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2 December 2021

Iain Little  
Director of Equivalence, Regulatory Affairs  
Sustainability External Affairs & Legal  
Telstra Corporation Limited

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CC: [Kim.Hilton-Cowie@team.telstra.com](mailto:Kim.Hilton-Cowie@team.telstra.com)

Dear Mr Little

**Request for forbearance to defer disconnections during the 2021/22 Christmas / New Year period**

I refer to your letter dated 1 December 2021 concerning Telstra's request for forbearance to defer disconnections scheduled under the Migration Plan during the 2021/22 Christmas / New Year period. That is, for disconnection Waves 84, 87, 89, 90 and Serviceable Complex ready to Connect premises.

I note that Telstra and NBN Co have agreed to the proposed deferral arrangements and that similar arrangements have been implemented in previous years following ACCC forbearance to maintain service continuity for customers during the Christmas / New Year period.

The ACCC accepts Telstra's request for forbearance to implement the deferred disconnection arrangements as set out in your letter in lieu of the arrangements under the Migration Plan.

Ifa Rushdi can be contacted on (03) 9658 6401 if you would like to discuss this matter.

Yours sincerely

Sean Riordan  
General Manager  
Communications Markets and Advocacy Branch