

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. Subsequently on 11 August 2020, we notified you of changes to those arrangements based on the State of Disaster (and State of Emergency) declaration in Victoria.

In accordance with our obligations under the Migration Plan, in our communications to date, we have used all reasonable endeavours to advise you that we will continue to monitor the risks and restrictions posed by COVID-19, and to let you know as soon as possible where there are changes to proposed disconnection arrangements.

Together with NBN Co we wish to advise you that we are now introducing additional changes to the managed disconnection arrangements for premises in Victoria. Please note that arrangements for non-Victorian premises are unchanged.

Disconnection Waves 76, 77 and 77b (Victoria)

Together with NBN Co, we have agreed to defer the scheduled commencement of disconnection arrangements for premises in the state of Victoria until 150 Business Days after the originally scheduled Disconnection Date (DD + 150 BDs). This deferral will apply regardless of whether there has been an order placed with NBN Co to migrate a service, or whether that migration has yet to complete.

At DD + 150 BDs, service disconnection of all active services in the Disconnection Waves 76, 77 and 77b (in Victoria) cohorts will commence and will be completed by DD + 155 BDs. These timeframes are therefore equivalent to Phase 2 In-Train Order Premises. The new Service Disconnection Commencement dates for affected premises will be as follows:

Disconnection Wave	New Service Disconnection Commencement Date
Wave 76 (DD 11 September 2020)	23 April 2021
Wave 77 (DD 9 October 2020)	20 May 2021
Wave 77b (DD 23 October 2020)	3 June 2021

Details of these revised disconnection arrangements for the Disconnection Waves 76, 77 and 77b cohorts will be communicated in your Service Profile, with “DAL – 23/04/2021”, “DAL – 20/05/2021” or “DAL – 03/06/2021” as appropriate within the Comments column as soon as practicable.

Please note that Soft Dial Tone disconnection will not be applied by Telstra at any stage for this cohort of premises following the above Rollout Region Disconnection Date milestones. If you wish to place a service on Soft Dial Tone as part of your own migration process, please submit an order via LOLO.

Premises in Victoria included within the disconnection cohort granted a migration window of 120 BDs from 1 July 2020 (Service Disconnection commencing 14 December 2020).

This includes premises in Victoria included in:

- All waves up to and including Wave 70 i.e. Disconnection Dates up to 13 March 2020.
- Changed Technology SS Premises with an Extension Date up to 31 August 2020.
- Frame Relay and ISDN Products (at premises on FTTP, FTTN and FTTB nbn access technologies) SSDD - 30 September 2019.

For the premises in Victoria which currently have a migration window of 120 BDs from 1 July 2020, services included in this cohort will be given an additional 40 Business Days to migrate i.e. 160 BDs from 1 July 2020.

Consequently, for this cohort Service Disconnection will commence 12 Feb 2021 and complete by 18 Feb 2021.

Details of these revised disconnection arrangements will be communicated in your Service Profile, with “DAL – 12/02/2021” within the Comments column as soon as practicable.

These changes reflect concerns raised to us by RSPs in respect of developments with the COVID-19 situation in Victoria and the implications for their currently scheduled disconnection arrangements.

Next Steps:

We will continue to monitor the broader risks and restrictions arising in relation to COVID-19 including the result of our interaction with the ACCC under the Migration Plan. We will advise you as soon as possible when changes to these arrangements occur.

For any further information, please contact your Service Manager.