

Catch-up managed disconnection arrangements for Extended Fire and Lift Services

Telstra and nbn co have agreed to implement a catch-up managed disconnection activity on remaining active services currently registered at Fire Alarm and Lift Phone (**FAL**) premises where the Rollout Region Disconnection Date (DD) has previously passed. These copper services are referred to below as **Extended FAL Services**.

To date, informal temporary extensions have been granted upon request to Extended FAL Services beyond standard Rollout Region DD to enable these services to be case managed for migration to replacement technology.

The managed disconnection arrangements for Extended FAL Services at premises whose Rollout Region DD occurred before 18 March 2022 will apply as follows:

- services will be subject to a **Catch-up FAL DD** on 18 March 2022;
- service disconnection will commence from 1 April 2022 (Catch-up FAL DD + 10 Business Days (BD)) and complete on 27 April 2022 (Catch-up FAL DD + 25 BDs);
- there will be no In-Train Order Period following the Catch-up FAL DD. **Migration activities must be completed before service disconnections commence to ensure service continuity for your end-user;** and
- Telstra Wholesale will not be proactively applying temporary suspension following the Catch-up FAL DD. If required, you have the option to place a temporary suspension via a LOLO request prior to the service disconnection.

Any remaining registered FAL services at premises whose Rollout Region DD occurs on or after 18 March 2022 will be subject to standard Rollout Region based managed disconnection arrangements that apply to standard copper services at in-scope premises. For clarification, these particular registered FAL services will not constitute Extended FAL services, given the Rollout Region DD for the associated premise either occurs on or after the Catch-up FAL DD.

Currently, Extended FAL Services are visible via your Service Profile and are marked as 'Fire and Lift'. We will shortly be updating your Service Profile to reflect the new disconnection arrangements by inserting "FAL DD – 18/03/2022" in the "Comments" field.

We strongly recommend that RSPs communicate with their end-users who are currently benefitting from the informal temporary extensions provided to Extended FAL Services. Given impacted end-users are likely to rely upon their Extended FAL Services to perform important safety functions, it is imperative that end-users understand:

- Catch-up FAL DD will occur on 18 March 2022;
- Their Extended FAL Services will cease to work after the Catch-up managed disconnection activity takes place;
- The need to engage with their ASP on identifying the most appropriate replacement solution, including the migration technology and the implications for their existing equipment; and
- The need to place an order for a replacement service with their chosen RSP based upon advice received from the ASP, with enough time to migrate prior to Catch-up FAL DD.
- Given the nature of where FAL services reside and that end-users may potentially be body corporates or corporations / entities, RSPs may wish to consider addressing postal communications to their end-users at both the billing and service location addresses,

together with electronic correspondence, to increase the likelihood that all end-users are sufficiently made aware.

More details regarding the background and rationale of the decision, plus further supporting information on assisting with migrating end-users can be found on this [document](#).