Schedule 4   Special Services

1   Direct Special Services

(a)   Subject to any condition specified in column 3 for that item, each of the carriage services that is specified in an item of column 1 of Table 1 is a Direct Special Service, including:

   (i)   any of the products and Product Bundles provided by means of those carriage services which are specified in column 3 of Table 1; and

   (ii)   with the exception of the carriage services specified at item 10 of Table 1 — any other products or Product Bundles which are subsequently provided by means of Direct Special Services falling within those Access Service Families.

(b)   Each of the carriage services that is specified in an item of column 1 of Table 2 is a Direct Special Service, including:

   (i)   any of the products and Product Bundles provided by means of those carriage services which are specified in column 3 of Table 2; and

   (ii)   any other products or product bundles which are subsequently provided by means of Direct Special Services falling within those Access Service Families.

(c)   The SS Classes listed in column 2 of Table 1 and 2 are the Direct Special Services within each Access Service Family, divided up by reference to the types of Access Technology that NBN Co has used or proposes to use to make a Premises NBN Serviceable, as notified by NBN Co from time to time.

(d)   If NBN Co has not given notice of the Access Technology which it has used or proposes to use to make a particular Premises within the Fixed Line Footprint in a Rollout Region NBN Serviceable, a 'default' Access Technology will apply to that Premises which is the most common Access Technology which NBN Co has used or proposes to use to make Premises within the Fixed Line Footprint in that Rollout Region NBN Serviceable until NBN Co confirms the actual Access Technology that it proposes to use to make those Premises NBN Serviceable.

(e)   When NBN Co notifies Telstra of a new Access Technology, new SS Classes corresponding to that Access Technology are added to each Access Service Family automatically pursuant to clause **Error! Reference source not found.**.

Table 1 – Direct Special Services (Retail)

Item	Column 1 Access Service Family	Column 2 SS Class	Column 3 Product Bundles	Column 4 Condition
1	DDS Fastway	• DDS Fastway – P • DDS Fastway – N	• DDS Fastway • DDS Flexnet	

Item	Column 1 Access Service Family	Column 2 SS Class	Column 3 Product Bundles	Column 4 Condition
		• DDS Fastway – B • DDS Fastway – H	• DDS Local Area Service (LAS)	
2	Frame Relay	• Frame Relay – P • Frame Relay – N • Frame Relay – B • Frame Relay – H	• Frame Relay • Business IP Frame Relay • Connect IP Frame Relay • GBIP (proxy)	
3	Megalink	• Megalink – P • Megalink – N • Megalink – B • Megalink – H	• Megalink	
4	CustomNet Spectrum	• CustomNet Spectrum – P • CustomNet Spectrum – N • CustomNet Spectrum – B • CustomNet Spectrum – H	• CustomNet Spectrum	
5	Ethernet Lite BDSL	• Ethernet Lite BDSL – P • Ethernet Lite BDSL – N • Ethernet Lite BDSL – B • Ethernet Lite BDSL – H	• Ethernet Lite • Business IP Ethernet Lite • Connect IP Ethernet Lite • GBIP (Government Broadband IP) • 1 touch video	
6	ISDN10/20/30	• ISDN10/20/30 – P • ISDN10/20/30 – N • ISDN10/20/30 – B • ISDN10/20/30 – H	• ISDN10/20/30 BusinessLine • ISDN Dual Node • ISDN Diverse Access • Business Connect /2 • Business Options Connect	

Item	Column 1 Access Service Family	Column 2 SS Class	Column 3 Product Bundles	Column 4 Condition
			• Business Premium Connect Corporate Connect	
			• All-4-Biz	
7	ISDN2	• ISDN2 – P • ISDN2 – N • ISDN2 – B • ISDN2 – H	• ISDN2 BusinessLine • ISDN2 Enhanced BusinessLine • ISDN Xpress • Business Connect / 2 • Business Options Connect • Business Premium Connect Corporate Connect • All-4-Biz (newly released)	
8	DDS Low Speed	• DDS Low Speed – P • DDS Low Speed – N • DDS Low Speed – B • DDS Low Speed – H	• DDS Low Speed • DDS BIN (bank interchange network)	
9	VGDL	• VGDL – P • VGDL – N • VGDL – B • VGDL – H	• PAPL • Tie Lines • Voice Links	
10	POTS/ ADSL / ADSL 2+ (for Remote Telemetry and Telstra Secure Only)	• POTS / ADSL / ADSL 2+ (for Remote Telemetry and Telstra Secure only) – P • POTS / ADSL / ADSL 2+ (for Remote Telemetry and Telstra Secure only) – N • POTS / ADSL / ADSL 2+ (for Remote Telemetry	• Remote Telemetry • Telstra Secure	The service is only a Direct Special Service if supplied for Remote Telemetry or Telstra Secure

Item	Column 1 Access Service Family	Column 2 SS Class	Column 3 Product Bundles	Column 4 Condition
		and Telstra Secure only) – B • POTS / ADSL / ADSL 2+ (for Remote Telemetry and Telstra Secure only) – H		
11	ATM (over copper)	• ATM (over copper) – P • ATM (over copper) – N • ATM (over copper) – B • ATM (over copper) – H	• N/A	
12	Payphones	• Payphones – P • Payphones – N • Payphones – B • Payphones – H	• N/A	

Table 2 – Direct Special Services (Wholesale)

Item	Access Service Family	SS Class	Product Bundles
1	DDS Fastway	• DDS Fastway – P • DDS Fastway – N • DDS Fastway – B • DDS Fastway – H	• DDS Fastway • DDS Flexnet • DDS Local Area Service (LAS)
2	Data Access Radial	• Data Access Radial – P • Data Access Radial – N • Data Access Radial – B • Data Access Radial – H	• N/A
3	Frame Relay	• Frame Relay – P • Frame Relay – N • Frame Relay – B • Frame Relay – H	• Frame Relay
4	Megalink	• Megalink – P • Megalink – N • Megalink – B • Megalink – H	• N/A

Item	Access Service Family	SS Class	Product Bundles
5	Wholesale Transmission – CRA163 – Telstra domestic tail transmission capacity service	• Wholesale Transmission – CRA163 – Telstra domestic tail transmission capacity service –P • Wholesale Transmission – CRA163 – Telstra domestic tail transmission capacity service –N • Wholesale Transmission – CRA163 – Telstra domestic tail transmission capacity service –B • Wholesale Transmission – CRA163 – Telstra domestic tail transmission capacity service –H	• CRA163 – Telstra domestic tail transmission capacity service
6	CustomNet Spectrum	• CustomNet Spectrum – P • CustomNet Spectrum – N • CustomNet Spectrum – B • CustomNet Spectrum – H	• CustomNet Spectrum
7	Wholesale Business DSL (W-BDSL)	• Wholesale Business DSL (W-BDSL) – P • Wholesale Business DSL (W-BDSL) – N • Wholesale Business DSL (W-BDSL) – B • Wholesale Business DSL (W-BDSL) – H	• Business Data Access Service
8	ISDN10/20/30	• ISDN10/20/30 – P • ISDN10/20/30 – N • ISDN10/20/30 – B • ISDN10/20/30 – H	• ISDN10/20/30 BusinessLine • ISDN Dual Node
9	ISDN2	• ISDN2 – P • ISDN2 – N • ISDN2 – B	• ISDN2 BusinessLine • ISDN2 Enhanced BusinessLine – Currently CNRs for call

Item	Access Service Family	SS Class	Product Bundles
		• ISDN2 – H	rates. Basic Access as per OCT.
10	DDS Low Speed	• DDS Low Speed – P • DDS Low Speed – N • DDS Low Speed – B • DDS Low Speed – H	• DDS Low Speed • DDS BIN
11	VGDL	• VGDL – P • VGDL – N • VGDL – B • VGDL – H	• N/A
12	Telstra Traffic Light Service	• Telstra Traffic Light Service – P • Telstra Traffic Light Service – N • Telstra Traffic Light Service – B • Telstra Traffic Light Service – H	• N/A
13	Wholesale ATM (over copper)	• Wholesale ATM (over copper) – P • Wholesale ATM (over copper) – N • Wholesale ATM (over copper) – B • Wholesale ATM (over copper) – H	• N/A
14	ATM (Rebill) (over copper)	• ATM (Rebill) (over copper) – P • ATM (Rebill) (over copper) – N • ATM (Rebill) (over copper) – B • ATM (Rebill) (over copper) – H	• N/A
15	Customer-operated payphones	• Customer-operated payphones – P • Customer-operated payphones – N • Customer-operated payphones – B • Customer-operated payphones – H	• N/A

2   Certification process for Special Service Inputs

This Schedule sets out the process Telstra will use to obtain certification from each Wholesale Customer as to the Special Service Inputs used by that Wholesale Customer on a national basis.

2.1   Verification of ULLS certifications

(a)   Telstra can, with a high degree of confidence, verify the number of ULLS-based services that are Service Equivalent to Direct Special Services by reference to:

   (i)   the number of ULLS services as were originated through category D port (less those for which there has been a Full National Number (**FNN**) hand back as set out below); and

   (ii)   the deployment class information for new (as opposed to ported) ULLS services.

(b)   The majority of ULLS services acquired by Wholesale Customers have been ported away from Telstra. Services which originated through a category D port are not Service Equivalent to Direct Special Services. The exception will be those ULLS services which, after a category D port occurs, are subsequently used by the Wholesale Customers to supply services that are Service Equivalent to Direct Special Services to an end user. For these ULLS services, the Wholesale Customer is required to hand back to Telstra the FNN associated with the ULLS service, as the FNN is not required in order to supply a service that is Service Equivalent to the Direct Special Service. By analysing the number of FNN hand backs, Telstra will be able to determine when a category D port ULLS service has subsequently been used to supply services that are Service Equivalent to Direct Special Services.

(c)   Wholesale Customers may also acquire a new (i.e. non-port) ULLS service from Telstra in some instances. Where a new Copper Service is ordered for ULLS and there is no working Telstra number for the service, the Wholesale Customer will typically issue a number from its own number range. In this circumstance, no port will occur and the category D port verification process cannot be used.

(d)   However, the deployment class information can be used in most circumstances to ascertain the types of services being provided over the new ULLS service.

(e)   The deployment class information is provided by the Wholesale Customer at the time the service is ordered. While there are no penalties for listing the wrong deployment class, Wholesale Customers have an incentive to list the correct information, as listing the wrong deployment class can lead to operational issues.

(f)   Normally deployment classes 6a (typically voice) and 6h (typically ADSL 2 and 2+) identify standard services, however these deployment classes are also used by a Wholesale Customer if it provides a service that is Service Equivalent to Telstra retail Remote Telemetry or Telstra Secure services - which are Direct Special Services.

(g)   This process does not allow Telstra to verify the accuracy of claims by a Wholesale Customer about the Direct Special Service to which a particular service supplied by that Wholesale Customer using a Special Service Input is Service Equivalent and

therefore Telstra is also not able to verify the SS Class to which a Wholesale Customer has allocated the ULLS service used to provide that carriage service.

2.2   Process for verifying ULLS certifications

(a)   In February each year, Telstra will assess the ULLS services of all Wholesale Customers using the processes described in paragraph 2.1, to identify whether each ULLS service is being used by a Wholesale Customer as a Special Service Input.

(b)   Telstra will compare the number of ULLS services certified by each Wholesale Customer as being used as Special Service Inputs against the number of ULLS services of that Wholesale Customer that, following Telstra's assessment under paragraph 2.2(a), Telstra has identified as being used as a Special Service Input.

(c)   If the number of ULLS services certified by a Wholesale Customer as being used as Special Service Inputs exceeds the number assessed by Telstra for that Wholesale Customer as being used as a Special Service Input by more than 10% then Telstra will notify the Wholesale Customer of the inconsistency and request the Wholesale Customer to reconsider the SS Codes recorded in Telstra's ordering and provisioning systems for all of its ULLS services (which may include providing to Telstra other information relevant to the usage of any of the Wholesale Customer's ULLS services).

2.3   Example of process for verifying ULLS certifications for a Wholesale Customer

(a)   The process described in this worked example for a hypothetical Wholesale Customer with ULLS services in the ULLS services sample (using hypothetical services in operation (SIO) numbers) can be used to identify for that Wholesale Customer the number of that Wholesale Customer's ULLS services which are being used to supply services that are Service Equivalent to Direct Special Services.

	Step	**SIOs**
1	Number of ULLS services acquired by the Wholesale Customer	1000
2	Deduct all ULLS services for that Wholesale Customer which were acquired using a category D port (less those for which there has been a FNN hand back)	(650)
3	Deduct all ULLS services for that Wholesale Customer that were not acquired using a category D port and for which there are deployment classes 6a and 6h (less those services equivalent to Telstra's Remote Telemetry or Telstra Secure)	(100)
4	Total number of ULLS services for that Wholesale Customer which Telstra assesses are being used to provide services that are Service Equivalent to Direct Special Services	250

(b)   From the worked example, if the number of a Wholesale Customer's ULLS services which that Wholesale Customer certified as being used to supply services that are Service Equivalent to Direct Special Services exceeds 250 by more than 10% Telstra will contact the Wholesale Customer as described in paragraph 2.2(c).

2.4 Certification of ULLS as a Special Service Input

(a) Telstra has implemented a system solution (described in more detail in paragraph 2.5 below) enabling Wholesale Customers to update the details of their ULLS services in Telstra's wholesale ordering and provisioning systems (or request such updates) and to provide the relevant information when ordering a new ULLS service or changing the use of a ULLS service.

(b) This is the process by which Wholesale Customers will certify Special Service Inputs for the purpose of clauses **Error! Reference source not found.** and **Error! Reference source not found.**.

2.5 System Solution

(a) Telstra has published on the online Wholesale Customer Portal a unique code for each Access Service Family (SS Code). The SS Code will be used by a Wholesale Customer to certify that a particular ULLS service is being used to provide a carriage service that is Service Equivalent to a Direct Special Service in the Access Service Family corresponding to the SS Code. As certification is on an Access Service Family basis, the Wholesale Customer will need to assess which Access Service Family applies to the carriage service that is being provided by means of the ULLS service, and which is Service Equivalent to a Direct Special Service.

(b) Telstra's wholesale ordering and provisioning systems allow the Wholesale Customer to:

    (i) include a SS Code when ordering a ULLS service if that ULLS service will be used to provide a carriage service that is Service Equivalent to a Direct Special Service; and

    (ii) update information about a particular ULLS service to include a new or changed SS Code to reflect that the use of the ULLS service has changed so that it is either now used to provide a carriage service that is Service Equivalent to a Direct Special Service, or is used to provide a different carriage service that is Service Equivalent to a Direct Special Service.

This inclusion or updating of SS Codes is to be undertaken by Wholesale Customers through Telstra's wholesale online ordering and provisioning systems by entering the applicable SS Code in a field on the systems associated with the ULLS.

(c) In the fourth calendar quarter of 2012, Telstra asked each of its Wholesale Customers to assess each ULLS service it acquired from Telstra at that time to determine if the ULLS was used to provide a Special Service Input that was Service Equivalent to a Direct Special Service and to enter the relevant SS Code for that ULLS into Telstra's online ordering and provisioning systems.

(d) Telstra has asked its Wholesale Customers, on an ongoing basis:

    (i) when ordering a new ULLS service which is to be used to provide a carriage service that is Service Equivalent to a Direct Special Service, to enter into Telstra's online ordering and provisioning systems, the SS Code applicable to the Access Service Family for that Direct Special Service; and

    (ii) to promptly update the SS Code for a ULLS service it acquires if:

<div style="margin-left: 2em;">

(A) the ULLS service ceases to be a Special Service Input (by removing the SS Code in Telstra's ordering and provisioning systems);

(B) the ULLS service commences to be used to supply a carriage service that is Service Equivalent to a Direct Special Service (by entering the relevant SS Code in Telstra's ordering and provisioning systems); or

(C) the carriage service that is Service Equivalent to a Direct Special Service is changed to a carriage service which is Service Equivalent to a Direct Special Service in a different Access Service Family (by changing the SS Code in Telstra's ordering and provisioning ordering and provisioning systems).

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(e) Notwithstanding subclauses 2.5(b) to (d) of this Schedule 4, Telstra will assume that the SS Code entered in its systems for a ULLS service from time to time accurately identifies the Access Service Family applicable to the carriage service which is Service Equivalent to a Direct Special Service.