

The Accelerated Investigation Process

Under Telstra's SSU



The Accelerated Investigation Process (AIP) - What's new?

As part of Telstra's SSU commitments, Telstra has established an Accelerated Investigation Process to investigate non-price Equivalence Complaints received from wholesale customers.

The commitment is to:

- investigate the matters raised in the complaint and;
- issue a report (**Rectification Plan**) to the wholesale customer within 5 business days of receiving the complaint.

The operation of the AIP is overseen by Telstra's Director of Equivalence.

Telstra has developed an Equivalence Complaint web form to allow wholesale customers to submit these complaints to Telstra to initiate the Accelerated Investigation Process. Wholesale customers wishing to have the benefit of the Accelerated Investigation Process and have their Equivalence Complaint dealt with in an accelerated manner as provided for in the AIP, will need to submit their Equivalence Complaints via [Telstra's web form](#).

What is an Equivalence Complaint?

In essence, an Equivalence Complaint is a complaint that:

- relates to a Regulated Service; and
- concerns a non-price complaint or issue that relates to or is likely to have been a system or process issue affecting Telstra's compliance with the SSU; or
- concerns a non-price complaint in connection with a TEBA order or process.

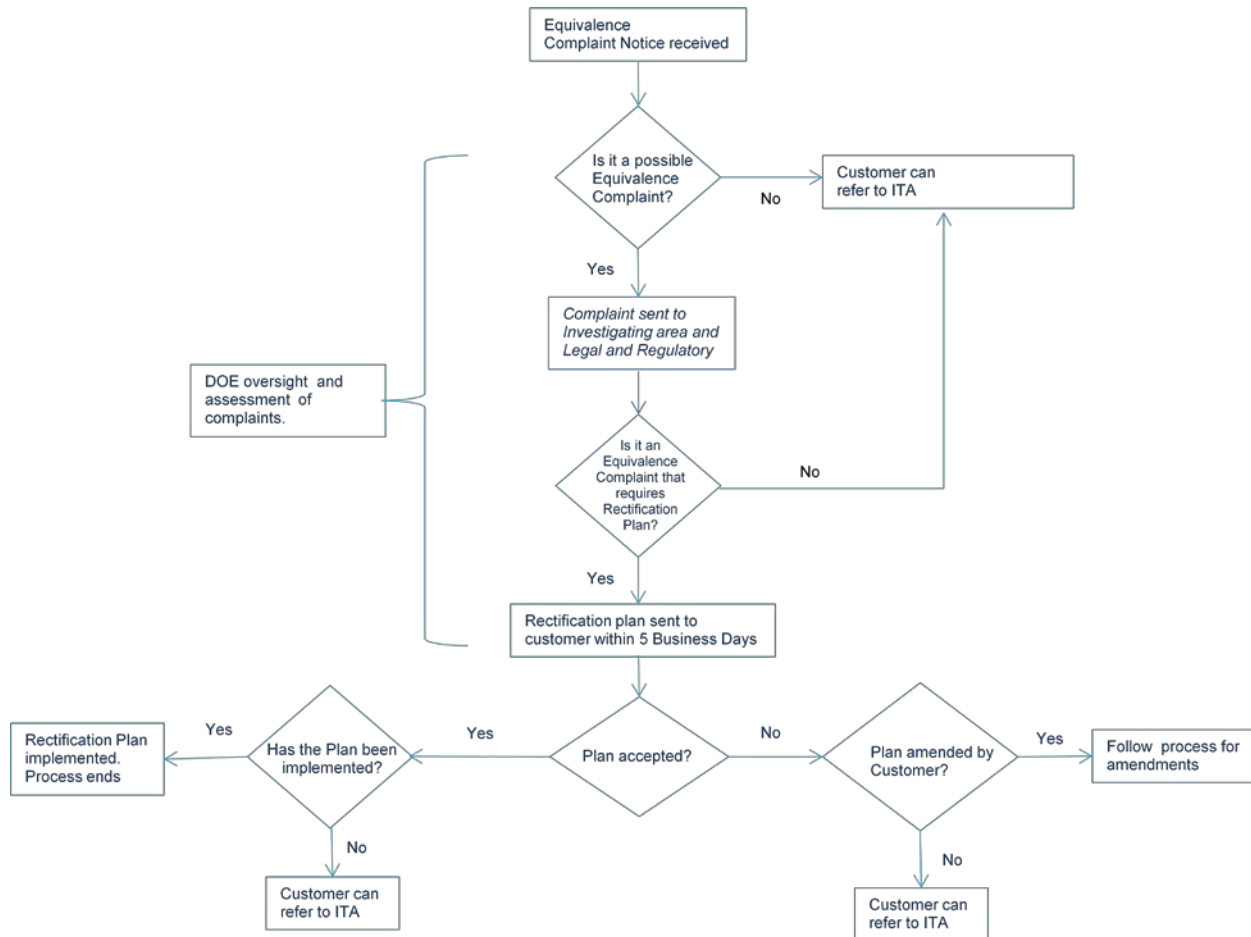
Accelerated Investigation Process steps

1. **Wholesale customer lodges the Equivalence Complaint via [Telstra's web form](#)** to notify Telstra of a potential Equivalence Complaint.
2. **Telstra assesses the complaint to determine that it is an Equivalence Complaint** and so can be handled under the Accelerated Investigation Process.
3. **Telstra investigates the matters raised in the complaint.**
4. **Telstra responds to the complaint and, where appropriate, issues a Rectification Plan** to the wholesale customer within 5 Business Days* of receiving the complaint.

*If additional information is required to assist Telstra to investigate the complaint, this time period may be extended by the time it takes the wholesale customer to provide that information.

Escalation Process Diagram

This flow chart sets out in summary form the escalation points in the Accelerated Investigation Process for wholesale customers where they can refer their complaint to the Independent Telecommunications Adjudicator.



Changes to the Rectification Plan

Wholesale customers can propose amendments to the Rectification Plan within 5 Business Days of receiving it from Telstra.

Telstra may accept any or all of the proposed amendments and reissue a Revised Rectification Plan within 5 Business Days of receiving the wholesale customer's proposed amendments.

Wholesale customers have 5 Business Days from receipt of the Rectification Plan (or modified Rectification Plan) to accept or reject the Rectification Plan. If the wholesale customer does not provide a response within this time the Plan will be deemed to have been accepted. If the wholesale customer does reject the Rectification Plan within 5 business days of receipt, it may refer the matter to the Independent Telecommunications Adjudicator.

Implementation of the Rectification Plan

If the Rectification Plan is accepted by the wholesale customer, Telstra must carry out each task identified in the accepted Rectification Plan in accordance with its terms.

If there is a material failure by Telstra to comply with the Rectification Plan that has been accepted by the wholesale customer (including a failure to meet a timeframe in the Rectification Plan) then the wholesale customer may refer the failure to the Independent Telecommunications Adjudicator process.