

Disconnection of *In Train Order* premises – illustrative diagrams

April 2015

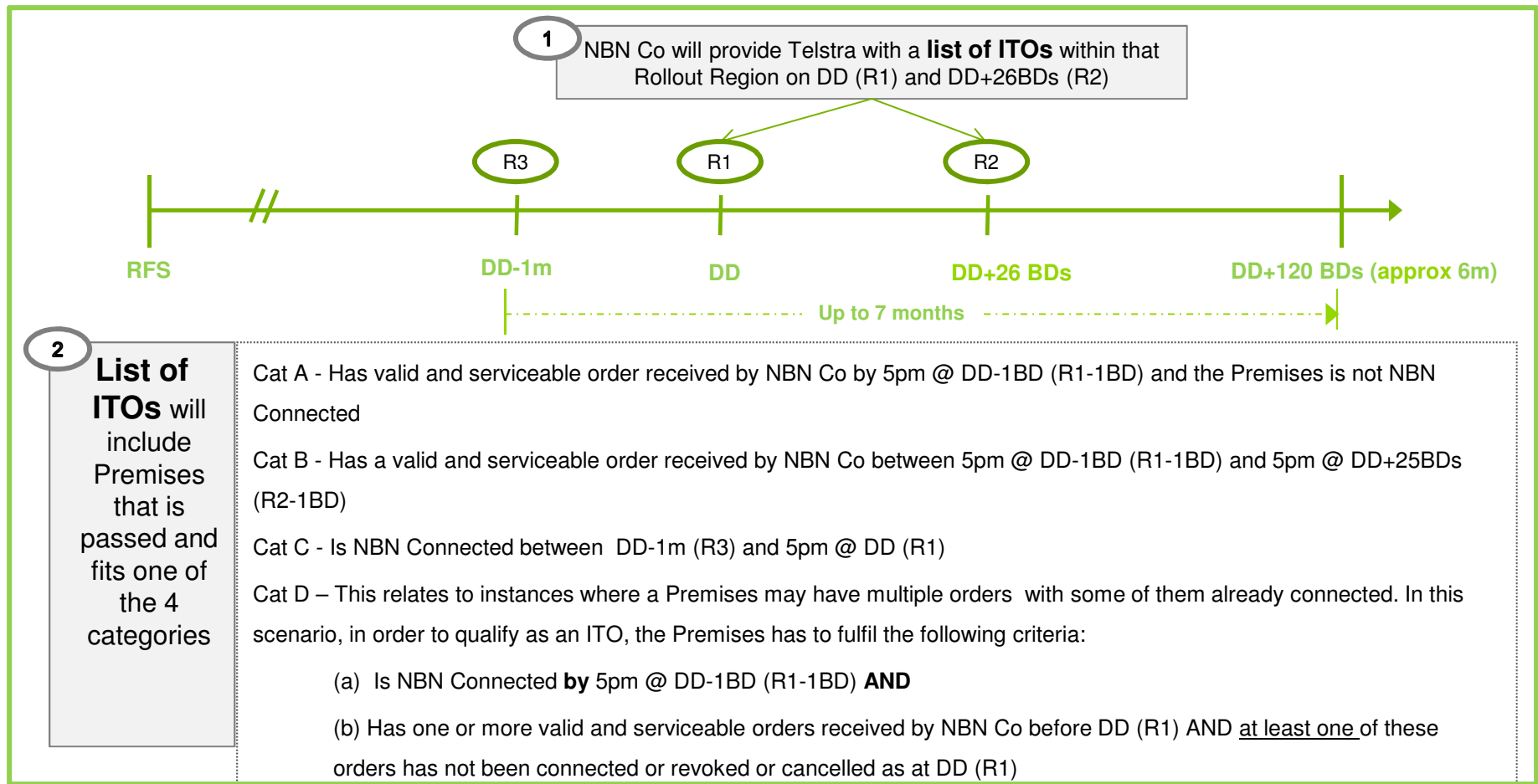
This pack is for illustrative purposes only. It is intended to provide industry with a summary of the recent changes to the 'In Train Order' process that are captured in section 15.1 of the proposed varied Migration Plan, noting how the process will work in both the long term and in calendar year 2015.

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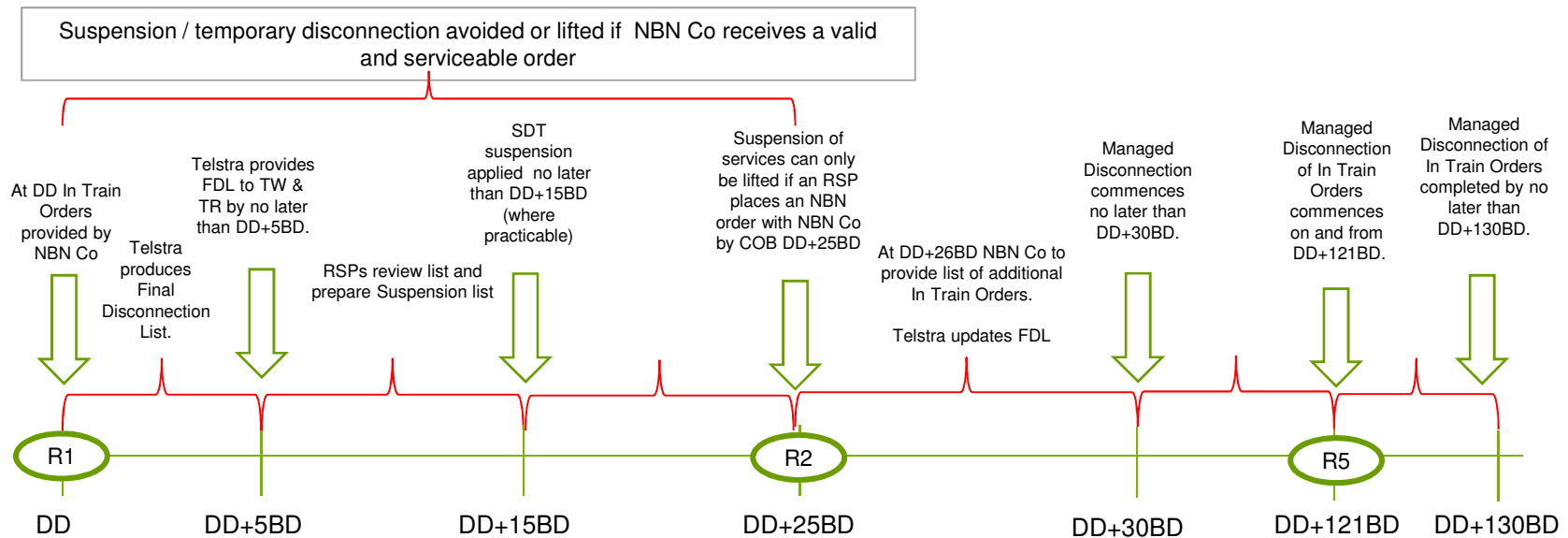
Disconnection of In Train Orders – Long Term approach from 01/01/16 [1 of 2]

The diagram outlines (1) when NBN Co will provide Telstra with the In Train Orders list as well as (2) the categories of premises that constitute In Train Orders – noting the additional consideration given to Premises with multiple orders at different stages of connection.



Disconnection of In Train Orders – Long Term approach from 01/01/16 [2 of 2]

Copper & HFC services at Premises with In Train Orders will remain connected to Telstra's legacy network up to 30BD after Telstra is notified by NBN Co of a connection / cancellation / revocation, or up to DD+120BD, unless the Telstra customer requests earlier disconnection. From DD+121BD (R5) all legacy services (other than Special Services and other permitted exceptions) will be disconnected.



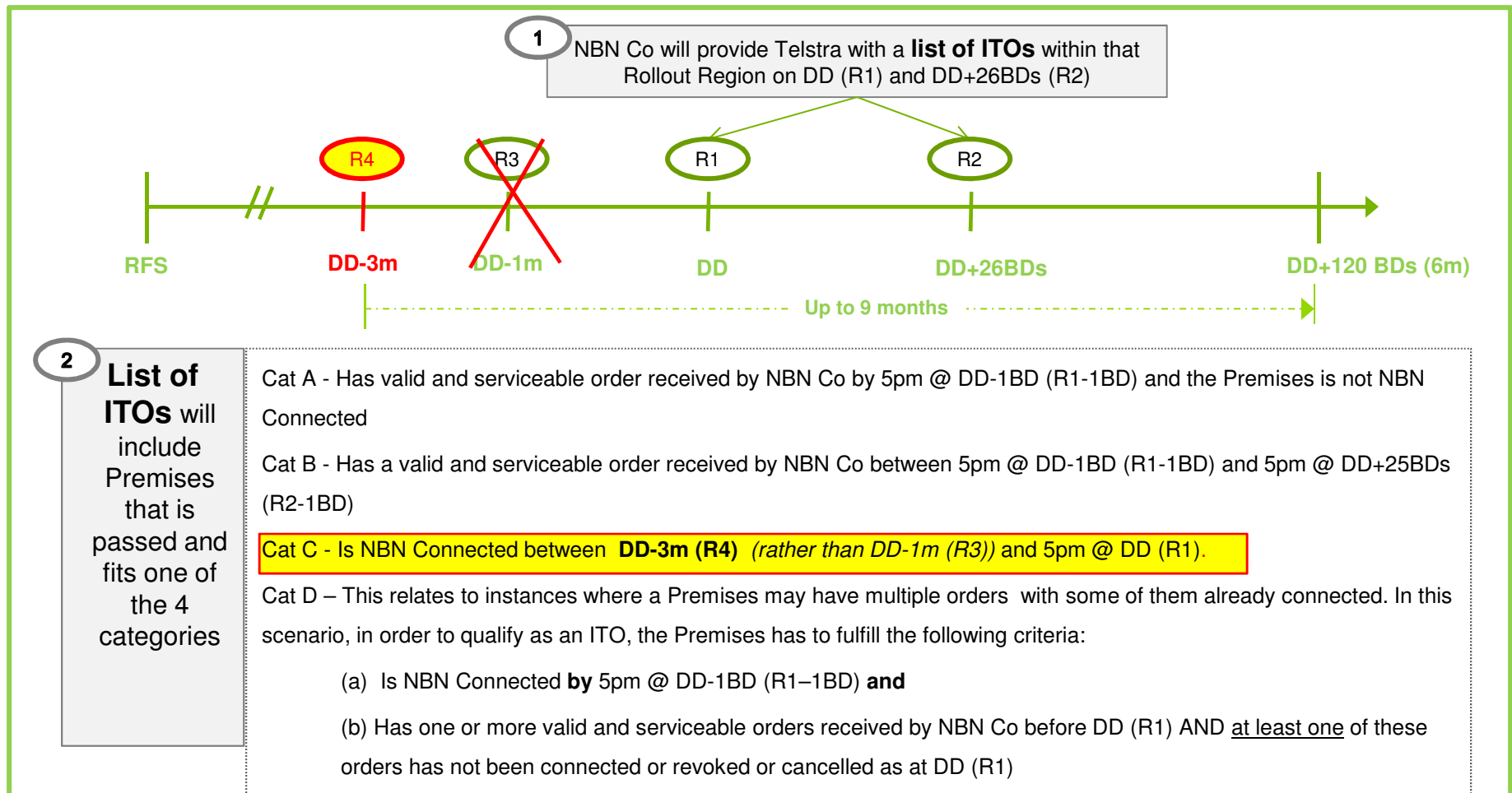
Note: In Train Order-premises without an NBN connection will not proceed to Managed Disconnection until DD+121BD.

NBN Co will provide updates to Telstra of NBN Co In Train Orders which have been connected, cancelled or revoked.

In Train Order premises will remain connected to Telstra's legacy network up to 30BD after Telstra is notified by NBN Co of a connection / cancellation / revocation, or up to DD+120BD unless early disconnection is requested by the end user or RSP.

Disconnection of In Train Orders – Calendar 2015 approach [1 of 2]

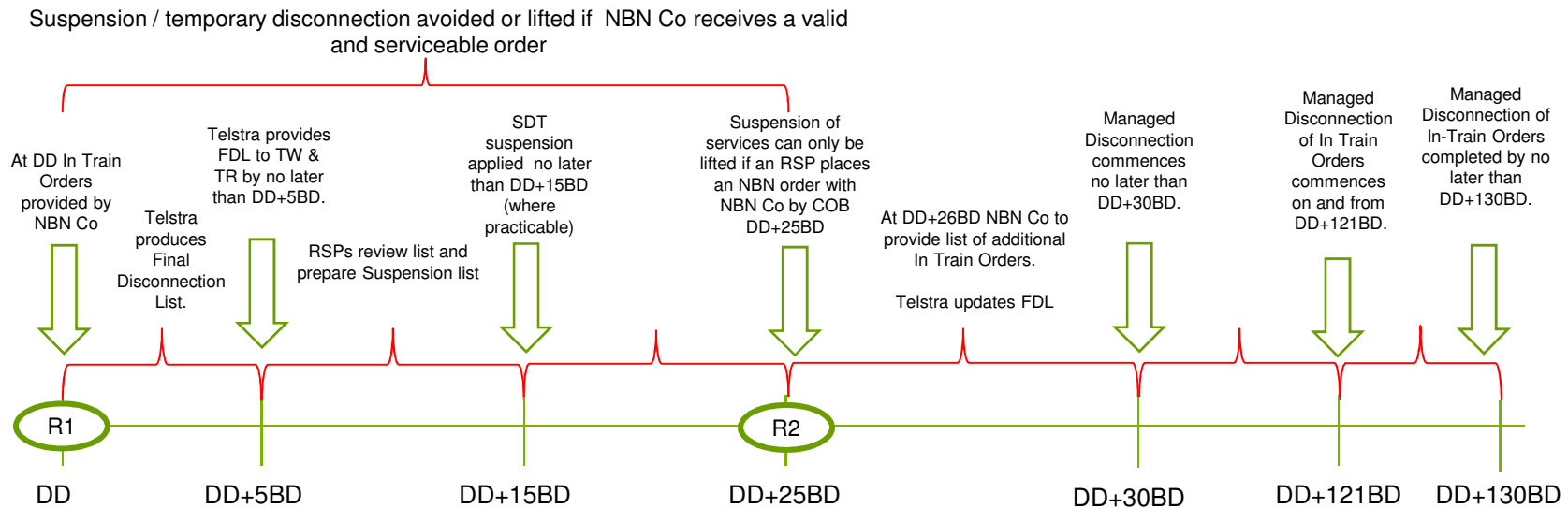
The diagram illustrates the interim change of the In Train Order definition for calendar year 2015 only, where a Premises that is Passed and becomes NBN connected **within 3 months** before the Disconnection Date for the Rollout Region is an In Train Order premises.



RX Illustrates a Reference (R) for illustrative purposes only

Disconnection of In Train Orders – Calendar 2015 approach [2 of 2]

The only other change for the **2015 approach** is that In Train Orders will remain connected to Telstra's legacy network even if Telstra is notified by NBN Co that the Premises has been connected – simply lifting the **30BD trigger** up to **DD+120BD**. **From DD+121BD** all legacy services (other than Special Services and other permitted exceptions) will be disconnected. However, the 30 BD trigger will still apply where all orders are cancelled or revoked.



Note: In Train Order premises will not proceed to Managed Disconnection until DD+121BD **unless** all orders at the Premises have been cancelled or revoked (i.e. no order remains at the Premises). Those premises will be disconnected 30BD after a notice of the final cancellation / revocation.

No change – NBN Co still provides the updates to Telstra

NBN Co will provide updates to Telstra of NBN Co In Train Orders which have been connected, cancelled or revoked.

Copper and HFC Services at In Train Order premises will remain connected to Telstra's legacy network **up to 30BD after Telstra is notified by NBN Co of a cancellation / revocation, or up to DD+120BD unless early disconnection is requested by the end user or RSP.**

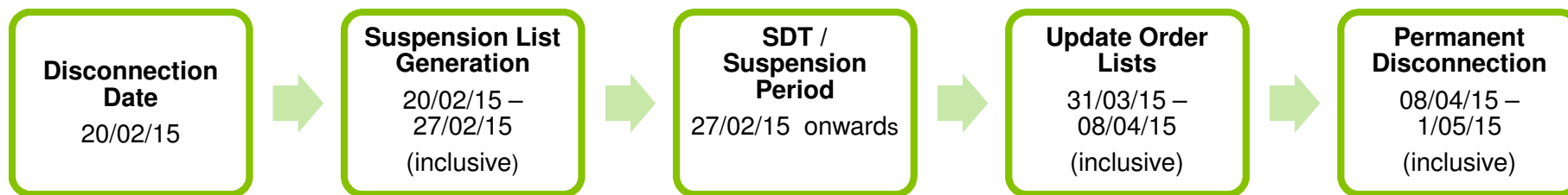
APPENDIX

FSAM 32+ APPROACH – ACTIVITIES FROM DD

A new approach has been adopted to give RSPs more transparency of the process and also to provide a final safety net for “laggard” end-users which were yet to place an order at DD.

Timeframe	Activity
DD up to DD + 5 Business Days (BD)	Update Suspension Lists NBN Co will provide Telstra with the updated list of In Train Orders. Telstra will provide wholesale customers with a Final Disconnection List of their services for disconnection
No later than DD+5BD to DD+25BDs	Soft Dial Tone / Suspension Period Telstra will apply SDT to all voice line rental services (retail and wholesale) by no later than DD + 15BDs (where practicable). During this period and up to DD+25BD, a wholesale customer may restore a copper service from temporary suspension at the customer’s request providing they confirm they have placed an NBN order. ULLS customers have the same opportunity to limit their end-users’ services.
DD+25BD to DD+30BD	Update of In-Train Orders List Where practicable, on DD+26BD NBN Co will provide Telstra with an updated list of In Train Orders, including those that have been placed from DD up until DD+25BD.
No later than DD+30BD up to DD+45BD	Managed Disconnection Telstra will commence Managed Disconnection of all services (other than Special Services/SSIs and those with In Train Orders) no later than DD + 30BD, with Managed Disconnection to be completed by no later than DD + 45BD.
DD to DD+120BD	Handling of In Train Orders In Train Orders will remain connected to Telstra’s legacy network up to 30BD after Telstra is notified of a connection / cancellation by NBN Co, or up to DD+120BD. From DD+121BD all legacy services (other than Special Services and other permitted exceptions (e.g. where excluded by law)) will be disconnected.

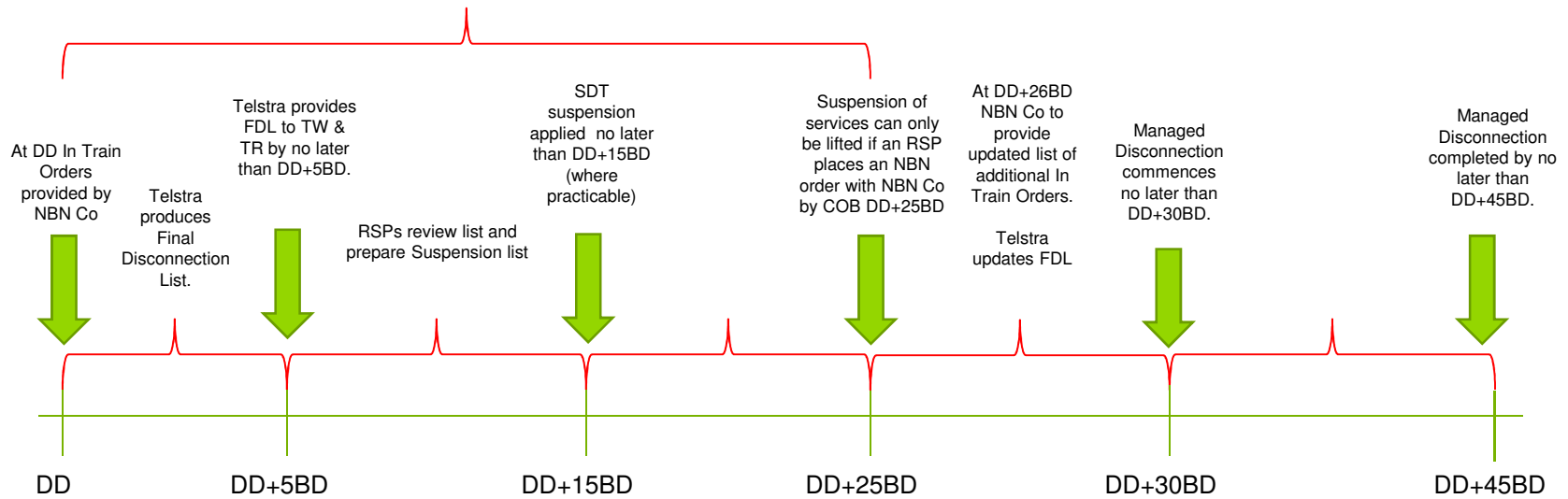
e.g Timeline for 20 February 2015 DD



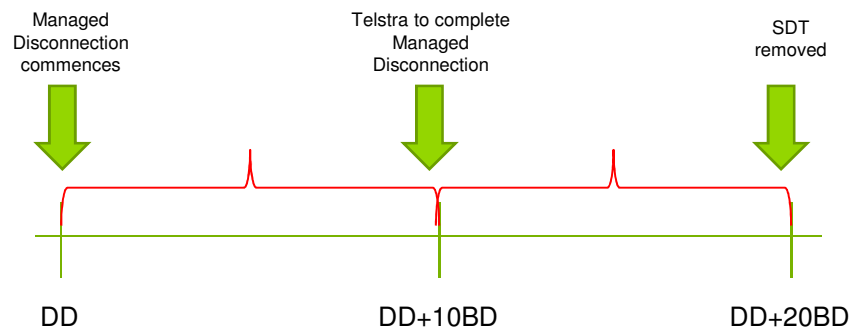
FSAM 32+ APPROACH – IN TRAIN ORDERS TREATMENT

Managed Disconnection timeline for FSAM 32+

Suspension / temporary disconnection avoided or lifted if NBN order placed.



Current managed disconnection timeline under Telstra's Migration Plan

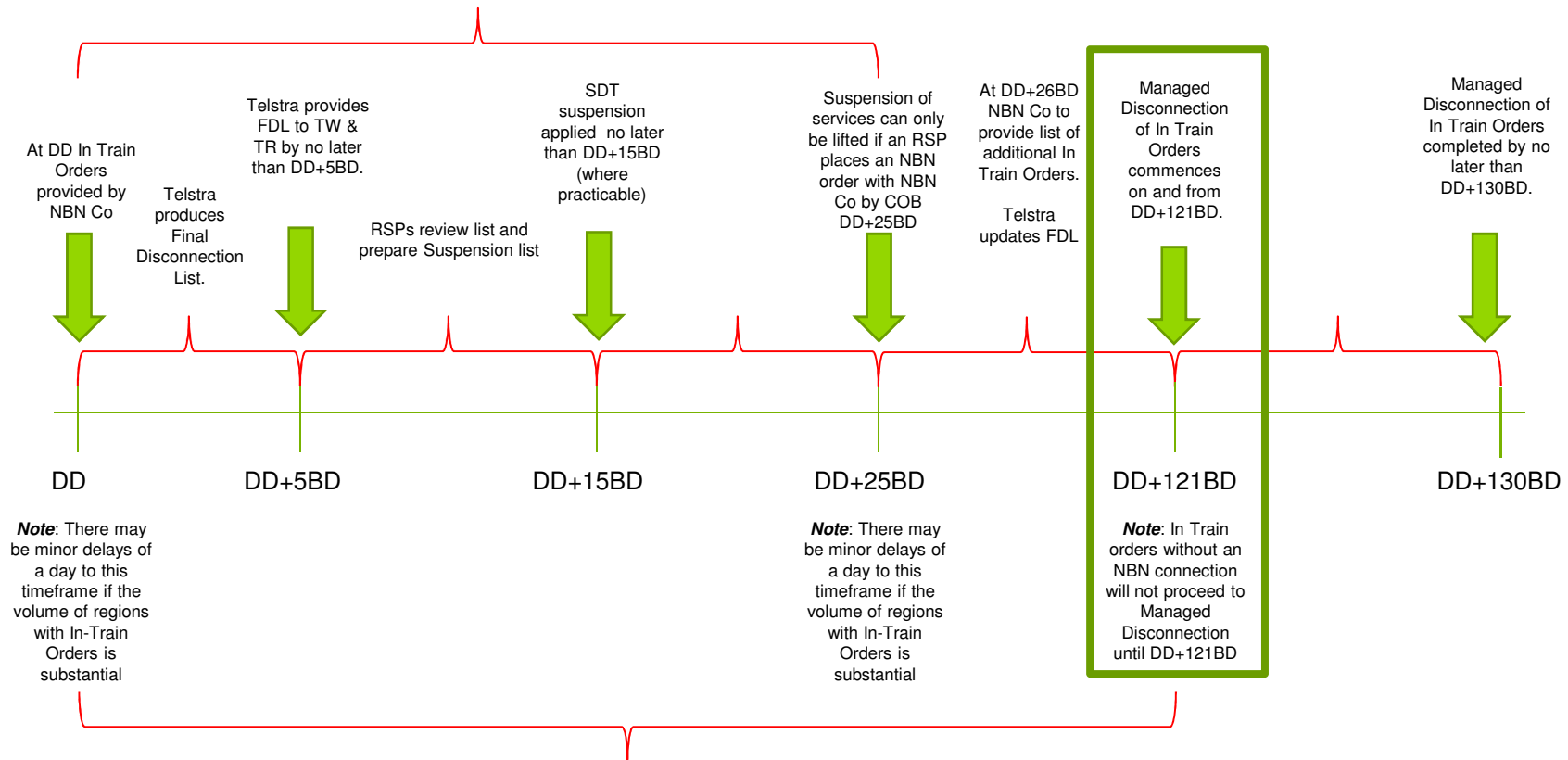


No ability for suspension / temporary disconnection or In Train Orders to be placed after DD

4. FSAM 32+ APPROACH – IN TRAIN ORDERS TREATMENT

In Train Orders will remain connected to Telstra's legacy network up to 30BD after Telstra is notified of a connection / cancellation / revocation, or up to DD+120BD. From DD+121BD all legacy services (other than Special Services and other permitted exceptions (e.g. where excluded by law)) will be disconnected.

Suspension / temporary disconnection avoided or lifted if the RSP accepts an NBN order.



NBN Co will provide updates to Telstra of NBN Co In Train Orders which have been connected, cancelled or revoked.