

Commercial in confidence

# Service Withdrawal Notification Explanatory Document

Version 5 – 2 March 2017

IT'S HOW  
WE CONNECT



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# 1 INTRODUCTION

We have been engaging with you regularly to explain how the **nbn**<sup>TM</sup> migration process will impact you as a wholesale customer as the rollout of the **nbn** network proceeds.

This document provides more detail about the final step on the Telstra side of the migration process: the termination and cease sale of services over the fixed line networks Telstra is required to disconnect under the Migration Plan and the Definitive Agreements (collectively Telstra's **Disconnection Commitments**) as part of the **nbn** network rollout. Telstra is required to treat retail and wholesale services on an equivalent basis under its Disconnection Commitments.

As you know, the Federal Government has elected to continue the **nbn** rollout (previously a FTTP-only rollout) using a multi-technology mix rollout (currently a combination of FTTP, fibre-to-the-node (**FTTN**), fibre-to-the-basement (**FTTB**), HFC, satellite and fixed wireless technologies although nbn co may introduce additional technologies) (**MTM Rollout**). On 14 December 2014, Telstra, nbn co and the Commonwealth announced that agreement had been reached on the terms governing the MTM Rollout.

With nbn co's commercial rollout of service offerings using FTTN technology (**FTTN Rollout**), and nbn co's commercial rollout of FTTB technology to Multi Dwelling Units (**MDUs**) (**FTTB Rollout**), we have included information in this document about the migration and disconnection process for the FTTB Rollout and FTTN Rollout.

The **nbn** rollout brings with it a new set of defined terms. These terms are key to understanding the processes of disconnecting from the Telstra legacy fixed networks and migrating to the **nbn** network. With that in mind, we have developed a glossary of **nbn**-related terms which is available on our website [www.telstrawholesale.com.au](http://www.telstrawholesale.com.au) and on our Customer Portal. This document uses terms which are further explained in that glossary.

## 2 TELSTRA'S DISCONNECTION COMMITMENTS

### What networks are affected?

Our Disconnection Commitments cover the disconnection of most of Telstra's fixed line network infrastructure within the **nbn** Fixed Line Footprint:

- The Migration Plan requires disconnection of Telstra's copper network and HFC network; and
- The Definitive Agreements require, in addition, disconnection of much of Telstra's fibre network (essentially our GPON networks).

Collectively, we have defined the fixed networks we are required to disconnect as **Separating Networks**. The Migration Plan has been varied to accommodate nbn co's MTM rollout, including FTTB, FTTN and other technologies. However, in essence, Telstra's commitment to disconnect legacy copper services as the **nbn** network is rolled out will stay the same, regardless of the technology type.

### What services are affected?

Telstra is required to disconnect all services on its Separating Networks. Most services provided over Telstra's Separating Networks at Premises within the **nbn** Fixed Line Footprint will be disconnected at the Disconnection Date within each of the Rollout Regions specified by nbn co.

However, the **nbn** Fixed Line Network initially will not be able to support substitutes for some more complex **Special Services** offered over the Telstra Separating Networks. These Special Services are categorised into Special Services Classes (**SS Classes**) (see <https://www.telstrawholesale.com.au/nbn/overview/special-services.html> for the details of SS Classes and the services in each class). Special Services have been given a temporary deferral of disconnection requirements in Rollout Regions until the Disconnection Date for their SS Class (which have been and will continue to be announced in accordance with the processes discussed below).

In recognition that wholesale customers can compete against Telstra by building their own version of Special Services, each SS Class also includes ULLS which are used to supply services which are Service Equivalent to any of those Special Services (**Special Service Inputs**). ULLS used as Special Service Inputs have the same temporary deferral from disconnection. It will be up to each wholesale customer to assess which of their own services supplied over ULLS are Service Equivalent to the Telstra Special Services in each SS Class and then to notify Telstra of this by using the TSS Codes and certification process set out in the amended ULLS Ordering and Provisioning Manual. We notified you of this process in deployments #3008, #3022, #3040 and #3046. Telstra expects the TSS Code advised by wholesale customers to match ULLS Deployment Class for the relevant service.

There are two processes for withdrawal of an SS Class:

- 1) Following nbn co publishing a White Paper announcing that the **nbn**<sup>TM</sup> Fixed Line Network will now support substitute services to the SS Class and that White Paper being accepted as enabling equivalent services to be supported; and
- 2) Withdrawal through Telstra's standard Business as Usual (**BAU**) product exit

We discuss both in section 6 below.

## Special arrangements for fire alarms, lift phones and other services in MDU common areas

The Migration Plan includes arrangements for extension of the disconnection of services used for fire alarms and lift phones. The managed disconnection of the Telstra service will be delayed until 1 July 2017 where a fire alarm or lift phone service is registered with nbn co no later than 25 business days after the Disconnection Date of the relevant Rollout Region, with all relevant registration details provided, and nbn co notifies Telstra.

Service providers will not be able to take the benefit of this extended Disconnection Date unless they have registered their services used for fire alarms and lifts with nbn co (not Telstra). Currently, there are two methods by which a fire alarm or lift phone service may be registered with nbn co. These are:

- Calling the nbn co contact centre on 1800 687 626; and
- Where an owners' corporation, body corporate, strata manager or property manager registers an MDU Common Area with nbn co on the Register My Building website. Applicants can include the Full National Number (**FNN**) or ULL 161 number for any fire & lift services in the building.

To register your fire alarm or lift phone service, you must have the FNN of the phone line that the fire panel or emergency lift phone uses.

The Migration Plan also separately provides for an extended mandatory disconnection timeframe for other services provided in an MDU Common Area (e.g. foyer of a building). The MDU Common Area will be treated as a separate Premises and will be explicitly included by nbn co in a **nbn** Fixed Line Footprint list in the same way as other Premises. This means that nbn co may include the separate apartments in an MDU in an **nbn** Fixed Line Footprint list for a Rollout Region but decide not to include the MDU Common Area in that Rollout Region and leave it for a future Rollout Region.

If an MDU Common Area is included in a Rollout Region then Cease Sale will apply in the same way as for any other Premises in the same Rollout Region. However, mandatory disconnection will be delayed for services in an MDU Common Area until 24 months after the end of the **nbn** Fixed Line Network rollout (or if later, 20 Business Days after the Disconnection Date for the Rollout Region that includes the MDU Common Area).

If an MDU Common Area has not been included in a Rollout Region, but a Premises within the MDU has been passed by the **nbn** Fixed Line Network, the services in the MDU Common Area also will be disconnected 24 months after the end of the **nbn** Fixed Line Network rollout.

There may be overlap between the provisions dealing with disconnection of fire alarms and lift phones, MDU Common Areas and the general provisions dealing with Special Services. The overlap is resolved as follows:

- (a) Subject to (b) below, if the services used for fire alarms or lift phones are in an MDU Common Area which forms part of a Rollout Region, the MDU Common Area rules apply; and
- (b) If the service which is used for fire alarms and lift phones in an MDU Common Area is a Special Service, the Special Service rules apply.

### What about Frustrated Premises?

Frustrated Premises are Premises which nbn co has been unable to connect to the **nbn**<sup>TM</sup> network. This could include those where the body corporate is refusing nbn co access to install its network and equipment. nbn co is responsible for determining whether Premises are to be categorised as Frustrated Premises.

Telstra's Cease Sale and mandatory disconnection obligations are substantially the same for Frustrated Premises as for any other Premises. This means that Cease Sale now applies to Premises that nbn co has separately identified as Frustrated Premises in nbn co's SQ system.

### What about our residual fixed network?

Once the **nbn** rollout is completed, Telstra will be left with limited fixed local access network infrastructure:

- We are permitted to retain some fibre network (essentially point to point) within the **nbn** Fixed Line Footprint; and
- We are required to continue to operate our current Copper Network outside the nbn Fixed Line Footprint.

Collectively, we have defined these residual fixed networks as **Exempt Networks**.

We will continue to provide services, including declared services, over Exempt Networks in accordance with our regulatory and contractual obligations. Services may be withdrawn from an Exempt Network in accordance with our standard service withdrawal processes.

However, the Superfast Network Obligations legislative requirements and the Definitive Agreements restrict Telstra's ability in certain circumstances to use its Exempt Networks to supply residential and small business customers or to allow its wholesale customers to use Telstra's Exempt Networks to supply those customers in certain situations. Wholesale customers will be required to confirm to Telstra that their use of the Telstra services on an Exempt Network complies with these obligations.

### 3 IMPLEMENTATION OF OUR DISCONNECTION COMMITMENTS THROUGH SERVICE WITHDRAWAL

The process of disconnecting Telstra's legacy fixed networks to comply with our Disconnection Commitments involves a progressive withdrawal of services supplied by Telstra as the **nbn** network is rolled out.

The process for withdrawing services on the Telstra legacy fixed networks is a process with which you should already be familiar. The difference between this and previous service withdrawals is that the service withdrawal required by the **nbn** deployment is on an unprecedented scale and is more complex given the range of Telstra retail and wholesale services involved.

Under our commercial agreements with wholesale customers, Telstra has the right to give notice withdrawing and terminating services supplied under those agreements, including where Telstra ceases to provide a declared service to itself.

In order that we can meet our Disconnection Commitments, we will be relying on these contractual provisions to issue service withdrawal notices to affected wholesale customers. Withdrawal of services on our Separating Networks will occur in two streams, reflecting the differences between Special Services/Special Service Inputs and all other services.

## 4 NBN-RELATED WITHDRAWAL NOTICES

Telstra has previously issued wholesale customers with a general notice covering the progressive withdrawal and disconnection of various copper-based services (**General Services**) as nbn co rolls out the **nbn**<sup>TM</sup> Fixed Line Network.

We have issued affected wholesale customers with further general notifications regarding the withdrawal of Telstra General Services as part of the FTTN Rollout and FTTB Rollout. Below is some further information in respect of the contents of those notices.

The timing and geographic sequencing of service withdrawal process under these general withdrawal notices will be driven by nbn co's fixed rollout schedule because:

- the trigger dates specified in these general withdrawal notices are explicitly linked to the key dates notified by nbn co for each Rollout Region. These dates will be included in the **nbn** Rollout Schedule on <https://www.telstrawholesale.com.au/nbn/overview/nbn-rollout-schedule.html>; and
- nbn co does not necessarily undertake a single blanket rollout of all Premises within a Rollout Region. A Rollout Region is a list of individual Premises within an area, not the whole area itself. Therefore, the Premises at which the General Services will be withdrawn are the Fixed Footprint Premises within the **nbn** Fixed Line Footprint in each Rollout Region based on nbn co's notifications. nbn co will publish the proposed **nbn** Fixed Line Footprint list prior to the Region Ready for Service Date for a Rollout Region, comprising the Premises which nbn co intends to pass with the **nbn** network (noting nbn co may update the list during the Migration Window).

nbn co has triggered the migration process for some Special Services (including Special Service Inputs). Telstra has therefore begun the process of issuing service withdrawal notices covering the relevant SS Classes (see section 6).



## 5 PHASED WITHDRAWAL OF GENERAL SERVICES

### What services are covered?

The **nbn**-related General Services will cover the following services:

- Wholesale Line Rental (WLR);
- Local Carriage Service (LCS);
- Wholesale ADSL (also known as Telstra Wholesale Broadband DSL Layer 2 Internet Grade Service);
- vISP (virtual ISP);
- SSS (also known as LSS);
- ULLS (except when used as a Special Service Input) (together **the General Services**).

The service withdrawal notices for the General Services provide for a phased withdrawal of the General Services in each Rollout Region. We explain below each of the phases of service withdrawal.

- **Phase 1 – Cease Sale:** Telstra is required to reject an Order for a new copper service if a Premises:
  - (a) is determined by nbn co to be serviceable by the **nbn Fixed Line Network (nbn Serviceable)**; or
  - (b) is a Frustrated Premises.

Cease Sale does not apply to Orders for Special Services or Special Service Inputs if the Disconnection Date for the SS Class has not passed. In each Rollout Region, Cease Sale for the General Services will commence 10 Business Days after the Region Ready for Service Date notified by nbn co.

- **Phase 2 – Order Stability Period:** So that Telstra can prepare for the orderly disconnection of all remaining General Services at Fixed Line Footprint Premises in a Rollout Region, Telstra will apply an Order Stability Period 20 Business Days prior to the Disconnection Date for that Rollout Region. During the Order Stability Period, Telstra must refuse order types in respect of the supply of the General Services provided to any Fixed Line Footprint Premises in the Rollout Region. Exceptions include:
  - orders for Special Services or Special Service Inputs (which Telstra is not yet required to disconnect)
  - cancellation orders
  - exchange based barring and suspension of services
  - order and service remediation
  - reversals
  - reconnections for error or credit management purposes
  - local number portability
  - changes to services
  - details for nuisance calls; and
  - silent line requests or other order types determined following a review of the Order Stability Period in accordance with the Migration Plan to reflect the practical experience of Migration.
- Should any changes be identified, you will have the opportunity to put your views on any proposed changes to the Order Stability Period and we will notify you in advance of any new requirements once settled.

- **Phase 3 – Managed Disconnection:** Telstra is required to disconnect all Premises within the Fixed Line Footprint notified to Telstra by nbn co, including Frustrated Premises.

Mandatory Disconnection will commence 5 Business Days after the Disconnection Date for a Rollout Region and is generally to be completed by 45 Business Days after that Disconnection Date.

The disconnection of Premises will be pushed towards the end of the Disconnection Window if the Premises is an In-Train Order Premises. In-Train Order Premises that become connected to the **nbn**<sup>TM</sup> network can still remain connected to the Telstra legacy services for up to 155 Business Days after the Disconnection Date for the Rollout Region, depending on the Disconnection Date of the Rollout Region in which the relevant Premises is located.

Which Premises constitutes an In-Train Order Premises varies depending on the Disconnection Date of the relevant Rollout Region in which the Premises is located.

If, after 1 July 2018, nbn co notifies Telstra that all In-Train Orders at a Premises with Disconnection Dates on or after 1 July 2018 have been revoked or cancelled, Telstra must disconnect the legacy service at that Premises within 30 Business Days.

The Disconnection Dates may also be extended in other circumstances. The detailed arrangements for mandatory disconnection are set out in the Mandatory Disconnection Handbook.

## WHERE WILL THE DIFFERENT NBN TECHNOLOGIES BE ROLLED OUT?

nbn co will determine which Rollout Regions will be serviced by FTTP, HFC, FTTN and FTTB technology and these will be announced to industry. See below for how we understand nbn co's notification process will work. nbn co may well use more than one fixed network technology in the same Rollout Region.

The Rollout Regions for the FTTB Rollout will be individual MDUs and will comprise all Premises in the relevant MDU. An FTTB Rollout Region may be within a Rollout Region where the **nbn** network is being rolled out using a different technology, such as FTTP, FTTN or HFC.

We understand that, in addition to making FTTP, HFC and FTTB/FTTN footprint information available 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 it 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>.

## NBN JUMPERING

To begin supplying an **nbn** FTTB or FTTN Service to a Premises to which General Services are already being provided, nbn co must gain access to, in the case of FTTN, the copper loop or sub-loop or, and in the case of FTTB, to the in-building wiring that connects to the relevant Premises. This might require nbn co to remove an existing jumper (**In-place Jumper**) over which the General Services are being supplied and replace it with a new Jumper (**nbn Jumpering**). For the FTTN Rollout, **nbn** Jumpering to connect an **nbn** FTTN Service at a Premises will occur at the nbn co node that serves the relevant Premises. For the FTTB Rollout, **nbn** Jumpering will occur at the MDF in the relevant MDU, which is usually in a central communications room within the building. **nbn** Jumpering will disconnect only those

General Services supplied over the copper loop, sub-loop or in-building wiring jumpered to the nbn co FTTN / FTTB network. Any General Services provided over other copper loops, sub-loops or in-building wiring at the Premises will not be disconnected.

The timing of withdrawal of General Services as part of the FTTN Rollout and FTTB Rollout is linked to the orders of the **nbn**<sup>TM</sup> FTTN or FTTB Service for the relevant Premises. Withdrawal will occur after a **nbn** Retail Service Provider orders a **nbn** FTTN or FTTB Service to be supplied to the Premises at which General Services are being supplied using an In-place Jumper. Withdrawal of General Services as part of the **nbn** FTTN Rollout and FTTB Rollout cannot occur before the Region Ready for Service Date for the relevant Rollout Region.

Telstra will not be notified of the relevant Jumpering until after it has occurred. Accordingly, Telstra can only notify the service provider supplying the Telstra legacy service (Telstra Retail or a wholesale customer) of the disconnection of the Telstra legacy service after its disconnection.

At the end of the 'Migration Window' for a Rollout Region, copper services (except for Special Services) that have not been migrated to the **nbn** network will be subject to the mandatory managed disconnection process.

## DISCONNECTION OF OTHER SERVICES PROVIDED ON THE SAME COPPER LINE

**nbn** Jumpering on a copper line (for both FTTN and FTTB) results in disconnection of all copper services provided over that line (except where Voiceband Continuity is provided – see "Continued provision of voice services" below). When an end user orders a service from you that will use a **nbn** FTTN or FTTB Service, you should ensure the end user is aware that all existing copper services provided over the same copper line will be disconnected when **nbn** Jumpering occurs on that line.

## CONTINUED PROVISION OF VOICE SERVICES

Retail and wholesale customers have the option of a partial migration to the **nbn** network which will allow the current service provider to continue to supply circuit switched telephony services on the Telstra copper network. If this option is requested by an end-user, nbn co will enable Telstra's continued supply to its wholesale customer of the voiceband on copper to the Premises (**Voiceband Continuity**).

If the **nbn** RSP does not, when lodging the nbn co order, notify nbn co of the need to retain the legacy telephone service, nbn co will Jumper the line to the **nbn** network without preserving Voiceband Connectivity to the Telstra legacy network. If the service provider of the legacy telephony service considers that the legacy telephony service should not have been disconnected, this is a matter that the service provider must raise directly with the **nbn** RSP, as Telstra has no role in this process.

## TIMING OF WITHDRAWAL – WITH AND WITHOUT VOICEBAND CONTINUITY

The General Services which Telstra was supplying to a Wholesale customer by means of the In-place Jumper immediately prior to the **nbn** Jumpering will be withdrawn as follows:

| General 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 <b>nbn</b> Jumpering.   | Withdrawn (and disconnected) effective from the date nbn co notifies Telstra of the <b>nbn</b> Jumpering. |
| WLR and LCS             | <p>Not withdrawn as a result of <b>nbn</b><sup>TM</sup> Jumpering.</p> <p>If a Wholesale customer wishes to cancel these services, it will need to place a cancellation order with Telstra, otherwise Telstra will continue to charge 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 <b>nbn</b> Jumpering. |
| ULLS                    | <p>Withdrawn (and disconnected) effective from the date nbn co notifies Telstra of the <b>nbn</b> Jumpering.</p> <p>If a Wholesale customer wishes to continue providing services to the Premises using the voiceband, Telstra will supply the customer 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.</p> | Withdrawn (and disconnected) effective from the date nbn co notifies Telstra of the <b>nbn</b> Jumpering. |

## 6 SPECIAL SERVICE CLASS WITHDRAWAL NOTICES

### Withdrawal of Special Services is different

When managing the withdrawal of Special Services with your customers, there are two important differences compared to the withdrawal of General Services.

First, each SS Class includes any ULLS which have been certified by wholesale customers as being used to supply services that are equivalent to the Special Services which fall into that SS Class. Special Service Inputs within a withdrawn SS Class will be withdrawn on the same timetable as the Special Services in the same withdrawn SS Class. Wholesale customers are responsible for accurately identifying into which “Access Service Family” any ULLS used by them to supply equivalent services to the Special Services falls. The “Access Service Family” is Telstra’s legacy product category for a particular Special Service, and each such category is further sub-divided into an SS Class based on the Access Technology that nbn co proposes to use to connect the relevant Premises. A list of the Access Service Families can be found at <https://www.telstrawholesale.com.au/nbn/overview/special-services.html>.

Once the wholesale customer has identified the applicable Access Service Family, Telstra will rely on this information to identify the SS Class into which any ULLS supplied by that wholesale customer falls and therefore if that SS Class is subject to Mandatory Disconnection of a withdrawn SS Class within that Access Service Family.

Second, whether a Special Service supplied at particular Premises within a Rollout Region will be subject to Mandatory Disconnection can depend on the Access Technology that nbn co uses to connect that Premises. This is because Telstra’s product exit may only apply to certain of nbn co.’s Access Technologies, or the relevant White Paper may specify that the product substitute developed by nbn co may be available only on some of the nbn co fixed network technologies (that is, FTTP, FTTN, FTTB and HFC). nbn co will publish and update a Premises list for each Rollout Region which identifies the Access Technologies proposed to be used and then actually used for the Premises within that Rollout Region.

nbn co may at any time decide to change the type of Access Technology which it uses to connect a Premises in a Rollout Region. As a result, a particular Premises at which a wholesale customer supplies a Special Service may, as nbn co’s plans change in the lead up to connection of the Premises to the nbn, swap between an Access Technology that is covered by a withdrawn SS Class and an Access Technology that is not yet covered by a withdrawn SS Class (and not yet subject to Mandatory Disconnection). The Premises will be categorised as a Changed Technology Premises and, depending on when nbn co notifies of the change in the Access Technology, the date for mandatory disconnection may be extended.

Telstra will use the latest information available from nbn co to identify Premises at which Special Services in a withdrawn SS Class are supplied. However, wholesale customers are also responsible for monitoring the status of Premises at which they supply Special Services (and Special Service Inputs) using the Telstra network and keeping their customers informed of any anticipated Mandatory Disconnection.

In addition, if a Special Service is double-ended (that is, both the A-end and the B-end of that Service are supplied over copper but those ends would have different disconnection dates – eg if they are located in different Rollout Regions), then we will disconnect both ends of the Special Service on the

later of the dates that we are required to disconnect the A-end or the B-end (i.e. the later disconnection date). We will notify you about how to identify individual services you acquire from us that you resupply as double ended services.

### White Paper process

If nbn co develops an **nbn**<sup>TM</sup> service substitute for an SS Class, it will release a White Paper announcing the details of such service at the same time to Telstra and other service providers. The Disconnection Date for the SS Class usually will be 36 months after the publication date of the White Paper.

Following the publication and acceptance of a White Paper, Telstra will issue a service withdrawal notice under its wholesale contracts covering the Special Services within the SS Class. We may not issue the SS Class Withdrawal Notice immediately because we may need to consider whether there are specific issues to be addressed in the withdrawal of the SS Class. However, we will issue the withdrawal notice no later than 18 months before the Disconnection Date for the SS Class.

An SS Class Withdrawal Notice issued on the back of an nbn co White Paper will provide for the disconnection of Special Services in the withdrawn SS Class as follows:

- *There will be a 'catch up' disconnection in existing Rollout Regions.* All Special Services in the withdrawn SS Class located in Rollout Regions whose Disconnection Date preceded the Disconnection Date for the SS Class will be disconnected on the Disconnection Date for the SS Class;
- *Rolling forward, the Special Services in the withdrawn SS Class in future Rollout Regions will be treated the same as other Services.* All Special Services in the SS Class located in Rollout Regions whose Disconnection Date is after the Disconnection Date for the SS Class will be disconnected on the Disconnection Date for the Rollout Region in which they are located – in the same way as General Services.

The Special Service Inputs in the SS Class will be withdrawn in accordance with the **nbn**-related General Service Withdrawal Notice, as discussed above.

We have issued SS Class withdrawal notices for the following SS Classes:

- Wholesale BDSL;
- Wholesale Business Data Access Solution;
- Ethernet Access (over copper) Services; and
- ULLS which our wholesale customers have certified to us that they are using to supply equivalent services to the above services to their own customers.

### Telstra's "business as usual" (BAU) exit process

The Migration Plan requires Telstra to give a minimum of 18 months' notice of the withdrawal of an SS Class through its BAU exit process. A list of the BAU exits Telstra has announced in respect of an SS Class is available at <https://www.telstrawholesale.com.au/nbn/overview/special-services.html>.

The BAU withdrawal processes under our Supply Agreements will continue to apply to services on Telstra's Exempt Networks (with the notice period required under those contractual provisions). If Telstra is to cease supplying a Service on the Separating Networks to meet our Disconnection Commitments, it may no longer be technically or economically feasible to continue to supply this Service on the Exempt Networks. Therefore, we may take the step of ceasing to supply a Service across both the Separating Networks and the Exempt Networks (i.e. across our entire fixed network).

## 7 COMPLAINTS

Telstra Wholesale has established a process to deal with complaints from wholesale customers arising in the course of Telstra's performance of the Disconnection Commitments. Please view our Complaints page on <https://www.telstrawholesale.com.au/service/complaints.html> for more information.

While Telstra anticipates being able to work constructively with wholesale customers throughout this process, wholesale customers can also make complaints to the Independent Telecommunications Adjudicator about issues arising under the Migration Plan.

## 8 REFERENCES

| Title/Link                                 | Link   |
|--|--|
| nbn co Rollout Schedule                    | <a href="http://www.telstrawholesale.com.au/nbn/overview/nbn-rollout-schedule.html">www.telstrawholesale.com.au/nbn/overview/nbn-rollout-schedule.html</a> |
| Telstra Wholesale Complaints               | <a href="http://www.telstrawholesale.com.au/service/complaints.html">www.telstrawholesale.com.au/service/complaints.html</a>                               |
| Independent Telecommunications Adjudicator | <a href="http://www.theita.com.au">www.theita.com.au</a>   |
| Telstra Wholesale's nbn Glossary           | <a href="http://www.telstrawholesale.com.au/download/document/nbn-glossary.pdf">www.telstrawholesale.com.au/download/document/nbn-glossary.pdf</a>         |

## 9 MORE INFORMATION

Contact your Account Manager for Enquiries and Proposed Changes.

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