

Required Measure 5(F) – Disconnection Process for Special Services and Special Service Inputs for Private Payphones (ELQ) Products within the Access Services Families Payphones and Customer Operated Payphones

1 Background

Telstra has announced that it has decided to exit private payphones products (“**Private Payphones (ELQ) Products**”) across all geographic regions for Wholesale Customers and Retail Customers due to the products no longer being commercially viable. Private Payphone (ELQ) Products includes the Private Payphones Complete service and Payphone Line Complete service.

Consistent with Telstra’s product exit announcement, Telstra will apply a ‘stop sell’ across all Private Payphones (ELQ) Products. This Required Measure 5(F) applies to the:

- (a) the Retail Special Service Classes Private Payphones (ELQ) (P), (B), (N), (H) and (C) (in the Access Service Family “Payphones”) and Special Service Inputs that are Service Equivalent to those Special Service Classes;
- (b) the Wholesale Special Service Classes Private Payphones (ELQ) (P), (B), (N), (H) and (C) (in the Access Service Family “Customer-operated payphones”) and Special Service Inputs that are Service Equivalent to those Special Service Classes,

(each a “**Covered SS Class**” and together the “**Covered SS Classes**”); and

- (c) any other Private Payphones (ELQ) Products remaining in the Access Service Family “Payphones” or “Customer-operated payphone” irrespective of the access technology used or proposed to be used to connect these services to the nbn

(the “**Remaining Private Payphones (ELQ)**”).

For the purposes of this Required Measure, Copper Services within the Covered SS Classes and Remaining Private Payphones (ELQ) are collectively referred to as “**Covered Private Payphones**”.

The Disconnection Date:

- (a) in accordance with clause 22.1(b) of the Plan, for each Covered SS Class; and
- (b) for all Remaining Private Payphones (ELQ),

is 30 November 2021 (**Final ELQ Exit Date**).

The key phases of the product exit in the lead up to the Final ELQ Exit Date are:

- (c) the product exit for Private Payphones (ELQ) Products was announced to both Wholesale Customers and Retail Customers in May 2019;
- (d) there has been a cease sale in place on and from 1 November 2019 for both Wholesale Customers and Retail Customers:

- i. who are new customers (who do not acquire Private Payphones (ELQ) Products from Telstra); and
 - ii. who are existing customers (who already acquire Private Payphones (ELQ) Products from Telstra); and
 - (e) existing Wholesale Customers and Retail Customers will be unable to make any moves, adds or changes to Covered Private Payphones on and from 20 Business Days prior to the Final ELQ Exit Date.
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2 Application

2.1 Application of this Required Measure 5(F)

- (a) This Required Measure 5(F) applies to the Covered Private Payphones on a nationwide basis and applies regardless of nbn Access Technology. This means that, following the Final ELQ Exit Date, all Covered Private Payphones will be exited at the Final ELQ Exit Date and those services disconnected in accordance with clause 7.3 of this Required Measure 5(F) irrespective of:
 - (i) whether the Direct Special Service or Special Service Input is in a Covered SS Class supplied in a Rollout Region with a Disconnection Date after the Final ELQ Exit Date;
 - (ii) whether the Direct Special Service or Special Service Input is supplied to a Premises within or outside of the Fixed Line Footprint for a Rollout Region and regardless of the Rollout Region within which a particular Premises is located;
 - (iii) the Access Technology that NBN Co has notified Telstra it has used or proposes to use to make a Premises within the Fixed Line Footprint in a Rollout Region NBN Serviceable;
 - (iv) whether NBN Co introduces a new type of Access Technology to make Premises NBN Serviceable;
 - (v) notwithstanding clause 1.4 of the Plan, whether the Direct Special Services and Special Service Inputs of a Covered SS Class terminates at an MDU Common Area.
- (b) This Required Measure 5(F) does not apply to the following SS Classes:
 - (i) the Retail Special Service Classes Public Payphones (ELP) (P), (B), (N), (H) and (C) (in the Access Service Family “Payphones”) and Special Service Inputs that are Service Equivalent to those Special Service Classes; and
 - (ii) the Wholesale Special Service Classes Private Payphones (ELR) (P), (B), (N), (H) and (C) (in the Access Service Family “Customer-operated payphones”) and Special Service Inputs that are Service Equivalent to those Special Service Classes.

3 Disconnection Date for the SS Classes

3.1 Disconnection Date for each Covered SS Class

- (a) The Disconnection Date for Covered Private Payphones is the Final ELQ Exit Date.
- (b) As required by the Plan, the Final ELQ Exit Date is the same in respect of Retail Customers and Wholesale Customers.

4 Commencement of 'stop sell'

4.1 'Stop sell' for the Covered SS Class

On and from 1 November 2019 Telstra will not supply any new Covered Private Payphones.

5 Period after which no moves, adds or changes can be made

5.1 No adds, moves or changes

Telstra will apply a period from the date that is 20 Business Days before the Final ELQ Exit Date for Covered Private Payphones until the relevant service is disconnected in accordance with this Required Measure 5(F) ("No Change Period").

5.2 Exceptions to the No Change Period

During the No Change Period, Telstra will not process any order types it receives in respect to moves, adds or changes to Covered Private Payphones except:

- (a) orders for disconnection of Covered Private Payphones (including orders for number portability or other service requests which result in or are associated with disconnection);
- (b) order types listed in Attachment A; and
- (c) order types for Covered Private Payphones that are subject to an Order Stability Proposal which has been implemented under the Plan.

6 Communication with Wholesale Customers prior to the Final ELQ Exit Date

6.1 Private Payphones (ELQ) Services Lists

- (a) Telstra will provide the following to each Wholesale Customer who continues to acquire a Special Service or Special Service Input in a Covered SS Class:
 - (i) an Initial Private Payphones (ELQ) Services List in March 2021 which includes all active Covered Private Payphones which Telstra expects to be subject to disconnection from the Final ELQ Exit Date;

- (ii) once per month from April 2021 until the Final ELQ Exit Date, an updated list which includes any remaining active Covered Private Payphones Telstra expects to be subject to disconnection from or before the Final ELQ Exit Date;
- (iii) once during December 2021, an updated list generated on the Final ELQ Exit Date which includes any remaining active Covered Private Payphones as at the Final ELQ Exit Date that Telstra expects to be subject to disconnection from the Final ELQ Exit Date (the “**Final Private Payphones (ELQ) Services List**”); and
- (iv) once per month from January 2022 until April 2022, an updated list which includes any remaining Active Private Payphones (the “**Remaining Active Private Payphones (ELQ) Services List**”),

together the **Private Payphones (ELQ) Services Lists**.

- (b) Telstra will provide the Private Payphones (ELQ) Services Lists irrespective of whether or not Telstra has already provided any earlier notification of disconnection to that Wholesale Customer.

6.2 Dispute process

- (a) A Wholesale Customer may notify Telstra of any service on a Private Payphones (ELQ) Services List which the Wholesale Customer considers should not be subject to disconnection in accordance with the processes for raising complaints and disputes outlined in its supply agreement with Telstra.
- (b) The Wholesale Customer may not raise a dispute in respect of services on a Private Payphones (ELQ) Services List on the basis of any concern as to whether or not a relevant Premises is passed or NBN Serviceable.
- (c) Telstra will respond to any dispute notified to it by a Wholesale Customer under clause 6.2(a) in accordance with the processes outlined in the relevant supply agreement.
- (d) If the parties have failed to resolve a dispute as to whether a service is subject to disconnection by the date which is 15 Business Days before the Final ELQ Exit Date, then Telstra is permitted to treat the service as being a Covered Private Payphone and disconnect that service.

7 Disconnection of Covered Private Payphones

7.1 Suspension of Service at Final ELQ Exit Date

- (a) Telstra will suspend each active Covered Private Payphone, where practicable, within 1 Business Day after the Final ELQ Exit Date except where:
 - (i) an order or request for the supply of a NBN Service or other replacement service for the active Covered Private Payphone at the relevant Premise has been received by Telstra prior to the Final ELQ Exit Date; or
 - (ii) Telstra has been notified by a Wholesale Customer that the relevant end user has ordered or requested a replacement service for the active Covered Private Payphone at the relevant Premise.

7.2 Active Private Payphones

- (a) If, on or before the date that is 13 Business Days after the Final ELQ Exit Date:
 - (i) an order or request for the supply of a NBN Service or other replacement service for the active Covered Private Payphone at the relevant Premise has been received by Telstra; or
 - (ii) Telstra has been notified by a Wholesale Customer that the relevant end user has ordered or requested a replacement service for the active Covered Private Payphone at the relevant Premise,

that Covered Private Payphone is an “**Active Private Payphone**”. For the avoidance of doubt, a Covered Private Payphone which was exempt from suspension under clause 7.1(a) is also an Active Private Payphone.

- (b) For each Active Private Payphone:
 - (i) subject to clause 7.2(c), Telstra may continue to supply that Active Private Payphone (including, where necessary, by Restoring any active Copper Service) until the date that Telstra must disconnect that Active Private Payphone under clause 7.3(b)(ii) of this Required Measure; and
 - (ii) Telstra must complete disconnection in accordance with clause 7.3(b)(ii) of this Required Measure.
- (c) If Telstra receives an order from a Retail Customer or Wholesale Customer to disconnect an Active Private Payphone, Telstra will disconnect that Active Private Payphone as soon as practicable after Telstra receives the disconnection order.

7.3 Disconnection of Covered Private Payphones

- (a) Subject to clause 7.3(c), Telstra will disconnect all Covered Private Payphones that are required to be disconnected from the Final ELQ Exit Date as set out in the Final Private Payphones (ELQ) Products Services List.
- (b) Subject to clause 7.3(c), Telstra will commence the disconnection of:
 - (i) all Covered Private Payphones on the Final Private Payphones (ELQ) Products Services List that are not Active Private Payphones on the date that is 14 Business Days after the Final ELQ Exit Date and complete disconnection of these services as soon as reasonably practicable; and
 - (ii) all remaining Active Private Payphones on the date that is 100 Business Days after the Final ELQ Exit Date and complete disconnection of these services as soon as reasonably practicable.
- (c) Notwithstanding clauses 7.3(a) and 7.3(b) of this Required Measure 5(F) but without limiting or restricting any obligation owed by Telstra to NBN Co under a Definitive Agreement, Telstra may defer commencement of disconnection of a Covered Private Payphone beyond the Final ELQ Exit Date if Telstra, acting reasonably and in accordance with the objectives in clause 2.1(d) and (e) of the Plan, considers this is required to minimise disruption to the supply of fixed-line carriage services in accordance with the objective in clause 2.1(b) of the Plan.

7.4 Reconnection where disconnection not required

For clarity, nothing in this Required Measure limits Telstra's ability to build a new Copper Path or Reconnect a Copper Path to a Premises where the pre-existing Copper Path was not required to be disconnected in accordance with clause 19 of the Plan.

Attachment A Excluded Order Types

Order Description	Service Restriction application from the commencement of the No Change Period
<p>Apply exchange based barring and suspension</p>	<p>These order types will not be blocked during the No Change Period for both Wholesale and Retail customers.</p> <p>Note that Telstra's business-as-usual timeframes will apply to the processing of any orders received during the No Change Period. In the event the order is received and not completed prior to the Final ELQ Exit Date, the service will be disconnected as per the disconnection requirements.</p>
<p>Order and service remediation, reversals, reconnections for error or credit management purposes</p> <p>Any remediation needed to provide service continuity during the No Change Period. For example, where it becomes evident an error was made in provisioning, where a service is incorrectly ported out causing a service disconnection which then needs to be restored, credit management issues arising from the need to restore services that have previously been barred or suspended due to credit purposes, fault rectification and / or service restoration.</p>	
<p>Changes to Service Details for nuisance calls and silent line requests</p> <p>Telstra is permitted to process requests to change a telephone listing so that it will not be published in Telstra's directories, or to allow a change of telephone number in the event of nuisance calls, as per Telstra's standard process.</p>	
<p>Orders that are received prior to the commencement of the No Change Period</p> <p>For example, In-flight orders.</p>	
<p>Further changes to service details relating to Name or Directory Listing relating to specific personal circumstances</p> <p>Telstra is permitted to process changes to service details relating to Name or Directory Listing to reflect a change in personal circumstances, arising from:</p> <ul style="list-style-type: none"> • changes in account holder name e.g., maiden to married name; or • changes in account ownership to a related party such as a spouse / partner as a result of death / relationship break-down. 	
<p>Bulk churns or transfers of copper services arising from industry mergers and acquisitions</p>	

Exchange Based Virtual Services

Telstra is permitted to process requests for Exchange Based Virtual Services including:

- Number Redirection and Messagebank; Reservation;
- Messagebank Away and Messagebank Virtual;
- Inbound products (13xx, 18xx, 19xx); and
- Utilised by Law Enforcement Agencies.

Modification orders

Telstra is permitted to process modification orders to move the service to a standard copper service, however for Services within the Fixed Line Footprint Telstra will only permit these orders if:

- they are received by Telstra before the Disconnection Date for the Rollout Region in which the Service is located; and
- they are accompanied by an order for an NBN Service or, where the modification order relates to an end user of a Wholesale Customer, the order is accompanied by an order for an NBN Service or a notification from the Wholesale Customer that the end user has ordered or requested a NBN Service to replace the active Covered Private Payphone at the relevant Premise.

Orders for configuration, software and record changes to services.

Both Wholesale and Retail customers will be able to place orders for configuration, software and record changes during the No Change Period.