

COMMERCIAL IN CONFIDENCE

Withdrawal of Telstra Services for NBN FTTN Rollout

Background

1. In October 2012 we issued our Wholesale Customers with a general notification regarding the withdrawal of Telstra Services (other than 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 (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**). 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**).
3. 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 fibre to the premises or FTTP, fibre to the node or FTTN, fibre-to-the-basement or FTTB, HFC, satellite and fixed wireless technologies) (**OMTM**).
4. On or before 17 November 2014, Telstra issued a service withdrawal in respect of General Services associated with NBN Co's commercial rollout of FTTB technology to Multi Dwelling Units (MDUs) (**the FTTB Withdrawal Notice**).
5. On 14 December 2014, the Commonwealth, NBN Co and Telstra announced that agreement had been reached for Telstra to progressively transfer ownership of its copper and HFC networks to NBN Co where NBN Co uses those networks to deliver an NBN service. For an end user to migrate to the NBN via the FTTN network, copper sub-loops (and in a smaller number of cases, exchange fed copper loops) over which Telstra provides General Services will be jumpered from a pillar or an exchange to the NBN fixed network (**the FTTN Rollout**).
6. This letter gives you notice under your Supply Agreement of the withdrawal and disconnection of each General Service supplied over copper infrastructure that is to become part of the FTTN Rollout. This notice does not limit the Withdrawal Notices or the FTTB Withdrawal Notice.
7. Withdrawal and disconnection of the General Services as set out in this letter only ever occurs as a result of an end customer requesting an NBN service.

Relationship with the varied Migration Plan

8. Telstra will lodge a varied Migration Plan for approval by the ACCC, which incorporates variations to reflect the new OMTM approach to rolling out the NBN fixed network. Wholesale customers will have an opportunity to make submissions to the ACCC on the proposed varied Migration Plan.
9. 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 OMTM variations to the Migration Plan are approved by the ACCC.

Why and when will services provided over copper infrastructure forming part of the NBN FTTN be withdrawn?

- 10. Withdrawal of General Services as part of the FTTN Rollout will occur after an NBN service provider's customer orders an NBN FTTN 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 FTTN.
- 11. This is because the supply of NBN FTTN services results in the disconnection of General Services when NBN Co jumpers a copper loop or sub-loop over which one or more General Services are supplied in order to connect Premises to the NBN fixed line network to provide an NBN FTTN service (**NBN Co Jumpering**). NBN Co Jumpering disconnects only those General Services supplied over the copper loop or sub-loop jumpered to the NBN FTTN. Services on other copper loops (if any) at the Premises are not disconnected as a result of NBN Co Jumpering.
- 12. 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 FTTN Rollout is linked to the ordering of the NBN FTTN service for that Premises. That is, withdrawal occurs on a line-by-line basis - the General Services supplied over a copper connection to a Premises will be withdrawn and disconnected in line with NBN Co Jumpering on the relevant copper connection.
- 13. As part of the FTTN Rollout, NBN Co has indicated that it will provide the option during the Migration Window of a partial migration to the NBN on copper connections to Premises forming part of the NBN FTTN. This will allow the current service provider to continue to supply circuit switched telephony service using Telstra wholesale services (to connect to Telstra's or the service provider's PSTN switch as appropriate) until the Disconnection Date (or until the earlier date these services are also migrated to the NBN or otherwise cancelled). If this option is requested by an NBN service provider's customer, NBN Co may provide to Telstra the physical infrastructure that will support continued provision of the voice frequency spectrum on copper to the Premises so as to allow Telstra to provide wholesale services in the voiceband to its wholesale customer (**Voiceband Continuity**) until the Disconnection Date (or earlier service cancellation).

What happens to other services?

- 14. NBN Co Jumpering on a copper line (in relation to both FTTB and FTTN) impacts all existing services supplied to an end-customer over that line. It is therefore incumbent on NBN service providers to make sure that end customers understand that all existing services over copper will stop working upon jumpering of the copper line to the NBN (with the exception of Voiceband Continuity, if provided).

Timing of withdrawal

- 15. The General Services which Telstra was supplying to you by means of a copper network connection to a Premises immediately prior to NBN Co Jumpering as part of the NBN FTTN deployment will be withdrawn as follows:

Telstra Service	With Voiceband Continuity	Without Voiceband Continuity
DSL, SSS, DIVO and VISP	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	Not withdrawn as a result of NBN Co Jumpering. If you wish to cancel these services, you will need to place a cancellation order with Telstra under your Supply Agreement,	Withdrawn (and disconnected) effective from the date NBN Co notifies Telstra of the NBN Co Jumpering.

	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.	
ULLS	<p>Withdrawn (and disconnected) effective from the date NBN Co notifies Telstra of the NBN Co Jumping.</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 send to you on request the relevant documentation to vary your existing Supply Agreement if you wish to take up this option. We anticipate that the proposed Supply Agreement updates will be available by the end of January.</p>	Withdrawn (and disconnected) effective from the date NBN Co notifies Telstra of the NBN Co Jumping.

16. Withdrawal of General Services supplied over copper loops or sub loops which will form part of the FTTN Rollout cannot occur before the Region Ready for Service Date for the relevant Rollout Region.
17. 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

18. 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 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>.
19. We will also provide further information on the rollout of the NBN under the revised multi-technology mix in the coming months.
20. We are 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.
21. 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.