



COVID-19 Update - Managed Disconnections

March 19, 2020

We have been closely monitoring the recent developments with the COVID-19 pandemic, its potential effect on the service continuity objective, and the risks to the health and safety of end-users, our front-line employees and front-line employees of other RSPs (involved with nbn migration and legacy service disconnection activities).

With nbn co we have agreed, as a precaution, to implement a moratorium on managed disconnection activities under the Migration Plan with immediate effect, lasting until 30 June 2020. This will ensure end users can remain connected at a time when staying in touch is more important than ever.

The moratorium on managed disconnections will apply to all premises with remaining active legacy services at a national level where the rollout region has either recently passed its disconnection date (and disconnection has not yet occurred) or the disconnection date is approaching in the near future.

We will work with nbn co to develop a detailed proposal for the revised arrangements that will apply to premises in rollout regions impacted. We will provide more details on this proposal as soon as it is available, including the associated timeframes when managed disconnection arrangements will recommence and the scope of rollout regions and disconnection dates impacted.

This will be subject to obtaining the ACCC's endorsement before we can share the final proposal with you.

If you have any questions, please contact your Telstra Wholesale service manager.