

## Upcoming exit of the Enhanced Indial Feature

We are writing to let you know about the exit of Telstra's Enhanced Indial feature.

### What Is Enhanced Indial?

Enhanced Indial is essentially a Call Forward-Immediate feature provided on a 100-number block of an Indial service. This feature forwards all calls to any one of the numbers on the 100 number block to another destination.

Please refer to Section 5 of Our Customer Terms (OCT) (Basic Telephone Service Section Part 1 – Other Service Options) below:

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/bg-fixed-otheroptions.pdf>

### Why are we exiting Enhanced Indial?

Enhanced Indial has been in operation since the 1990s, but service numbers for these features have been declining. Enhanced Indial is also supported by legacy equipment that is nearing end of life.

### Cease sale and cancelled services

From **30 November 2018** you will no longer be able to order Indial services.

All Enhanced Indial Services will be cancelled from **31 May 2019**.

### Alternative services

Services with Enhanced Indial can be migrated to Number Redirection, which can be applied to a 100-number block on the Indial service.

As long as the Enhanced Indial service is Call Forwarded to a service on the Telstra network, standard Number Redirection can be provided as an alternative. However, if the Call Forward destination is on a network other than Telstra or on a One3/1300 or a 1800 service then Telstra can only offer number redirection to a personalised Recorded Voice Announcement.

Please refer to Section 6 of OCT (Basic Telephone Service Section Part 1 – Other Service Options) below:

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/bg-fixed-otheroptions.pdf>

### Working with you through to closure

We are here to ensure you are well supported by Telstra Wholesale and we will assist you during the exit of Enhanced Indial. Please contact your Service Manager if you have any questions.