

COMMERCIAL IN CONFIDENCE

## Withdrawal of Telstra Services for NBN FTTB Rollout

### Background

1. In October 2012 we issued our Wholesale Customers with a general notification regarding the withdrawal of Telstra Services (other than Direct Special Services) in NBN Rollout Regions, and in May 2013 we provided an updated notice on the NBN service withdrawal process. You would have received copies of both notices and they also remain available on the Telstra Wholesale Customer Portal and [www.telstrawholesale.com](http://www.telstrawholesale.com) (together, the **Withdrawal Notices**).
2. As set out in the Withdrawal Notices, 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. We supply one or more of these General Services over a Separating Network to you under your wholesale supply agreement with us (your **Supply Agreement**).
4. The Withdrawal Notices relate to the withdrawal of General Services at Premises within the Fibre Footprint in each Rollout Region. As you know, the Federal Government has elected to continue the rollout of the NBN using an optimised multi-technology mix (a combination of FTTP, FTTN, fibre-to-the-basement (**FTTB**), HFC, satellite and fixed wireless technologies). Following a successful pilot of optical FTTB technology, NBN Co is now proceeding to a commercial rollout of FTTB technology to Multi Dwelling Units (MDUs). This will require the removal of Telstra's existing jumpers (**In-Place Jumpers**) so that an NBN FTTB service can be supplied (the **FTTB Rollout**).
5. This letter gives you notice under your Supply Agreement of the withdrawal and disconnection of each General Service as part of the FTTB Rollout. This notice does not limit the Withdrawal Notices.

### Why and when will General Services be withdrawn?

6. Withdrawal of General Services as part of the FTTB Rollout will occur after an NBN service provider's customer orders an NBN FTTB service to be supplied to the Premises at which General Services are being supplied using an In-Place Jumper.
7. The supply of NBN FTTB services results in the disconnection of General Services when NBN Co removes an In-Place Jumper and replaces it with a new jumper to provide an NBN FTTB service (**NBN Co Jumpering**).
8. Accordingly, the timing of withdrawal of General Services as part of the FTTB Rollout is linked to the ordering of the NBN FTTB service for that Premises.
9. As part of the FTTB Rollout, NBN Co has indicated that it will provide the option of a partial migration to the NBN, which will allow the current service provider to continue to supply circuit switched telephony service on the Telstra copper network. If this option is requested by an NBN service provider's customer, NBN Co may provide the physical infrastructure that will support continued provision of the voice frequency spectrum on copper to the Premises (**Voiceband Continuity**).
10. The General Services which Telstra was supplying to you by means of the In-place Jumper immediately prior to the NBN Co Jumpering will be withdrawn as follows:

<b>General Service</b>	<b>With Voiceband Continuity</b>	<b>Without Voiceband Continuity</b>
DSL, SSS and VISIP	Withdrawn (and disconnected) effective from the date NBN Co notifies Telstra of the NBN Co Jumpering.	Withdrawn (and disconnected) effective from the date NBN Co notifies Telstra of the NBN Co Jumpering.
WLR and LCS	<p>Not withdrawn as a result of NBN Co Jumpering.</p> <p>If you wish to cancel these services, you will need to place a cancellation order with Telstra under your Supply Agreement, otherwise you will continue to be charged for these services. If not cancelled earlier, then those WLR and LCS services will be disconnected at the Disconnection Date for the relevant Rollout Region.</p>	Withdrawn (and disconnected) effective from the date NBN Co notifies Telstra of the NBN Co Jumpering.
ULLS	<p>Withdrawn (and disconnected) effective from the date NBN Co notifies Telstra of the NBN Co Jumpering.</p> <p>If you wish to continue providing services to the Premises using the voiceband, Telstra will supply you with access to the voiceband on the same terms and conditions as for ULLS (subject to any necessary variations to reflect the change in nature of the service).</p> <p>This interim voiceband service will be disconnected at the Disconnection Date for the relevant Rollout Region.</p> <p>If you are one of our ULLS customers, we will shortly provide you with the relevant documentation to vary your existing Supply Agreement if you wish to take up this option. To meet NBN Co's installation timeframe, this variation to your Supply Agreement will need to be finalised by 1 December 2014.</p>	Withdrawn (and disconnected) effective from the date NBN Co notifies Telstra of the NBN Co Jumpering.

11. Withdrawal of General Services as part of the FTTB Rollout cannot occur before the Region Ready for Service Date for the relevant Rollout Region.
12. We understand that in addition to making available FTTB/FTTN 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

13. We will provide updates on the withdrawal of General Services under this notice 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>.
14. We will also provide further information on the rollout of the NBN under the revised multi-technology mix when the renegotiation of the Definitive Agreements between Telstra and NBN Co is complete.
15. We have updated the Service Withdrawal Notification Explanatory Document which you can download at 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.
16. If you have additional questions, please contact your Account Manager.

## Annex 1 – Services covered by this notice

General Service	Applicable Service Schedule
Wholesale Line Rental (WLR)	CRA 01 / CRA 001
Local Carriage Service (LCS)	CRA 01 / CRA 001
Telstra Wholesale Broadband DSL Layer 2 Internet Grade Service (DSL)	CRA 71
Virtual Internet Service Provider Service (VISP)	CRA 72 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

### 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.