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Iain Little
Director of Equivalence, Regulatory Affairs
Sustainability External Affairs & Legal
Telstra Corporation Limited

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Dear Mr Little

Re: Product exit of private payphone services and request for forbearance

I am writing in response to your letter dated 7 December 2020 in relation to Telstra's proposed product exit of private payphone services under the Migration Plan.

The approach you have outlined is that Schedule 4 of the Migration Plan be varied such that the SS Classes for the 'payphones' and 'customer-operated payphones' Access Service Families distinguish between public payphones and private payphones. This is to facilitate Telstra's product exit under the Migration Plan of services to support the operation private payphones, but not services to support the operation of public payphones.

In your letter, you requested forbearance for Telstra in respect of the application of clause 22.3 of the Migration Plan, which may otherwise require it to set a Disconnection Date and implement associated notice requirements in respect of its provision of public payphone services. Your letter also requested the ACCC's permission under clause 22.5(a) of the Migration Plan to allow Telstra to develop the Special Service Disconnection Process for private payphones outside of the usual 6 month window under the Plan.

The ACCC agrees to Telstra's requests on the condition that Telstra submits a formal variation to the Migration Plan as soon as practical. The ACCC will consider the variation in accordance with the Migration Plan principles and consult publicly when Telstra submits the proposed variation.

Yours sincerely

Sean Riordan
General Manager
Communication Markets and Advocacy