

COMMERCIAL IN CONFIDENCE

### Withdrawal of Telstra Services (other than Direct Special Services) in Rollout Regions

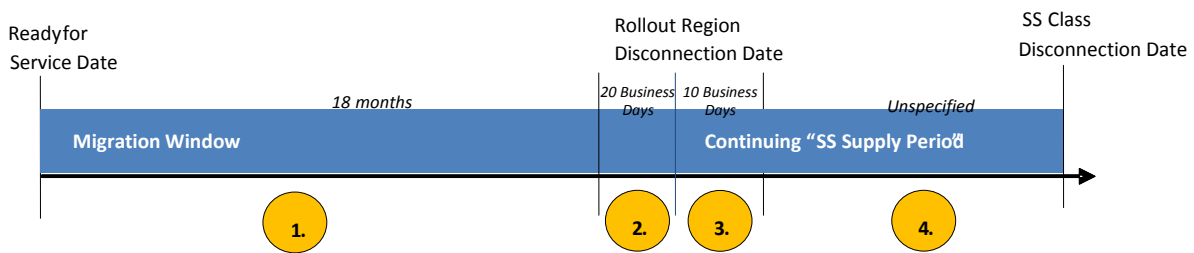
1. We refer to our *Service Withdrawal Notification – Explanatory document* dated 29 October 2012 which accompanies this notice. In that document we outline to our wholesale customers how Telstra intends to implement its NBN-related Disconnection Commitments by progressively terminating and withdrawing wholesale services as the NBN Co Fibre Network is rolled out.
2. Telstra supplies Services listed in Annex 1 (**the General Services**) over fixed line networks which Telstra is required to cease supply of and disconnect in accordance with its Disconnection Commitments (**Separating Networks**).
3. Telstra supplies one or more of these General Services over a Separating Network to you under the supply contract(s) listed in Annex 2 (your **Supply Agreement(s)**).
4. For the purpose of Telstra meeting its Disconnection Commitments, this letter gives you notice, under your Supply Agreement(s) specified in Annex 2, of the termination and withdrawal of each General Service supplied or to be supplied to you over a Separating Network at Premises within the Fibre Footprint in each Rollout Region.
5. So that we can provide you with as much information as soon as reasonably practicable, we are publishing on the Telstra Wholesale website and Telstra Wholesale Customer Portal:
  - (a) a glossary at <http://www.telstrawholesale.com.au/download/document/nbn-glossary.pdf> (**NBN-related Glossary**). Terms used in this notice are defined in the NBN-related Glossary. Other terms have the same meaning as in your Supply Agreement. In the event of an inconsistency, the NBN-related Glossary prevails; and
  - (b) An NBN Co Rollout Schedule specifying important dates associated with Migration. For each Rollout Region, the NBN Co Rollout Schedule will set out the Region Ready for Service Date announced by NBN Co and the associated Disconnection Date, the Cease Sale Commencement Date and the Order Stability Period Commencement Date. The NBN Co Rollout Schedule also will set out any Disconnection Dates which have been established for SS Classes. The NBN Co Rollout Schedule will be updated from time to time and is located at <http://www.telstrawholesale.com.au/download/document/rollout-list.pdf>
6. NBN Co will publish the proposed Fibre Footprint for each Rollout Region prior to the relevant Region Ready For Service Date on its website at <http://www.nbnco.com.au/getting-connected/service-providers/network-rollout.html>

## Phased Withdrawal of General Services

7. The withdrawal of the General Services under this notice will occur in four phases linked to the timing requirements of the Disconnection Commitments.

### Overview of the four phases of service withdrawal for Copper Services in a Rollout Region

We explain below each of these four phases of service withdrawal.



<b>Phase 1</b>	Cease Sale of new Services	10 Business Days after the start of a Migration Window, Telstra will cease to supply new Copper Services to Premises which become NBN Serviceable or which are not NBN Serviceable but would require Telstra to install new infrastructure to be able to supply a Copper Service. Cease Sale will commence no earlier than 1 May 2013 <sup>1</sup> .
<b>Phase 2</b>	Order Stability Period	To enable Telstra to prepare for the Managed Disconnection phase and stabilise the details of Services provided, Telstra will cease to process most order types in relation to Copper Services for a period leading up to the Disconnection Date. Initially, this period will be 20 Business Days, although this will be reviewed over time.
<b>Phase 3</b>	Managed Disconnection	Disconnection of remaining Copper Services (that are not otherwise exempt) generally will occur for each Rollout Region over a period of 10 Business Days, immediately following the Disconnection Date for the Rollout Region. A longer period for disconnection will apply to Premises with pending orders for connection to the NBN Co Fibre Network ( <b>In-Train Order Premises</b> ).
<b>Phase 4</b>	SS Supply Period	Telstra will continue to supply Special Services (including ULLS as a Special Service Input) beyond the Disconnection Date of a Rollout Region, until the applicable Disconnection Date for that SS Class, after which those Services will be disconnected in accordance with the Migration Plan.

8. Please note that NBN Co - not Telstra – determines, and can vary from time to time, the Region Ready for Service Dates (from which the Cease Sale Commencement Dates, Order Stability Period Commencement Dates and Disconnection Dates are then derived by Telstra). NBN Co can also vary the Fibre Footprint for each Rollout Region. While we will provide the tools set out in paragraph 5, you should regularly check at the links listed above and NBN Co’s own web page for changes and updates notified by NBN Co.
9. The **earliest date for withdrawal of a General Service** under this notice, pending ACCC approval of the deferred Cease Sale date, is 1 May 2013 (see the NBN Co Rollout Schedule).

<sup>1</sup> Assumes that the proposed amendments to the Migration Plan submitted by Telstra to the ACCC on 9 October 2012 are accepted by the ACCC.

### **Phase 1: Cease Sale of New Services**

10. Telstra will reject or refuse to accept Orders for new Copper Services (other than Orders for Direct Special Services or Special Service Inputs within an SS Class whose Disconnection Date has not passed) received on or after the Cease Sale Commencement Date for a Rollout Region in respect of a Premises within the Fibre Footprint for that Rollout Region where:
  - (a) the Premises is NBN Serviceable; or
  - (b) the Premises is not NBN Serviceable but the Order cannot be provisioned without the installation of new infrastructure.
11. Cease Sale will be phased in. Subject to ACCC approval, the Cease Sale Commencement Date for a Rollout Region will be the later of:
  - (a) 1 May 2013; or
  - (b) 10 Business Days after the Region Ready for Service Date for that Rollout Region.

### **Phase 2: Order Stability Period**

12. Subject to paragraph 13, in order to allow Telstra to prepare for the Managed Disconnection of remaining Copper Services in a Rollout Region (**Phase 3 below**), an Order Stability Period will apply in each Rollout Region commencing 20 Business Days prior to the Disconnection Date for the Rollout Region. During this period, Telstra will limit the type of Orders which it accepts and processes so as to enable it to stabilise its provisioning and other systems leading up to Managed Disconnection.
13. Telstra will reject any Order in relation to a General Service to be supplied to you over a Separating Network at any Premises within the Fibre Footprint in a Rollout Region which is received after the Order Stability Period Commencement Date for that Rollout Region or which was received prior to the Order Stability Period Commencement Date but remained unfulfilled as at that date, other than:
  - (a) an Order for cancellation of a General Service;
  - (b) an Order for a Direct Special Service or Special Service Input, provided that the Disconnection Date for the relevant SS Class was not on or before the Disconnection Date for the Rollout Region; or
  - (c) any other Order types exempted from the operation of the Order Stability Period under clause 13.2 of the Migration Plan.
14. Telstra may, on giving you notice in accordance with the Migration Plan:
  - (a) provide for a shorter Order Stability Period in any or all Rollout Regions (including no Order Stability Period at all); or
  - (b) otherwise modify the number or types of Orders that are subject to the Order Stability Period.

### **Phase 3: Managed Disconnection of Services**

15. Subject to paragraph 16, Telstra will disconnect all General Services which are not Special Service Inputs (see **Phase 4**) supplied to you over a Separating Network at a Premises within the Fibre Footprint in a Rollout Region in the period commencing from the Disconnection Date for that Rollout Region and ending 10 Business Days later.
16. If NBN Co has notified Telstra that a Premises within the Fibre Footprint in a Rollout Region is an In-Train Order Premises, disconnection of the General Services supplied to you over a Separating Network at that Premises will be delayed until the earlier to occur of:
  - (a) NBN Co informing Telstra that the Premises is connected to the NBN; and
  - (b) expiry of 90 days from the Disconnection Date for the Rollout Region.

17. Without limiting paragraphs 10 and 11, Telstra will reject or refuse to accept any Order in relation to a General Service provided or to be provided at a Premises within the Fibre Footprint in a Rollout Region where the Order is to be fulfilled on or after the Disconnection Date for that Rollout Region.

#### ***Phase 4: Disconnection of Services used as Special Service Inputs***

18. As explained in our NBN-related Service Withdrawal Communication, a ULLS which is a Special Service Input has a temporary 'immunity' from Phases 1, 2 and 3 of the service withdrawal process. While LSS is noted in the Migration Plan as a Special Service Input, Telstra is not able to maintain the underlying PSTN on which the LSS is supplied beyond the Disconnection Date for a Rollout Region, nor is it able to supply a new PSTN service in a Rollout Region once the cease sale obligation applies. Accordingly, Telstra encourages customers to use ULLS as a Special Service Input.
19. Telstra will continue to supply you with ULLS to Premises in a Rollout Region after the Disconnection Date for that Rollout Region, where you have certified those ULLS as being Special Service Inputs. This certification requires that a ULLS is used to provide carriage services that are Service Equivalent to Direct Special Services in an SS Class. We have separately provided notification to affected customers on how to provide this certification.
20. Telstra will notify you separately of the disconnection arrangements (including any cease sale measures) that will apply to Special Service Inputs, at the same time as it notifies you of the disconnection arrangements that will apply to any associated SS Class of Direct Special Services.

#### **Exclusions from this notice**

21. The Disconnection Commitments permit Telstra to continue operating some limited fibre Local Access Networks connecting Premises within the Fibre Footprint (**Telstra Exempt Fibre Lines**). General Services supplied or proposed to be supplied over Telstra Exempt Fibre Lines are not covered by this notice.
22. The Migration Plan provides separate processes for the disconnection of Direct Special Services. Accordingly, this notice does not apply to Direct Special Services within an SS Class.
23. This notice does not apply to Services supplied by Telstra over the NBN.

#### **Next steps**

24. Telstra will provide updates on the withdrawal of General Services under this notice as part of our regular customer and industry briefings. Again, you should regularly monitor the NBN Co Rollout Schedule and other information we post regarding the NBN arrangements on the Telstra Wholesale website at [www.telstrawholesale.com](http://www.telstrawholesale.com) and Telstra Wholesale Customer Portal at <https://portal.telstrawholesale.com.au> and the information posted by NBN Co on its web page at <http://www.nbnco.com.au>
25. If you have additional questions, please contact your account manager .
26. This notice ceases to have effect on and from the Designated Day.

Yours sincerely,

### Annex 1 – Services Covered by this notice

General Service	Applicable Service Schedule
Wholesale Line Rental	CRA 01/ CRA 001
Local Carriage Service	CRA 01/ CRA 001
Telstra Wholesale Broadband DSL Layer 2 Internet Grade Service	CRA 71
Virtual Internet Service Provider (vISP) service	CRA72 CRA 73
Unconditioned Local Loop Service (ULLS) (including ULLS which is a Special Service Input)	CRA 167
Spectrum Sharing Service (SSS) (also known as Line Sharing Service (LSS))	CRA 191
Domestic Transmission Capacity Service, being the Regulated Services which are not Direct Special Services.	CRA78 (Telstra Wholesale Carrier Grade Ethernet Service) CRA150 (Telstra Wholesale Wavelength Service Schedule) CRA161 (Telstra Domestic Interconnect Link Transmission Capacity) CRA162 (Telstra Domestic Inter-Exchange Trunk Transmission Capacity) CRA164 (Telstra Transmission Multiplexing Services) CRA165 (Telstra Domestic Inter-Exchange Non-Redundant Trunk Transmission Capacity) CRA 166 (Wholesale Data Carriage Service) CRA170 (Telstra Managed Leased Line)

#### Notes to Interpretation:

- (a) The relevant Service for the purposes of this notice is the General Service described in the first column of this table.
- (b) The references to the Applicable Service Schedule is for guidance only based on the service schedules to Telstra's standard Customer Relationship Agreement in place at the date of this notice and are not to be used for the purposes of interpreting the definition of a General Service. The service schedules or their numbering may change from time to time. For a General Service, the Applicable Service Schedules include any variants to the Applicable Service Schedules listed in the second column of this table.
- (c) General Services not supplied under the Applicable Service Schedule or Telstra's standard Customer Service Schedules still qualify as General Services covered by this notice.

**Annex 2 – Supply Agreement**

<b>Contract</b>	<b>Date</b>