

COMMERCIAL IN CONFIDENCE

## Withdrawal of Telstra Services for NBN FTTC Rollout

### Background

1. As you know, the withdrawal of the services listed in Annex 1 (**General Services**) provided by Telstra over Separating Networks is required at Premises within the Fibre Footprint in each NBN Rollout Region. Previous service withdrawal notices have covered Premises connected to the NBN by fibre to the premises (**FTTP**), fibre to the basement (**FTTB**), and fibre to the node (**FTTN**) technology.
2. In September 2016, NBN Co confirmed that it would introduce its newest access technology, fibre to the curb (**FTTC**). Telstra is therefore required to incrementally transfer ownership of its copper infrastructure serving Premises which will be connected to the NBN using FTTC.
3. This letter gives you notice under your Supply Agreement of the withdrawal and disconnection of each of the General Services supplied over Telstra's copper network to Premises connected by FTTC within an NBN Rollout Region. Migration of Premises connected by FTTC to the NBN will follow a similar process that applies to Migration of Premises connected by the other access technologies used by NBN Co, with an 18 month Migration Window in which services can be voluntarily moved to the NBN. This starts from the relevant Region Ready for Service Date (with Cease Sale commencing 10 Business Days from this date), then mandatory disconnection from the Disconnection Date.
4. This notice does not limit any previous notices we have issued regarding the NBN service withdrawal process, which remain available on the Telstra Wholesale Customer Portal and [www.telstrawholesale.com](http://www.telstrawholesale.com) for your reference.
5. Withdrawal and disconnection of the General Services as set out in this letter only ever occurs as a result of an end user requesting an NBN service.

### Relationship with the varied Migration Plan

6. Telstra will lodge a varied Migration Plan for approval by the ACCC, which incorporates variations to reflect the addition of FTTC as a technology to connect Premises to the NBN. Wholesale customers will have an opportunity to make submissions to the ACCC on the proposed varied Migration Plan.
7. Withdrawal and disconnection in accordance with this notice will not commence until the later of:
  - (a) six months from the date of this letter; or
  - (b) the date on which the FTTC variations to the Migration Plan are approved by the ACCC.

### Why and when will services provided over copper infrastructure forming part of the NBN FTTC be withdrawn?

8. Withdrawal of General Services will occur after an NBN service provider's customer orders an NBN FTTC service to be supplied to the Premises at which General Services are being supplied, using the copper network which will form part of the NBN FTTC.

9. This is because the supply of NBN FTTC services using an existing copper loop results in the interruption of General Services running over that copper loop. The interruption occurs when the end user in the premises activates the Network Connection Device (**NCD**) provided by their NBN Service Provider, or when NBN Co otherwise completes the FTTC connection.
10. NBN Co will notify Telstra when Migration to the NBN over the FTTC connection at the Premises has been completed. This will trigger Telstra disconnecting the impacted legacy copper services and ceasing billing for those services. Telstra will disconnect the impacted legacy services in line with the Migration Plan (as varied to accommodate FTTC as an access technology).

### **What happens to other services?**

11. NBN FTTC connection impacts all existing services supplied to an end-customer over the relevant copper line. It is therefore incumbent on NBN service providers to make sure that end customers understand that all existing services over copper, including voiceband services, will stop working upon completion of an FTTC connection.
12. FTTC does not support voiceband continuity (unlike FTTN). NBN service providers instead will need to supply VOIP-based voice services via the residential gateway or router.
13. Services on other copper loops (if any) at the Premises are not disconnected as a result of NBN FTTC connection.

### **Timing of withdrawal**

14. Withdrawal of General Services supplied over copper sub loops used for FTTC connection of Premises to the NBN cannot occur before the Region Ready for Service Date for the relevant Rollout Region.
15. If an end user places an order for an NBN service during the Migration Window, the timing of withdrawal of General Services as part of the FTTC Rollout is linked to the ordering of the NBN FTTC service for that Premises. That is, the General Services supplied over a copper connection to a Premises will be withdrawn and disconnected in line with NBN Co notifying Telstra of completion of the FTTC connection.
16. We understand that in addition to making available FTTC footprint information at <http://www.nbnco.com.au/sell-nbn-services/rollout-map.html>, under the Wholesale Broadband Agreement NBN Co will make available a Monthly RFS Report which will contain up to 12 months' data about upcoming Rollout Regions that NBN Co anticipates will be declared Region Ready for Service. As this information is confidential we understand that it will only be available to Access Seekers via their Customer SharePoint Notification site at <http://nbnco.com.au/notifications>.

### **Next steps**

17. We will provide updates on the withdrawal of General Services under this notice and the NBN rollout as part of our regular customer and industry briefings. You should regularly monitor information we post regarding the NBN arrangements on the Telstra Wholesale website at [www.telstrawholesale.com](http://www.telstrawholesale.com) and the Telstra Wholesale Customer Portal at <https://portal.telstrawholesale.com.au> and the information posted by NBN Co on its website at <http://www.nbnco.com.au>.
18. We will be updating the Service Withdrawal Notification Explanatory Document available via this link: <http://www.telstrawholesale.com.au/nbn/cease-sale/index.htm>, and the glossary available 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.
19. If you have additional questions, please contact your Account Manager.

## Annex 1 – General Services covered by this notice

General Service	Applicable Service Schedule
Wholesale Line Rental (WLR)	CRA/TWA 01 / 001
Local Carriage Service (LCS)	CRA/TWA 01 / 001
Telstra Wholesale Broadband DSL Layer 2 Internet Grade Service (DSL)	CRA/TWA 71
Virtual Internet Service Provider Service (VISP)	CRA/TWA 72 CRA/TWA 73
Unconditioned Local Loop Service (ULLS)	CRA/TWA 167
DIVO	CRA/TWA 171
Spectrum Sharing Service (SSS) (also known as Line Sharing Service (LSS))	CRA/TWA 191

General Services also include any of the above services which are supplied to you for your 'own use' under supply arrangements with Telstra Wholesale.

### 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 and/or Telstra Wholesale 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.