're making to your PSTN services. To make the transition for your end-users to the **nbn** network as seamless as possible, we are exiting PSTN features listed in the table below that have been in decline and will not be offered on our **nbn** service.

Why we are exiting these PSTN features

Many of these features have been in operation since the 1990s, but service numbers for these features have been rapidly declining. 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 April 2019

A cease sale will apply to all features listed below (table 1) from 1 April 2019, which means that from that date you will no longer be able to order these services.

The following services will be exited on **30 September 2019**:

- Business Links
- Voice Multiple Number/Aux Voice Multiple Number
- Faxstream Duet Phone and Fax Multiple Number Services
- Call Control
- Faxstream Enhanced
- SMS from Fixed Smart phone
- SMS to Fixed Phone from Mobile or Fixed Smart Phone
- InfoCall 190
- Weather (1196) Services

Services that will be cancelled on 30 June 2019

- Time (1194) service will be exited on 30 June 2019

Feature Exit Descriptions (Table 1)

Feature	Description	Alternative Solution
Business Links	Business Links is a Telstra service that allows customers to forward or transfer calls from a main business number to a phone at another location, or to a mobile phone	Wholesale Business Voice offering may suit requirements.

Voice Multiple Number	EasyCall Multiple Number allows a single Line Interface device to be connected to two telephone numbers which are known as the Prime Number and the Auxiliary Number. Each number has a different ring cadence so that the customer can readily identify the called number.	Customers will need to order a second Fixed Line Service.
Faxstream Duet Phone and Fax Multiple Number Services	Allows customers to add a fax or second number to their existing phone line, giving them separate phone and fax numbers or a second phone number without installing a second line.	Customers can continue receiving faxes on the same line though they won't be able to distinguish between a fax and an incoming call ring tones.
Call Control	Allows you to restrict selected outgoing calls from your fixed phone service using a PIN. You control who can or can't make calls	No alternative.
Faxstream Enhanced	Features are: Never Busy Fax, Broadcast Fax, Email to Fax, Virtual Fax and FaxBank	Customers can continue to receive and send fax on their fax line via a fax machine, however they won't be able to use the features being exited.
SMS from Fixed Smart phone	With Telstra's Fixed SMS Messaging service, customers using an SMS capable fixed phone (i.e. T1000C, Call Guardian 301/302) can send and receive text messages on the Telstra network	No direct alternative, Customers can use a mobile phone to send SMS.
SMS to Fixed Phone from Mobile or Fixed Smart Phone	Commonly referred to as talking text. With Telstra's Talking Text service, customers can send an SMS from a Telstra mobile service to most Telstra fixed services using Text-to-speech conversion technology.	No direct alternative, Customers can use a mobile phone to send SMS.
InfoCall 190	Third-Party supplied premium voice, data, fax and video services available on ten digit numbers starting with 190x and accessed from Post-Paid mobile or fixed services	Other premium content payment options should be used.
Time (1194)	Commonly referred to as the Speaking Clock	Current Time is available on Mobile Phones or Online.
Weather (1196)	Local Weather service recorded Announcement	Bureau of Meteorology Website.

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

Working with you through to closure

We will keep you updated by providing you with a list of affected services 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 will assist you during the exit of these PSTN features.

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