



UNDERSTANDING PULL THROUGH

JULY 2012



Contents

Telstra's Migration Plan

What documents will you be asked to sign?

Understanding Pull Through

Benefits of Pull Through

Our South Brisbane Exchange

experience Your decision

About the Pull Through Required Consents

Next steps

Frequently Asked Questions

Glossary

Telstra's Migration Plan and Pull Through

Telstra's Migration Plan and Pull Through

- Telstra has an obligation under the Migration Plan to use reasonable endeavours to obtain Required Consents* from wholesale customers for Pull Through activities.
- We will be submitting a Required Measure under the Migration Plan documenting the process by which we propose to obtain these Required Consents, as well as the process by which we will notify you of issues that may arise in the course of Pull Through activities.
- We welcome your feedback on the Required Measures processes and ask that, following your consideration of our proposal, you submit your feedback online at telstrawholesale.com. The documents will also be available on the Telstra Wholesale Customer Portal.

* Required Consents means certain releases, consents and undertakings

What documents will you be asked to sign?

- We propose to obtain the Required Consents to Pull Through activities by asking you to sign a Deed Poll in favour of NBN Co and Telstra.
- We will also ask you to sign a consent form allowing us to disclose your name to NBN Co where you are acquiring services over a cable and have not, at that point, agreed to Pull Through. This is to cover the situation where you may have separately reached agreement with NBN Co on Pull Through activities.
- Your feedback on the Deed Poll and consent form can be directed to your Account Manager.

Pull Through is a method of last resort

and provides end users with a better connection experience

When installing fibre in a lead-in conduit (LIC), NBN Co will attempt to push the new fibre connection through the existing conduits in the first instance. If they are unable to do this and if they believe pull through will be successful they may want to conduct Pull Through.

Understanding Pull Through

What is Pull Through?

In the course of connecting a premises to the NBN Co Fibre Network, NBN Co or its installing contractor may physically remove one or more copper cable from a lead-in conduit (LIC) at the premises in order to 'Pull Through' the fibre optic cable which will be used to connect the Premises to the NBN Co Fibre Network.

- **Pull Through is a method of last resort:** When installing fibre in a LIC, NBN Co will generally attempt to push through the fibre in the first instance. Where they are unable to do this, and if they believe Pull Through is likely to be successful, they may want to conduct Pull Through.
- **Pull Through results in a service outage:** As the copper cable is physically cut and generally reconnected at completion of the pull through activities.
- **Pull Through can happen:** Once a service is ordered and an appointment date is scheduled with the end user or otherwise with end user consent.
- **Pull Through will affect a small amount of premises:** We anticipate Pull Through may be appropriate for a small percentage of premises (based on our experience in South Brisbane) and this percentage may vary depending on FSAM region characteristics.

Benefits of Pull Through

If push through is not possible:

1 Better end user experience

If Pull Through is an option, the end user is connected using the existing LIC.

2 Existing lead-in conduits can be used

Without Pull Through, NBN Co must install a new LIC either by digging a new trench in which to lay the conduit or potentially by installing an aerial connection.

3 Telstra deals with NBN Co on your behalf

Telstra manages the pull through interaction with NBN Co for you, leaving you to focus on your core business.

Your Decision

Where push-through cannot happen:

Sign Deed Poll and Consent Form

Enables use of existing underground infrastructure at premises

Last resort before installing a new LIC

Consent to disclose name only

Allows Telstra to pass on your company name to NBN Co

Cables will not be used in Pull Through activities unless additional consent received

Do nothing

Cables will not be used in Pull Through activities

New lead-in conduit required
(if fibre can't be 'rodded' through)

About the Pull Through Required Consent

Telstra is seeking a **once off** Required Consent from wholesale customers that will apply to all of that customer's current and future end users (other than for cables over which Telstra provides Special Services or cables over which the Service Provider provides a service that is equivalent to a Telstra Special Service (provided the Service Provider has advised Telstra that it is being used to provide such a service)).

The Required Consents to Pull Through activities will comprise:

- Consent to NBN Co conducting the Pull Through activities
- Consent to use and disclosure of confidential information required for the purposes of Pull Through activities and to include in Telstra reports to the ACCC as part of Pull Through Activity
- An undertaking to provide information to NBN Co about priority assistance, medical alert or alarm services on a cable
- A release in favour of NBN Co and Telstra for loss arising out of the Pull Through activities (because of the service outage)
- either:
 - an undertaking to make available Reinstatement and Remote tests; or
 - an indication that they do not require Reinstatement or Remote tests for the cable.

Pull Through Required Consent (Cont.)

What is Telstra Retail doing?

Telstra has already provided NBN Co with similar consents and releases and will be allowing Pull Through on all suitable Retail cables.

What about end user consents?

Under the Wholesale Broadband Agreement, NBN Co has advised it will establish a process for the Retail Service Provider to use reasonable endeavours to obtain end user's consent to Pull Through activities. If you choose to provide services on the National Broadband Network through Telstra Wholesale, we will ask you to obtain this consent from your end user.

Further, NBN Co has advised that their installers will confirm with the end user that they have consented to Pull Through if pull through activity is required on the appointment day.

Next steps

1. Consider our draft processes for obtaining consents to Pull Through and to provide notifications of Pull Through Exception events available on telstrawholesale.com and the Telstra Wholesale Customer Portal.
2. Provide feedback via telstrawholesale.com within the specified timeframe.
3. Consider the draft Pull Through agreement (the Deed Poll).
4. Consider the consent to disclosure of your details to NBN Co - your Account Manager or Business Operations Manager will provide you with an execution copy of consent to disclosure letter.
5. If you agree, while you are considering the Deed Poll, sign and return the consent to disclosure letter.
6. Discuss the Deed Poll with your Account Manager or Business Operations Manager.
7. If you want to sign the Deed Poll now, ask for an execution copy.
8. Your Account Manager or Business Operations Manager will contact you again once the processes referred to above have been approved by the ACCC as part of the Required Measures under the Migration Plan to ask you to sign the Deed Poll (and can provide you with an execution copy).
9. If you want to allow Pull Through, arrange for the Deed Poll to be duly executed and send it back to your Account Manager or Business Operations Manager.

FREQUENTLY ASKED QUESTIONS



When can't Pull Through be done?

Pull Through will not be undertaken when **Non-Removable Existing Cable is identified**. These include any of the following cables:

- a 10 pair or greater copper lead-in cable;
- a HFC lead-in cable where the LIC is equivalent to a P10 pipe or less;
- a cable by which Special Service is being provided;
- an optic fibre cable;
- **a cable where Telstra does not have a Pull Through Required Consents from all relevant wholesale customers or is not permitted to disclose the identity to NBN Co of relevant wholesale customers;**
- a cable in respect of which NBN Co does not have the Required Consents (similar to the Pull Through Required Consents) from the end user for Pull Through activities;
- a wholesale cable which NBN Co determines to be non-removable because the wholesale customer advises that a priority assistance service, medical alert service, or similar service is being supplied over the wholesale cable by a person other than Telstra (in accordance with the undertaking given as part of the Pull Through Required Consents).

What is a Pull Through Exception Event?

- A **Pull Through Exception Event** is a circumstance that prevents NBN Co's contractors from being able to complete Pull Through activities or cable rectification. For example, if NBN Co is prevented by a Pull Through Exception Event from completing Pull Through activities, cable rectification or the installation of a temporary cable or if NBN Co has installed a temporary cable, the wholesale customer will be notified by Telstra.
- The process by which Telstra will provide such notification is also a Required Measure which Telstra is required to submit to the ACCC for approval in accordance with the Migration Plan. Again we welcome your feedback on the proposed process.
- Contact points (phone and email) will be requested from Telstra Wholesale customers to enable appropriate notification from Telstra Wholesale in case of an Exception Event.
- Once notified you will be able to manage the event with your end user using your standard business processes.

What if you don't sign a Required Consent to Pull Through activities?

- If you choose not to provide the relevant consents, releases and undertakings, Telstra will advise NBN Co that Pull Through activities cannot be conducted in any LIC containing a cable over which you are providing a service. Such advice is provided on a per cable basis so, subject to the below, your name is not disclosed to NBN Co.
- If you have not or are not ready to sign the Pull Through Required Consents, you may still sign a consent form allowing us to disclose your name to NBN Co. They may use this information to determine if you have already given your consent directly to NBN Co or may wish to contact you directly in relation to Pull Through activities.

Glossary

LIC	lead-in conduit
Pull-Through	In the course of connecting a premises to the NBN Co Fibre Network, it may be necessary or expedient for NBN Co or its installing contractor, to physically remove one or more copper or HFC cables from a lead-in conduit (LIC) at the premises in order to 'Pull Through' the fibre optic cable which will be used to connect the Premises to the NBN Co Fibre Network.
Ready For Service Date	The Ready For Service Date for a Rollout Region is generally the date published by NBN Co on its website as the date it can start providing fibre services in that Rollout Region (except for the initial Rollout Regions where rollout commenced prior to 6 March 2012 or for regions comprised of separate fibre networks acquired by NBN Co – for these the Ready For Service Date is as advised by NBN Co to Telstra). All notified Ready for Service Dates will be published on the Telstra Wholesale website at http://www.telstrawholesale.com.au/nbn/nbn-rollout/index.htm

Thank you

For ongoing updates regarding Telstra Wholesale and our plans for the National Broadband Network please contact your Account Manager or visit telstrawholesale.com.