

On 15 May 2020, we notified you of our proposed arrangements to recommence managed disconnections following the conclusion of the COVID-19 moratorium from 1 July 2020. In turn, we proceeded to notify the ACCC of these arrangements in order to close out our in-place Force Majeure Event notice under the Migration Plan. In our communications to date, we have been careful to advise that we will continue to monitor the risks and restrictions posed by COVID-19 and only proceed with caution. We also advised we would let you know as soon as possible, in the event there are any changes to these proposed arrangements.

Together with NBN Co we wish to advise you that we are now introducing new arrangements for:

- Premises in Victoria included within the disconnection cohort previously granted a migration window of 80 BDs from 1 July 2020.
- A specific category of your end-customers who are particularly vulnerable at this time, being those who reside in registered Aged Care and Nursing Home Facilities either in Victoria, or in other states and territories where lock-down or site restrictions are being enforced.

These changes reflect concerns raised to us by RSPs in respect of recent developments with the COVID-19 situation in Victoria (i.e. State of Disaster declaration), and the implications for their currently scheduled disconnection arrangements.

Premises in Victoria included within the disconnection cohort previously granted a migration window of 80 BDs from 1 July 2020.

Together with NBN Co, we have agreed to defer the scheduled disconnection arrangements for premises in the state of Victoria with remaining active services as follows:

Cohort of Premises in Victoria impacted:	Status	Lead time from 1 July 2020 until Service Disconnection step completes:	Service Disconnection commences from:	Service Disconnection step completes:
1. All Waves up to and including Wave 67 i.e. DD's up to 17-Jan-2020.	Existing	80 BDs	16-Oct-2020	22-Oct-2020
2. Changed Technology SS Premise with an Extension Date up to 30-Jun-2020.				
3. Frame Relay and ISDN SS In-Train Order Premises subject to the 30-Sep-19 SS DD (i.e. FTTP, FTTB and FTTN).	Proposed	120 BDs	14-Dec-2020	18 Dec-2020

These proposed arrangements above will therefore align the disconnection milestones and timings for all waves up to wave 67, with the existing scheduled arrangements currently in place for waves 68, 69 and 70 (as previously advised). Details of these revised disconnection arrangements will be communicated in your Service Profile, with "DAL – 14/12/2020", within the Comments column as soon as practicable.

Request for assistance identifying LOC-IDs associated with registered Nursing Homes and Aged Care facilities and arrangements applying at these locations:

We are particularly concerned for the health and wellbeing of end-customers within registered Nursing Homes and Aged Care facilities either in Victoria or in other states and territories where lock-down or site restrictions are being enforced. From the perspective of arranging migrations to the nbn, we are aware that field technicians may be prevented from gaining access to these sites to undertake the necessary work to successfully connect. We are also aware that residents, their families and staff at these facilities have more urgent priorities at this time.

To assist us to identify all impacted end-customers for further protection from scheduled disconnection arrangements, we request you to please notify us of:

- All LOC IDs associated with your end-customers with remaining active copper or HFC based services located in Victoria, who you understand are located within a registered Nursing Home or Aged Care facility
- Any LOC IDs associated with your end-customers with remaining active copper-based or HFC based services located in other states and territories within Australia, who you understand are located within a registered Nursing Home or Aged Care facility which is currently subject to lock-down or restricted access

We request the LOC IDs at these facilities only be provided where the remaining active copper or HFC service is currently in scope of managed disconnection during the 2020 calendar year (i.e. up to and including Wave 78 (DD 13-Nov-2020)). Please contact the TW Managed Disconnections mailbox if you have any services that require protection including the following information for each facility:

- Registered name of Nursing Home or Aged Care facility
- LOC ID
- Service Numbers
- Address
- Disconnection Date

We will proceed to protect identified premises from managed disconnection activity for the foreseeable future until formalised arrangements can be developed together with NBN Co. We will keep you informed and provide sufficient notice of when managed disconnections will recommence.

Status of arrangements for other premises subject to upcoming Disconnection Dates

At this current time, with an exception for those premises within registered Nursing Homes and Aged Care facilities described above, there is no change proposed to the arrangements for the upcoming Disconnection Dates (i.e. from 11-Sep-2020 and beyond). nbn-connection orders can still be submitted for these premises so they will receive the protection afforded by the In-Train Order Period, being up to 150 BDs post Disconnection Date. For cases of vulnerable customers or exceptional circumstances where this is not possible, please notify the TW Managed Disconnections mailbox per the existing escalation process.

Next Steps:

Taking account of the information we receive from RSPs in respect of LOC IDs at Nursing Homes and Aged Care facilities, we will continue to work with NBN Co to develop the new disconnection arrangements that will apply for premises outlined above. This will be communicated to you as soon as possible in order to provide certainty of the agreed approach. Further, we also appreciate that you may now need to reconsider your current approach to communicating disconnection arrangements with end-customers impacted by the arrangements above.

We will continue to monitor the broader risks and restrictions posed by COVID-19. Any additional material changes to our broader approach communicated to on 15 May 2020, including as a result of our interaction with the ACCC under the Migration Plan, will be advised to you as soon as possible.

For any further information, please contact your Service Manager.