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**Telstra Product Management**  
Data, IP and Enterprise Services

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Dear Mr De Caires,

### **Telstra's IP network and the Dialler Market**

I refer to your letter to the Telstra Chairman in October 2008 in relation to Telstra's IP network and the Dialler Market. Our Chairman has asked me to respond on his behalf.

Telstra employs world's best practices in developing, improving, assuring and maintaining our products to ensure customer satisfaction. In our customer's best interests, Telstra has embarked on a company wide transformation program that will see the rationalisation of our product set into enhanced customer centric offerings.

Securitel is a legacy product that operates over technology that will not be supported beyond December 2009. The decision to close this legacy service, incumbent with increasing costs, was done in conjunction with the release of Telstra Secure. Telstra Secure is a fully accredited Security Solution designed to exceed the capabilities of Securitel and provide a cost effective, flexible and robust solution to the security market.

Telstra maintains a premium quality PSTN network and takes any customer feedback on performance seriously, ensuring that all customer affecting faults are treated with high priority. Telstra also employs several diagnostic and proactive network monitoring utilities to ensure the performance and reliability of its PSTN networks. In order to ensure a high level of quality for all end to end services, Telstra is fully committed to ensuring that its PSTN networks conform to all of the required Australian Telecommunications Standards.

With any technology change comes risk, and if / when Telstra modernises our PSTN to operate over an IP network, ASIAL can be assured that a considerable amount of compliance testing will have been completed and any known variation to functionality that materially impacts our customers will be communicated to the market within appropriate timeframes.

No changes have yet been made to the way the PSTN operates nor has Telstra noted any recent degradation in performance of the PSTN. At this stage, Telstra does not anticipate any variance to functionality regarding line powering (-48V DC) or DTMF

based communications over the PSTN. The performance of security diallers and their interaction with Telstra's PSTN should be consistent with past experience.

The fixed line dialler market has been plagued with performance issues caused by faulty, aging or non standard dialler-receiver equipment. To add to this there have also been a variety of issues caused by customers who migrate their PSTN service to non Telstra providers who utilise Naked DSL or VOIP (Voice over IP) cores to manage their calls.

To date there has been no indication or customer report of an increase in issues effecting fixed line diallers.

If indeed there is an inexplicable increase in faults (on end to end Telstra services) then please advise the affected customers to contact Telstra either via their Account Executives or report a fault on 132 000. This process is how Telstra captures service issues and thereby applies appropriate resource teams to identify the root cause and develop service remediation programs.

Yours sincerely



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