FTTP Networks in South Brisbane and Velocity Estates

Roadmap and Schedule for Transition from Telstra to Uniti Group

This document contains **important information** about the Transition Roadmap and Schedule for end user customers and Telstra Wholesale customers currently using services on the Telstra Fibre to the Premises (FTTP) Networks in South Brisbane and Velocity Estates. It is also an important information source for end user customers and service providers who wish to buy or supply services using these Networks after transition is complete in one or more areas.

This document is evolving over time. Uniti Group (Uniti) and Telstra intend to update it regularly. Dates and times included in this document are a best estimate at the time this version of the document is issued. The date and version number of this document is listed immediately below. You must always check that you are referring to the **most recent version** of this document.

1 Version Control

Version	Description	Date
1.0	July 21 Release.	2 July 2021
2.0	September 21 Release Notes: Trial locations identified; transitioning FDH database alignment.	17 September 2021
3.0	December 21 Release Notes: Addition of RFS, OSP and OLCD; Details for end user customer transition appointment windows.	10 December 2021
4.0	March 22 Release Notes: schedule updated for operational efficiencies and anticipated weather-related impacts; end user customer transition appointment window shortened.	7 March 2022
5.0	June 22 Release Notes: definitions of Transition Window; outlining different operational transition approaches; more granular schedule; schedule date refinements and updates.	27 June 2022
6.0	July 22 Release Notes: schedule updated for soft launch (5-week delay) & scale transitions (6-week delay) due to identified experience impacting matters.	25 July 2022
7.0	October 22 Release Notes: Monday Disconnection FDHAs identified, schedule changes due to operational requirements, embedded Excel schedule.	07 October 2022
8.0	24 October 22 Release Notes: Schedule pause for 4 weeks & associated schedule changes due to customer experience and operational issues identified in first week of scale transition.	24 October 2022
9.0	December 22 Release Notes: Schedule changes due to customer experience and operational issues identified during scale transitions in November 2022. Schedule pause from 8 December 2022 to support a shift to a refreshed transition methodology which is expected to avoid the need for Opticomm technician appointments in most cases. Updated schedule for deferred transitions from November 2022. Remaining PONs will be rescheduled in early 2023.	21 December 2022
10.0	March 2023 Release Notes – new schedule for the 2023 restart, including updated transition methodology which avoids the need for Opticomm technician appointments to effect transition.	31 March 2023
11.0	16 June 2023 Release Notes – transition date adjustments for 23 PONs due to minor technical issues impacting customer experience.	16 June 2023
12.0	1 September 2023 Release Notes – based on operational experience, we have extended the maximum length of the Transition Window. Also, for PONs transitioning from May 2023, there has also been a correction in the Transition Schedule to the target transition date within the Transition Window.	1 September 2023
13.0	2 October 2023 Release Notes – minor schedule changes	2 October 2023
14.0	December 2023 Release Notes – minor schedule amendments, clarification of terminology.	1 December 2023
15.0	2 February 2024 Release Notes – schedule amendments due to technical issues impacting planned transitions.	2 February 2024
16.0	1 March 2024 Release Notes – minor past schedule amendments due to operational issues impacting planned transitions. Delays to Kalbarri (WA), Deeragun (QLD) and Goolwa (SA) exchange transition areas scheduled in late March 2024 due to unforeseen operational issues.	1 March 2024

2   Document Purpose

This document relates to the transition of services supplied over the Fibre to the Premises (**FTTP**) Networks in South Brisbane and the Velocity Estates originally built by Telstra (the **FTTP Networks**).

On 24 December 2020, Telstra sold the FTTP Networks to Uniti Group Limited (**Uniti**). As part of the transaction, Uniti's wholesale subsidiary, Opticomm, is upgrading the technology in these networks.

The primary purpose of this document (the **Transition Roadmap and Schedule**) is to provide information about how Opticomm and Telstra intend to transition services supplied using the FTTP Networks to the upgraded Opticomm network (**Opticomm's Upgraded FTTP Network**).

3   Background

Opticomm's upgrade of the technology in the FTTP Networks will give premises connected to Opticomm's Upgraded FTTP Network the potential to access an enhanced broadband product and service, including far greater initial and future high-speed plans.

Transition commenced with a soft launch in August 2022. Scale transitions commenced in November 2022. Transitions are taking place progressively on an area-by-area basis, based on its geographic location.

To ensure we could provide the best experience for transitioning customers, some transitions scheduled for November were deferred and were completed in February 2023. The remainder of the transition program was paused. Transitions restarted with a pilot in May 2023 followed by transitions at scale in July 2023.

During the pause to the transition program Telstra, Uniti, and Opticomm jointly agreed to make changes to the methodology for transitioning customers to provide a better customer experience. The change in approach involved a **refresh to the Transition Roadmap and Schedule**. Details on the refreshed approach can be found below.

4   Relationship between Uniti, Opticomm and Telstra

After a **Passive Optical Network Area** or **PON Area** is transitioned, Opticomm will become the Upgraded FTTP Network wholesale service provider. Telstra and Opticomm have worked together to develop the systems, processes, protocols, and network requirements to enable the physical network transition to occur.

Opticomm will not sell retail services in these areas. Opticomm will only act as the telecommunications wholesaler to other Retail Service Providers (**RSPs**). Like nbn, end user customers will receive services from an RSP.

Telstra will continue to provide retail services over Opticomm's Upgraded FTTP network however have decided not to offer wholesale services on Opticomm's Upgraded FTTP Network following transition. Current Telstra Wholesale customers wanting to supply services on the FTTP Networks in a PON Area after transition need to make arrangements with Opticomm to enable this (see Section 8 below).

5   Overview of the Transition Roadmap

The Transition approach is to break down the FTTP Networks into 9 broad geographic areas to optimise the execution of the Transition Schedule. These areas include Melbourne East, Melbourne West, South Brisbane, Southern Queensland (i.e., south of Brisbane), Northern Queensland (north of Brisbane), WA North (North of Perth), WA South (South of Perth), New South Wales and Regional Australia.

Transitions will happen progressively based on the geographic location of an area. Each PON Area covers small groupings of network locations (e.g., premises such as homes or offices) connected to a Fibre Distribution Hub (**FDH**). An FDH is an indoor or outdoor enclosure that houses the connection of fibre cables and other network equipment servicing the premises within its vicinity. A PON is a passive optical splitter capable of serving up to 32 customers, located inside an FDH.

In total, the FTTP Networks cover 596 FDH Areas, and over 3,000 PON Areas.

The **Transition Schedule** at the end of this document sets out the current indicative timeline for the planned transition of each PON Area. Transitions restarted with a pilot in May followed by transitions at scale in July 2023. To date, more than two thirds of the PONs have already been successfully transitioned. Most transitions are currently scheduled to complete by the end of March 2024, with 3 remaining exchanges transition dates to be confirmed.

The Transition Schedule and the associated transition processes seek to:

- Minimise disruption to the supply of services to end user customers as far as possible.

- Disconnect legacy services in an equivalent manner, regardless of whether the end user customer is a customer of Telstra or of a Telstra Wholesale customer.

- Provide for the equivalent treatment of all RSPs in Opticomm's processes for ordering and provisioning of services on Opticomm's Upgraded FTTP Networks.

- Ensure compliance with relevant legal and regulatory obligations.

It is intended that dates and other details in the **Transition Roadmap and Schedule will be released and updated regularly**, as Telstra and Opticomm refine systems, processes, protocols, and network requirements.

All versions of the Transition Schedule will include a **Transition Commencement Date**. The Transition Commencement Date is the earliest expected date on which services in a PON Area will be disconnected (**Disconnection Date**).

From the Transition Commencement Date, services will also be able to be activated on Opticomm's Upgraded FTTP Networks. For any given service, disconnection and connection are being planned to minimise disruption to end user customer services.

Other important dates included in the Transition Schedule for RSPs and end user customers include:

- Expected **Transition End Date** – The date when all remaining services in a PON Area are expected to be disconnected from the Telstra network (whether active services have transitioned networks or not), and service transition of the PON Area will be deemed complete;

- Expected **System Ready for Service (RFS)** – The date from which Opticomm's systems are expected to commence accepting and processing orders from RSPs for services at network locations within a transitioning PON Area;

- Expected **Order Stability Period Commencement (OSP)** – For the purpose of facilitating transition in an orderly manner and to allow Telstra time to clear any remaining pending orders (or modifications) before the transition commences, an Order Stability Period will be enacted such that no new orders can be placed on Telstra's legacy systems;

- **Transition Window** – generally expected to be a period of between 8 and 11 calendar days for each PON Area. Within the Transition Window, a target day (Monday to Thursday) will be specified during which service transitions for the PON Area are expected to occur. The Transition Window for a particular PON Area may be altered for operational reasons upon notice; and

- **Recommended Order By Date** – The point in time prior to (and including) the Disconnection Date by which Opticomm recommends RSPs place orders for services to be provisioned on Opticomm's Upgraded FTTP Network, to minimise the risk of a gap in service continuity.

6 If you are currently an end user customer on the FTTP Networks…

Your existing RSP will be in touch ahead of transition start date

Nothing changes with your existing services until the time comes to physically transfer your services over to Opticomm's Upgraded FTTP Network.

End user customers will be contacted by their existing RSP in the lead up to the Transition Commencement Date for their PON Area.

Your RSP will let you know what arrangements need to be made to transition your existing service from the Telstra FTTP Networks to Opticomm's Upgraded FTTP Network. This may include providing you with new plan selection options or sending you a replacement modem.

Your RSP will be responsible for informing you of the steps you will need to take to activate your service with them on Opticomm's Upgraded FTTP Network. If you don't currently have a broadband or voice service, or wish to change providers, you will be able to select from a number of RSPs offering services over Opticomm's Upgraded FTTP Network.

End user customers can find out more about the transition and when Opticomm will be available in your area by visiting https://www.opticomm.com.au/velocity.

How the transition works

To minimise end user customer service disruptions, Telstra and Opticomm have worked together to develop a new transition process, which has applied from May 2023.

The new process utilises the existing network equipment (the **Network Terminating Device** or **NTD**) already installed at the end user customer's premises. This NTD will either be located inside the premises (indoor NTD) or outside of the building (outdoor NTD). Re-use of the existing NTD means that transitions can be performed remotely, without the need for a technician to attend the end user customer's premises (unless a technical fault occurs).

Even though the new transition process re-uses the existing NTD, end user customers still need to select a plan and place an order with the RSP they want to receive services from on Opticomm's Upgraded FTTP Network before the Disconnection Date.

End user customers need to be aware of the following important information:

- On the Disconnection Date you may experience a short disruption before the new Opticomm service is activated.

- To receive voice services on the upgraded Opticomm network you may need to plug your phone into the appropriate port on the back of your modem. Your RSP will tell you if this is needed and will provide instructions on how to do this.

- Connected premises will either have an internal or external Velocity NTD. A premises Service Qualification is based on the NTD model installed at your premise.

- Your RSP will advise you what plans they can offer you based on your Service Qualification.

- If your NTD is located inside your premises, the maximum download speed plan you can order on Opticomm's Upgraded FTTP Network is 1Gbps.

- If your NTD is located on the outside of your building the maximum download speed plan you can order on Opticomm's Upgraded FTTP Network is 50 Mbps. After the transition takes place, you can book an appointment for your NTD to be upgraded, which will allow you to order higher speed plans (see below).

Your Transition Window

The transition schedule has been developed to optimise the transition experience and process for the entire network. To support the efficient transition of services to Opticomm's Upgraded FTTP Network, each PON Area will normally have a Transition Window of between 8 and 11 days. Previously the Transition Window was typically 4 days (Monday to Thursday). The extended period of up to 11 days (including 2 Fridays) provides greater flexibility to reschedule PONs not able to transition on their Expected Transition Commencement Date without impacting the overall schedule. Services that are not transitioned on the specified transition date within the Transition Window (e.g., because no order has been placed with an RSP for a service on Opticomm's Upgraded FTTP Network) **will be disconnected from the Telstra FTTP Networks**.

If your service has been disconnected from the Telstra FTTP Networks, orders for new services on the Opticomm's Upgraded FTTP Network can be made with your chosen RSP immediately. However, your Velocity service WILL NO LONGER continue to operate, and you are likely to experience **a gap in your service continuity.** A connection charge may apply if your service has been disconnected for more than 10 business days before it is connected to the upgraded network.

Ordering a higher speed if your NTD is located outside of your building

- If you wish to order a plan with a download speed of 100Mbps or higher, you can book an appointment for Opticomm to upgrade your outdoor NTD. You can do this by liaising with the RSP you have chosen for your service on Opticomm's Upgraded FTTP Network.

- This appointment will be carried out **after your premises transitions** to Opticomm's Upgraded FTTP Network. Once the new NTD is installed, your RSP can then place an order to upgrade your plan speed.

- Opticomm will provide the appointment for the removal and replacement of any Velocity ONT at no charge. You will need to ensure someone over 18 years of age is present during any required technician appointment whilst these works are carried out.

7 If you are an existing Telstra Wholesale Customer on the FTTP Networks…

Opticomm and Telstra will jointly publish and maintain the Transition Schedule (at the end of this document) for each PON Area which is intended to provide adequate notice in respect of each transitioning PON Area:

- System Ready For Service Date,

- Order Stability Period Commencement Date,

- Transition Commencement Date,

- Transition Window and expected Disconnection Date,

- Transition End Date, and

- Recommended Order By Date.

The Transition Schedule will determine the exit dates for your end user customers' services, as well as migration dates should you choose to migrate them to Opticomm. You will be provided a minimum of 12 months notification prior to the commencement of transition in the transitioning PON Area. The transition will occur in phases, by estate area or suburb, commencing no earlier than 1 July 2022.

The following table outlines the roles and responsible parties with regards to some key items.

Role	Responsible Party
Establishing the Disconnection Date for existing Telstra Wholesale Services and notifying these to Telstra Wholesale customers	Telstra
Establishing the Order Stability Period preventing new orders for legacy services from being placed, to facilitate an orderly transition	Telstra
Establishing the dates and processes for placing orders by RSPs for supply of services on Opticomm's Upgraded FTTP Network (e.g., System Ready For Service Date and Recommended Order By Date)	Opticomm
Setting wholesale charges for Opticomm access network Services	Opticomm
Processes for onboarding as an RSP with Opticomm – e.g., provisioning of Network Elements between FDHs and Points of Interconnect (POIs)	Opticomm
Notifying end user customers of Wholesale Customers about the Transition Commencement Date for their service and the steps they need to take to transition their service	Wholesale Customers
Ordering of New Opticomm access network Service Connection	RSPs

Commencing July 2021, Telstra Wholesale will provide our Wholesale Customers monthly reporting of their impacted services which will be downloadable from the Telstra Wholesale Customer Portal.

If you require further information about the transition or confirmation of services in specific PON Area locations, please contact your Telstra Wholesale Account Manager.

8   If you are an RSP wanting to sell services on the FTTP Networks after Transition…

Existing RSPs on the Opticomm access network will be able to sell services to addresses that are RFS as they appear on the RSP portal using their usual ordering method.

Telstra has decided not to offer wholesale services on Opticomm's Upgraded FTTP Network following transition. Current Telstra Wholesale customers wanting to supply services on the FTTP Networks in a PON Area after transition <u>need to arrange supply with Opticomm</u> (or an Opticomm RSP offering wholesale services on the upgraded Opticomm FTTP Networks).

If you are not a current Opticomm RSP and are wanting to sell services on Opticomm's networks (including on Opticomm's Upgraded FTTP Network in a PON Area that has transitioned), you will have to enter an RSP agreement with Opticomm and go through the onboarding process.

If you require further information about becoming an RSP with Opticomm, please complete the registration request at: https://www.opticomm.com.au/become-a-service-provider/

Transition Schedule from Telstra to Uniti Group

1 Document Purpose

The Transition Schedule provides key dates associated with the transition of services on the FTTP Networks to Opticomm. You should use it for this purpose only. You are not permitted to reproduce or republish any part of these documents without permission from Uniti and Telstra.

This current version of the Transition Schedule provides details on the following dates:

- Expected **Transition Commencement Date**. The Transition Commencement Date is the earliest expected date on which services in a PON Area will be disconnected (**Disconnection Date**).

- Expected **Transition End Date** – The date when all remaining services in a PON Area are expected to be disconnected from the Telstra network (whether active services have transitioned networks or not), and service transition of the PON Area will be deemed complete;

- Expected **System Ready for Service (RFS)** – The date from which Opticomm's systems are expected to commence accepting and processing orders from RSPs for services at network locations within a transitioning PON Area,

- Expected **Order Stability Period Commencement** (**OSP**) – For the purpose of facilitating transition in an orderly manner and to allow Telstra time to clear any remaining pending orders (or modifications) before the transition commences, an Order Stability Period will be enacted such that no new orders can be placed on Telstra's legacy systems,

- **Transition Window** – generally expected to be a period of between 8 and 11 days for each PON Area. Within the Transition Window, a target day (Monday to Thursday) will be specified during which service transitions for the PON Area are expected to occur. The Transition Window for a particular PON Area may be altered for operational reasons upon notice; and

- **Recommended Order By Date** – The point in time prior to (and including) the Disconnection Date by which Opticomm recommends RSPs place orders for services to be provisioned on Opticomm's Upgraded FTTP Network, to minimise the risk of a gap in service continuity.

All end user customer premises within an PON Area will be transitioned after the Expected Transition Commencement Date and before the Expected Transition End Date. During this period, **a Transition Window will be allocated for each PON Area**, which will vary based on the rolling transition schedule. Within the Transition Window, a target day will be specified during which service transitions for the PON Area are expected to occur. This is necessary to ensure that the required transition work can be completed efficiently with the objective to transition all premises onto Opticomm's Upgraded FTTP Network.

End user customers are encouraged to visit https://www.opticomm.com.au/Velocity/ and click the "check your address" link for precise dates when their transition window will occur for their premises.

2 Currency and accuracy of this Transition Schedule: please read

This Transition Schedule is intended to be **updated regularly**. Information in respect of transitioning PON Areas and dates will change over time. The dates provided in this Schedule are indicative only and should not be relied on as final timelines.

If you have a legacy service on the FTTP Networks which is due to be disconnected, you will receive notice about the disconnection from your existing RSP explaining the action you need to take.

As the Transition Schedule and Transition Roadmap will be updated periodically, you should check for new versions regularly, and you should always make sure you are referring to the most recent version.

Telstra and Uniti do not warrant or represent that the information set out in the Transition Schedule or Transition Roadmap is free from errors or omission.

3   Glossary

Capitalised terms used in this Transition Schedule have the following meanings given below, and, if not defined below, have the meanings given in the Transition Roadmap:

FDH Area	Fibre Distribution Hub Area – A network area comprising premises network locations (i.e., addresses) and non-premises network locations (e.g. public payphone, an ATM, traffic lights etc.) that are connected via local fibre to a single Fibre Distribution Hub (**FDH**).
Telstra Exchange Name	Local telephone exchange building where network equipment servicing the FDH Area is housed.
FDH Estate Name	Telstra identifying name indicating the locality in which an FDH resides.
Passive Optical Network (PON) Area	A network defined group of no greater than 32 premises, which resides within a FDH Area. This is indicated in the schedule as the **PON Area ID**.
Transition Commencement Date	The expected date in which the Transition for an PON Area is expected to commence.
Target Transition Date	The expected date in which the Transition for a PON Area is expected to be completed.
Transition End Date	The date when all remaining services in a PON Area are expected to be disconnected from the Telstra network (whether active services have transitioned networks or not), and service transition of the PON Area will be deemed complete. From September 2023, the period between the Transition Commencement Date and the Transition End Date for an PON Area will typically be between 8-11 days, depending on operational variables.
System RFS Date	The date from which Opticomm's systems are expected to commence accepting and processing orders from RSPs for services at network locations within a transitioning PON Area. Expected RFS dates will typically commence 10 weeks prior to the Transition Commencement Date for an PON Area and will never be less than 30 business days before the Transition Commencement Date.
Order Stability Period Commencement (OSP)	The period from which no changes will be made to Telstra's legacy systems for services in areas immediately prior to transition. OSPs will typically commence two weeks prior to the Transition Commencement Date for the PON Area and remain in place until the Transition End Date.
Transition Window	The period in which network transitions will occur, and a service technician appointment can be made for eligible premises to transition services from Telstra FTTP to the upgraded Opticomm access network. This will generally be a period of between 8 and 11 days. Any longer period will be detailed in the Transition Schedule. Within the Transition Window, a target day (Monday to Thursday) will be specified during which service transitions for the PON Area are expected to occur.
Recommended Order By Date	The point in time prior to (and including) the Disconnection Date by which Opticomm recommends RSPs place orders for services to be provisioned on Opticomm's Upgraded FTTP Network, to minimise the risk of a gap in service continuity. Orders for services placed after the Recommended Order By Date may not be provisioned until after the Transition for the PON Area.

4   Transition Schedule

Please download an online Excel version of the Transition Schedule "Telstra Uniti Transition Schedule v16.0.xlsx" here, or here.

Transition Schedule Legend

- Green = transition to Opticomm completed.

- Blue = scheduled transitions. Orders can be placed for each PON Area ID from the RFS date.

To search for details relating to individual premises, please visit: https://online.telco.opticomm.com.au/