



14 January 2011

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Australian Competition and Consumer  
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## Public Policy and Communications

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### Copy to

Mr Sean Riordan  
General Manager  
NBN Engagement and Industry Compliance  
Australian Competition and Consumer Commission  
**Email: sean.riordan@accc.gov.au**

Dear Michael

### Closure of South Brisbane Exchange

I refer to the Commission's letter dated 21 December 2010 to Telstra's Executive Director Regulatory Affairs, Jane van Beelen, in which the Commission requested Telstra to advise by 19 January 2011 whether it still intends to commence migrating its own retail customers from 1 March 2011 or, if not, the new commencement date and an indicative timetable for 2011 for the migration of services by distribution area. In Jane's absence on leave, I am responding on Telstra's behalf.

Whilst Telstra had planned to begin migrating its own retail customers from 1 March 2011, this plan was based on a FTTP rollout schedule which did not anticipate the current severe flooding in Queensland and northern New South Wales. As yet we do not know the full extent of the impact on our FTTP build schedule and how this will affect the migration of customers in the South Brisbane exchange area. However the impact appears to be broadly twofold:

1. Staff are being redeployed to assist with restoring telecommunications services in flood affected areas throughout southern Queensland and northern New South Wales; and
2. Conditions in the South Brisbane exchange service area itself are such that work cannot continue for the present. When work can continue the initial focus will be on the clean-up effort.

We will be in a better position to assess the impact on the South Brisbane FTTP rollout schedule and the proposed migration plan when the immediate crisis is over. We will

provide you with an update within the next few weeks, once the impact has been fully understood and assessed. In the meantime please do not hesitate to call me with any questions.

Yours sincerely,

A handwritten signature in blue ink that reads "Chris Williams". The signature is written in a cursive, flowing style.

Christine Williams  
Deputy Executive Director – Regulatory Affairs  
Public Policy and Communications