

---

## Disconnection Processes for MDU Common Areas

### 1 Background

MDU Common Areas (**MDU CAs**) are the subject of an ongoing disconnection deferral under the Migration Plan. This deferral provides for mandatory disconnection to occur at or before 24 months after the End of Rollout Date as defined in the Migration Plan. That date is referred to as the MDU CA Disconnection Date (**MDU CA DD**). When the End of Rollout Date occurs, Telstra will publish that date and the MDU CA DD.

In accordance with clause 1.4(e) of the Migration Plan (**Plan**), this document sets out the disconnection processes that will apply to any MDU CAs that remain connected to Telstra legacy copper and HFC networks as at the MDU CA DD.

#### **Explanatory note 1: Disconnection process following MDU CA DD**

The Migration Plan currently provides that MDU CAs must be disconnected on or before the MDU CA DD (which is 24 months after the End of Rollout date). Telstra and nbn co have subsequently agreed to amend this arrangement to align with disconnection processes for regular rollout regions and special service disconnection dates – that is, to have a primary disconnection window of 55BDs that occurs after the MDU CA DD. Telstra intends to vary 1.4 (e) of the Migration Plan to support this.

---

### 2 Application

#### 2.1 Application of these disconnection processes

- (a) For clarity, disconnection processes contained in this document only apply to MDU CAs which have a Rollout Region Disconnection Date occurring before the MDU CA DD.

---

### 3 Disconnection arrangements

#### 3.1 Disconnection Date for MDU Common Areas

- (a) The Disconnection Date for MDU CAs will be on or before the date that is the later of 24 months after the End of Rollout Date, and the date that is 20 Business Days after the Disconnection Date for the relevant Rollout Region (per 8.1 (b)).

---

### 4 Communication with Wholesale Customers prior to Disconnection of MDU Common Areas

#### 4.1 6 Month SS Disconnection Lists notified to Wholesale Customers

- (a) Where Telstra continues to supply Copper Services or HFC Services to a Wholesale Customer at a MDU CA 6 months before the MDU CA DD, Telstra will notify that Wholesale Customer of those relevant MDU CAs which Telstra expects to be subject to disconnection during the MDU CA Principal Disconnection Window (**6 Month MDU CA Disconnection List**), whether or not Telstra had already provided earlier notification of disconnection to that Wholesale Customer.

- (b) Telstra will use reasonable efforts to notify Wholesale Customers of the 6 Month MDU CA Disconnection List within 5 Business Days of the 6 Month MDU CA Disconnection List being produced by Telstra Operations.

#### **4.2 Dispute process**

- (a) Within 20 Business Days of Telstra providing a Wholesale Customer with a 6 Month MDU CA Disconnection List, the Wholesale Customer may notify Telstra of any MDU CAs on the 6 Month MDU CA Disconnection List which the Wholesale Customer considers should not be subject to Managed Disconnection during the MDU CA Principal Disconnection Window due to a data error in respect of the service information associated with an MDU CA on the 6 Month MDU CA Disconnection List.
- (b) The Wholesale Customer may not raise a dispute in respect of an MDU CA on the 6 Month MDU CA Disconnection List on any basis other than as set out in subparagraph (a) above. For clarity, any concern as to whether or not a relevant MDU CA is passed or NBN Serviceable should be referred by a Wholesale Customer to NBN Co or their wholesale provider over the NBN.
- (c) Telstra will respond to any dispute notified to it by a Wholesale Customer under clause 4.2 within 10 Business Days of receiving notice (or as extended by agreement with the Wholesale Customer) and will notify the Wholesale Customer whether or not Telstra agrees to reflect the requested change in the 3 Month MDU CA Disconnection List (referred to in clause 4.2(e)).
- (d) If Telstra does not agree to reflect the change in the 3 Month MDU CA Disconnection List, as requested by a Wholesale Customer, the parties will use reasonable endeavours to resolve the issue.
- (e) If the parties have failed to resolve a dispute as to whether a MDU CA is to be included in the 3 Month MDU CA Disconnection List by the date which is 5 Business Days before the 3 Month MDU CA Disconnection List is due to be notified to Wholesale Customers under clause 4.3(c), then Telstra is permitted to include the disputed MDU CA in the 3 Month MDU CA Disconnection List.
- (f) If the MDU CA is in a Rollout Region which has a Disconnection Date which is after the MDU CA DD, then the dispute process set out in clause 3.2 of Required Measure 2 will apply.

#### **4.3 Further MDU CA Disconnection Lists notified to Wholesale Customers**

- (a) Telstra will update the 6 Month MDU CA Disconnection List each month up until the date that is two months before the MDU CA DD to include any active MDU CA Telstra continues to supply to a Wholesale Customer which Telstra expects to be subject to disconnection during the MDU CA Primary Disconnection Window (**Further MDU CA Disconnection List**).
- (b) Where Telstra continues to supply a Copper Service or HFC Service at an MDU CA to a Wholesale Customer that is included on a Further MDU CA Disconnection List, Telstra will notify that Wholesale Customer of that Further MDU CA Disconnection List, irrespective of whether or not Telstra had already provided any earlier notification of disconnection to that Wholesale Customer.
- (c) Telstra will use reasonable efforts to notify Wholesale Customers of each Further MDU CA Disconnection List within 5 Business Days of the relevant Further Disconnection List being produced by Telstra Operations.

- (d) Notification to Wholesale Customers will be provided via the Wholesale Customer Portal.
- (e) The Further MDU CA Disconnection List updated at the date that is 3 months prior to the MDU CA DD is also known as the 3 Month MDU CA Disconnection List.

#### **4.4 Notification of disconnection to Wholesale Customers where the Disconnection Date for the Rollout Region is after the MDU Common Area Disconnection Date**

- (a) Where the Disconnection Date for a Rollout Region is after the MDU CA DD Telstra will notify Wholesale Customers of those relevant Services which Telstra expects to be subject to disconnection in accordance with the communication process set out in clause 3 of Required Measure 2.

---

## **5 Commencement of Disconnection of MDU Common Areas**

### **5.1 MDU CA Final Disconnection List**

- (a) As soon as Telstra is notified by NBN Co of Premises that do not form part of the final Fixed Footprint List, Telstra will update its database accordingly.
- (b) Telstra Operations will create a list specifying all the MDU CAs that remain active at Premises in the final Fixed Footprint List, as understood by Telstra as at the date that is 1 month before the MDU CA DD (the **MDU CA Premises Address List**).
- (c) Following creation, the MDU CA Premises Address List will have the following Premises and Copper Services removed:
  - (i) MDU CAs in a Rollout Region for which a Disconnection Date will not occur before the MDU CA DD;
  - (ii) Any Special Services which will not have been subject to disconnection obligations prior to the MDU CA DD;
  - (iii) any Copper or HFC Services supplied to Affected Premises in the Rollout Region on the Disconnection Date for MDU CAs but only to the extent that Telstra is prevented by law from ceasing the provision of those Copper Services to that Affected Premises and disconnecting the Premises;

and will be the **MDU CA Final Disconnection List**.

### **5.2 Final Notification for Wholesale Customers before the Disconnection Date**

- (a) Telstra Wholesale will notify Wholesale Customers of any Wholesale Services supplied at MDU CAs on the MDU CA Final Disconnection List that are to be disconnected in the course of Managed Disconnection during the MDU CA Principal Disconnection Window.
- (b) Telstra will use reasonable efforts to notify Wholesale Customers of the MDU CA Final Disconnection List within 5 Business Days of the MDU CA Final Disconnection List being produced by Telstra Operations.
- (c) Notification to Wholesale Customers will be provided via the Wholesale Customer Portal.

---

## 6 Disconnection of MDU Common Areas

### 6.1 Disconnection arrangements

Telstra will:

- (a) disconnect all MDU CAs that are required to be disconnected as set out in the MDU CA Final Disconnection List during the MDU CA Principal Disconnection Window.

---

## 7 Managed Disconnection of MDU Common Areas

### 7.1 Managed Disconnection

- (a) For the purposes of these processes, the **MDU CA Principal Disconnection Window** refers to the period on and from 1 Business Day after the MDU CA DD up to and including the date that is 55 Business Days after the MDU CA DD.
- (b) Telstra will disconnect:
  - (i) all MDU CAs that are required to be disconnected as set out in the MDU CA Final Disconnection List during the MDU CA Principal Disconnection Window; and
- (c) Disconnections during the MDU CA Principal Disconnection Window will occur in two stages:
  - (i) service disconnection; followed by,
  - (ii) permanent disconnection.

The process involved in each stage is described in clauses 7.2 and 7.4.

### 7.2 Service disconnection

- (a) Upon receiving the MDU CA Final Disconnection List from Telstra Operations, Telstra will commence the disconnection of all MDU CAs on that list supplied to a Wholesale Customer on the date that is 10 Business Day after the MDU CA DD and where practicable, complete disconnection of these services by the date that is 25 Business Days after the Disconnection Date (**MDU CA Service Disconnection Phase**).
- (b) Telstra Wholesale carries out the MDU CA Service Disconnection Phase in order to prepare all relevant MDU CAs that appear on the MDU CA Final Disconnection List for permanent disconnection, for example by:
  - (i) rejecting and removing all pending orders from Telstra's systems;
  - (ii) carrying out all required steps to disconnect the Copper Services in Telstra's provisioning and billing systems; and
  - (iii) monitoring and managing any errors occurring during the first two steps (i) and (ii) above throughout the Service Disconnection Phase.

### 7.3 Reconnection where disconnection not required

- (a) For clarity, nothing in these processes limits Telstra's ability to build a new Copper Path or Reconnect a Copper Path or HFC Line to a Premises where the pre-

existing Copper Path or HFC Line was not required to be disconnected in accordance with clause 19 of the Plan.

#### 7.4 Permanent disconnection

- (a) After the MDU CA Service Disconnection Phase and up until the end of the relevant MDU CA Principal Disconnection Window, Telstra Operations will perform permanent disconnection of the relevant Copper Paths and HFC Lines within Telstra's systems for all MDU CAs that appear on the MDU CA Final Disconnection List.
- (b) Permanent disconnection of all MDU CAs appearing on the MDU CA Final Disconnection List will occur regardless of activities completed during the preceding MDU CA Service Disconnection Phase.
- (c) Telstra Operations will manage the permanent disconnection processes on a day-to-day basis during the permanent disconnection phase to efficiently allocate available resources and respond to operational issues as they arise. This may require Telstra to change the sequencing of disconnection of Services on the MDU CA Final Disconnection List during the permanent disconnection phase. Telstra is not required to assign a specific date for permanent disconnection of each Service within the MDU CA Principal Disconnection Window.
- (d) Telstra will monitor each Rollout Region to ensure that all MDU CAs on the MDU CA Final Disconnection List are permanently disconnected by as soon as reasonably practicable after the end of the MDU CA Principal Disconnection Window.
- (e) Where disconnection orders are identified as having not been processed due to an error, these will then be corrected and re-submitted into Telstra's systems. A check will be conducted to ensure the service is disconnected. This process will be repeated until the relevant MDU CA is permanently disconnected.

---

## 8 Disconnection of Remaining Premises

### 8.1 Disconnection of MDU Common Areas in regions with a Disconnection Date after the MDU Common Area DD

- (a) In accordance with clause 1.4(e) of the Plan, if the Disconnection Date for a Rollout Region in which an MDU CA is being supplied is after the MDU CA DD, then Telstra will disconnect any existing MDU CAs following the Rollout Region Disconnection Date using the same disconnection processes that apply to standard services in Required Measure 2.
- (b) For the purposes of these remaining premises, the disconnection will commence from the period on and from 1 Business Day after the relevant RRDD up to and including the date that is 20 Business Days after the RRDD.

#### **Explanatory note 2: MDU CAs in rollout regions with a DD after the MDU CA DD**

The process outlined in 8.1 (b) above is different to the disconnection processes that apply to other premises in rollout regions with an RRDD that falls after the MDU CA DD. It is Telstra's intention to vary clause 1.4 (e) of the Migration Plan at a future time to align the disconnection of MDU CAs covered by 8.1 (b) above with the processes that apply to other services in those rollout regions (i.e. the processes in Required Measure 2 of the Migration Plan).