
Required Measure 3 – Process for Managed Disconnection of HFC Services from the Disconnection Date

1 Background

This Required Measure 3 sets out the Managed process Telstra will use following the Disconnection process for Date to disconnect remaining HFC Services. The Managed within the Fixed Line Footprint, except for certain categories of services specified in the Varied Plan.

Much of the process of this Required Measure is unchanged. However, the new approach provides an improved migration experience for customers who place an order for an NBN service late in the migration window, including a final opportunity to place their NBN order within a limited timeframe after the Disconnection process for Copper Services is set out separately in Required Measure 2. While set out in separate Required Measures, Telstra will co-ordinate the Managed Disconnection of Copper Services Date, and HFC Services (for example, Copper Services and HFC Services supplied at a Premises should be Disconnected at or around the same time) prior to the disconnection of their services from Telstra's legacy networks.

For clarity:

(a) Telstra is not required by the Varied Plan to disconnect FOXTEL Television Foxtel Televisions Services provided using HFC, and this Required Measure 3 does not affect those services. HFC Services are sold available only to Telstra Retail Customers.

The As a result, the Managed Disconnection of HFC Services described in this Required Measure 3 involves no interaction with Wholesale Customers. This Required Measure 3 therefore sets out the process for Managed Disconnection of Telstra's retail broadband HFC services.

(b) This Required Measure 3 sets out the process for Managed Disconnection of Telstra's retail broadband HFC services.

(c) In this Required Measure 3, Migration Window, Managed Disconnection and Primary Disconnection Window have the same meaning as set out in Required Measure 2.

2 Application

For clarity this Required Measure 3 applies to disconnection of services from the HFC Network only.

3 Preparation of Commencement of Managed Disconnection

2.13.1 Final Disconnection List for each Rollout Region

(a) Upon receiving from As Telstra is notified by NBN Co on the Disconnection Date for each Rollout Region:

(a) a final list of Premises within a Rollout Region:

(i) that are do not Passed as at the Disconnection Date form part of the final Fixed Footprint List; and

- (ii) ~~a list of~~have In-Train Order ~~Premises~~Orders.

Telstra will ~~upload each list into Telstra's~~update its NBN Transition Tool database (NTT).

~~(b) Telstra~~ Operations will ~~then create a~~ **Premises Address List** for each Rollout Region, using NTT.

(b) ~~The Premises Address List will specify all,~~ create a list specifying all of the HFC Services that remain active at Premises in the final Fixed Line Footprint ~~identified List, as understood by Telstra,~~ as at the Disconnection Date for each Rollout Region (the Premises Address List).

(c) ~~Telstra will create a Final Disconnection List for each Rollout Region for the purposes of undertaking Managed Disconnection of HFC Services based on~~ Following creation, the Premises Address List ~~which will then~~ have the following Premises and HFC Services removed: (which are disconnected in accordance with sections 5 and 6 below):

- (i) any Premises notified to Telstra by NBN Co as being In-Train Order Premises;
- (ii) any Added Premises where the disconnection date for those Premises has been extended beyond the Disconnection Date for the Rollout Region; ~~and~~
- (iii) any HFC Services supplied to Affected Premises in the Rollout Region on the Disconnection Date for the Rollout Region, but only to the extent that Telstra is prevented by law from ceasing the provision of those HFC Services to that Affected Premises and disconnecting the Premises;

and will be the Final Disconnection List for each Rollout Region.

~~(d)~~ For clarity, MDU Common Areas will not be included in the Final Disconnection List provided that Telstra has been notified by NBN Co that a relevant Premises in a Rollout Region is an MDU Common Area.

3.2 Disconnection of Premises where Telstra is notified customers do not intend to migrate

If Telstra receives notification that the end user does not intend to Migrate any of the HFC Services at the Premises, and the Premises is not an In-Train Order Premises, Telstra may disconnect the Premises at any time after Disconnection Date.

4 Managed Disconnection of HFC Services will occur based Premises

4.1 Updated Final Disconnection List

~~(a)~~ Telstra is notified by NBN Co from the Disconnection Date through to the date that is 25 Business Days after the Disconnection Date of additional:

~~(i)~~ In-Train Order Premises; and

~~(ii)~~ MDU Common Areas.

~~(b)~~ Upon receiving from NBN Co the Premises listed in paragraph (a) above, Telstra will upload the list into its NTT.

(c) As soon as reasonably practicable from the date that is 26 Business Days after the Disconnection Date, Telstra Operations will, using NTT, update the Premises Address List for each Rollout Region. Telstra will update the Premises Address List to create the **Updated Final Disconnection List** by removing;

(i) any additional Premises notified to Telstra by NBN Co under paragraph (a) above; and

(ii) any other Premises listed in section 3.1(c)(ii) and (c)(iii) as at the date that is 25 Business Days after the Disconnection Date.

The Updated Final Disconnection List is provided to Telstra Retail for each Rollout Region.

4.2 Managed Disconnection During the Primary Disconnection Window

~~(e)(a)~~ For the purposes of this Required Measure, the **Primary Disconnection Window** refers to the period on categories of Premises and from 26 Business Days after the Disconnection Date up to and including the date that is 45 Business Days after the Disconnection Date.

~~(e)(b)~~ Telstra will disconnect:

(i) all **ordinary** HFC Services that are required to be disconnected ~~within the Primary Disconnection Window as as~~ set out in the **Updated Final Disconnection List during the Primary Disconnection Window**; and

(ii) all other HFC Services in accordance with the specific disconnection arrangements ~~that apply as~~ set out in section 56 below.

~~(e)~~ Premises on the Final Disconnection List will be incrementally disconnected over the course of the Primary Disconnection Window.

~~(f)~~ Premises with HFC Services on the Final Disconnection List for a Rollout Region with similar characteristics will be identified in each Rollout Region and grouped together to be disconnected across the Rollout Region in a single exercise or step in the sequencing of disconnection of HFC Services during the Primary Disconnection Window.

~~(g)~~ Telstra will develop and refine these categories and scenarios based on experience with the disconnection process, based around the most efficient manner in which to disconnect services, including across multiple Rollout Regions (as discussed in section 5.2(f)).

~~(h)~~ To complete disconnection of all Premises on the Final Disconnection List by the end of the Primary Disconnection Window:

~~(i)~~ all pending orders for HFC Services in respect of Premises on the Final Disconnection List will be rejected and removed from Telstra systems; and

~~(ii)~~ disconnection of categories of Premises on the Final Disconnection List will be based on factors that are likely to be specific to each Rollout Region (or across groups of Rollout Regions with the same Primary Disconnection Window) including:

~~(A)~~ any previous experience with Managed Disconnections;

~~(B)~~ the number and type of HFC Services in each Rollout Region;

- ~~(C) the tasks involved in and time typically required to undertake disconnection of particular types of HFC Services or types of Premises given the service configuration at those Premises;~~
- ~~(D) whether the Rollout Region contains both HFC Services and Copper Services;~~
- ~~(E) whether particular Premises within the Rollout Region are served by both HFC Services and Copper Services (in which case Telstra will disconnect these services as near to concurrently as possible);~~
- ~~(F) the time remaining in the Primary Disconnection Window for the Rollout Region;~~
- ~~(G) Telstra's obligations under the Definitive Agreements; and~~
- ~~(H) other relevant factors.~~

(c) The process of Managed Disconnections during the Primary Disconnection Window will occur in two phases:

- (i) Service Disconnection; followed by
- (ii) Permanent Disconnection.

The process involved in each phase is described below.

4.3 Service Disconnection

- (a) Upon receiving the Updated Final Disconnection List from Telstra Operations (in accordance with section 4.1 **Error! Reference source not found.** above), Telstra Retail will commence the disconnection of all HFC services by the date that is 30 Business Days after the Disconnection Date and where practicable, complete disconnection of these services by the date that is 35 Business Days after the Disconnection Date.
- (b) Telstra Retail carry out the Service Disconnection phase in order to prepare all relevant HFC Services (those that appear on the Updated Final Disconnection List) for Permanent Disconnection for example by:
 - (i) rejecting and removing all pending orders from Telstra systems; and
 - (ii) carrying out all required steps to disconnect the HFC Services in Telstra's provisioning and billing systems; and
 - (iii) monitoring and managing any errors occurring during the first two steps (i) and (ii) above throughout the Service Disconnection will need to be dynamically managed on a day to day basis over the Primary Period.

4.4 Permanent Disconnection

- (a) After the Service Disconnection phase and up until the end of the Primary Disconnection Window, Telstra Operations will perform Permanent Disconnection of the relevant HFC Paths within Telstra's systems for all HFC Services that appear on the Updated Final Disconnection List.

- ~~(b)~~ Permanent Disconnection of all HFC Services appearing on the Updated Final Disconnection List will occur regardless of activities completed during the preceding Service Disconnection phase.
- ~~(i)~~(c) Telstra Operations will manage the Permanent Disconnection processes on a day-to-day basis during the Permanent Disconnection phase to efficiently manage/allocate available resources and to respond to operational issues as they arise. This may require Telstra to change during the Migration Window the sequencing of disconnection of Premises on the Updated Final Disconnection List. Any change in sequencing during the Permanent Disconnection phase. Telstra is not required to assign a specific date for Permanent Disconnection of disconnection will be by category of each Premises within the Primary Disconnection Window.
- ~~(j)~~ Wherever possible, Telstra will try to align the order in which Premises are disconnected across Rollout Regions.
- ~~(k)~~(d) Telstra will monitor each Rollout Region to ensure that all HFC Services on the Updated Final Disconnection List are disconnected/Permanently Disconnected by the end of the Primary Disconnection Window for that Rollout Region. This will be done whether or not some HFC Services need to be disconnected separately from any national or regional process in order to meet this deadline.
- ~~(l)~~ For each Rollout Region Telstra will prepare and review a daily report of any disconnection orders for HFC Services that are not completed because of a systems error.
- ~~(m)~~ Where disconnection orders are identified as having not been processed due to an error, the affected orders/these will then be corrected and re-submitted into Telstra's systems. A check will be conducted to ensure the service is disconnected. This process will be repeated until all/the relevant HFC Service(s) are disconnected.
- ~~(n)~~ Telstra will cease billing for any HFC Service that is disconnected on the date of disconnection.

~~3~~ Approach to disconnection of Premises removed from the Final Disconnection List

~~3.1~~ Types of Premises removed from the Final Disconnection List

- ~~(a)~~ During the Primary Disconnection Window, the following types of Premises and HFC Services within the Fixed Line Footprint in a Rollout Region will not be subject to Managed Disconnection:
- ~~(i)~~ In-Train Order Premises;
 - ~~(ii)~~(i) Added Premises;
 - ~~(iii)~~ Affected Premises,
- ~~but will instead be disconnected in accordance with specific rules applicable to each category.~~
- ~~(b)~~(e) Each of the Premises referred to in paragraphs (i) to (iii) above will be monitored and managed by applying 'flags' to individual Premises in Telstra's NTT system

that will prevent those Premises from being included in the Final Disconnection List used for Managed Disconnection in a Rollout Region Permanently Disconnected.

45 Disconnection of In-Train Order Premises

- (a) Premises ~~notified~~the subject of a notification by NBN Co to Telstra as having an In-Train Order will not be disconnected by Telstra during the Primary Disconnection Window ~~unless disconnection is requested by the Retail Customer~~.
- (b) On the Disconnection Date, NBN Co will notify Telstra on the Disconnection Date and again on the date that is 26 Business Days after the Disconnection Date of all In-Train Order Premises in a Rollout Region. Telstra will generate a report from NTT that identifies all In-Train Order Premises for a Rollout Region.
- ~~(c)~~ Premises identified in the report referred to in paragraph (b) above will be flagged in NTT as having In-Train Orders as at the Disconnection Date.
- ~~(d)~~(c) On a weekly basis for a period of up to ninety (90) Business Days after the Disconnection Date Telstra will monitor the In-Train Order Report for a Rollout Region for a period of up to 120 Business Days after the Disconnection Date and update NTT to remove the In-Train Order flag for any Premises in respect of which, during the prior week, where Telstra is notified that the NBN order at the Premises has been:
 - (i) completed (i.e. the Premises has been NBN Connected); or
 - (ii) cancelled; or
 - (iii) revoked(in each case, a **Monitoring Trigger**)~~.~~
A-Trigger). Telstra will disconnect the Premises ~~will be disconnected by Telstra~~ on the date which is ~~thirty (not more than 30)~~ Business Days after the Monitoring Trigger ~~occurring~~occurred, substantially using the business as usual disconnection processes set out in Schedule 2 of the Varied Plan.
- ~~(e)~~(d) Telstra may disconnect HFC Services ~~at~~ an In-Train Order Premises ~~may also be disconnected~~ at any time during the ~~ninety (90)~~120 Business Day period in response to a standard disconnection order placed by the customer.
- ~~(f)~~(e) If no Monitoring Trigger or customer-~~driven~~requested disconnection occurs, Telstra will disconnect all remaining In-Train Order Premises in a Rollout Region ~~by the as soon as reasonably practicable after the~~ date which is ~~ninety (90)~~120 Business Days after the Disconnection Date for that Rollout Region.

6 Disconnection of Remaining Premises

6.1 Types of Premises removed from the Updated Final Disconnection List

- (a) In addition to the Premises referred to in section 5, the following types of Premises and HFC Services within the Fixed Line Footprint in a Rollout Region will not be subject to Managed Disconnection during the Primary Disconnection Window:
 - (i) Added Premises;
 - (ii) Affected Premises; and

(iii) MDU Common Areas,

but will instead be disconnected in accordance with specific rules applicable to each category.

4.26.2 Disconnection of Added Premises

- ~~(a) From time to time, NBN Co may choose to add a new Premises (an **Added Premises**) to the Fixed-Line Footprint in a Rollout Region after the Ready for Service Date for that Rollout Region (i.e. during the 'Migration Window' for that Rollout Region). These Premises are defined in the Plan, and referred to as '**Added Premises**'.~~
- ~~(b) A Retail Customer at an Added Premises may object to the Disconnection Date for the Rollout Region in writing through Telstra's standard customer service channels, on the basis that the period left up to the Disconnection Date does not enable Added Premises for which a formal objection has been received by Telstra to satisfy minimum contractual notice obligations.~~
- ~~(c) If Telstra determines that it does have a relevant contractual obligation to before the customer, Telstra will:
 - ~~(i) record the objection in NTT;~~
 - ~~(ii) notify NBN Co; and~~
 - ~~(iii) determine a new Disconnection Date for that Added Premises in accordance with clause 15.215.2 of the Varied Plan.~~~~
- ~~(d) The new Disconnection Date for an Added Premises referred to in section 5.3(c) typically, will be the earlier of the end of the relevant notice period or eighteen (18) months after Telstra was notified that the Premises had been added by NBN Co to the Fixed-Line Footprint.~~
- ~~(e)(a) The flagged in the Premises Address List generated at the Disconnection Date will flag Added Premises for which a formal objection has been received before the Disconnection Date to ensure these are not disconnected as part of the and will be treated as exceptions to the Standard Managed Disconnections process.~~
- ~~(f) Disconnection of Added Premises referred to in paragraph (e) will be treated as an exception.~~
- ~~(g)(b) Telstra will continue to produce a Premises Address List for occur in accordance with clause 15.2 of the Rollout Region at least once per month until all Added Premises have been disconnected Varied Plan.~~
- ~~(h)(c) Added Premises for which no objection has been received by Telstra will not be flagged and will be disconnected in accordance with the standard Managed Disconnection process.~~

4.36.3 Disconnection of Affected Premises

- (a) Telstra will flag in NTT any Premises identified by it which it identifies at any time as being a Premises which it is prohibited by law from ceasing the provision of certain HFC Services to and disconnecting the Premises ~~(an Affected Premises).~~
- (b) Telstra will monitor the list on a weekly basis and, once the Premises has been identified as no longer being an Affected Premises, the flag in NTT will be removed

and the applicable HFC Services at the Premises and the Premises will be disconnected using the standard disconnection processes set out in Schedule ~~21~~ of the Varied Plan.

- (c) Disconnection will take place within ~~five (5)~~twenty 20 Business Days of the applicable legal prevention ceasing to be effective.

6.4 Disconnection of MDU Common Areas

- (a) In accordance with the Varied Plan, Telstra will not commence Managed Disconnection of MDU Common Areas on or before the date that is the later of:
 - (i) 24 months after the End of Rollout Date; and
 - (ii) the date that is 20 Business Days after the Disconnection Date for the Rollout Region in which the MDU Common Area is located.
- (b) Telstra will prepare and publish a separate document setting out the process it will apply to the Managed Disconnection of MDU Common Areas six months before the End of Rollout Date.

57 Reporting

Telstra will report to ~~the~~ ACCC on a quarterly basis as part of Telstra's confidential Migration Plan Compliance Report ~~provided to the ACCC on a quarterly basis, in both an aggregate and a Rollout Region by Rollout Region basis:~~

- ~~(a) the total number of HFC Services disconnected as part of Managed Disconnection for which the Disconnection Date fell during the Quarter;~~

~~of the number of HFC Services reported in paragraph (a) above, the number of those services which Telstra successfully disconnected the disconnections that are undertaken in accordance with the timeframe for disconnection for each respective service as set out in this Required Measure, as required under clause 26 of the Varied Plan; and,~~

- ~~(b) the total number of HFC Services which were not disconnected during the Quarter due to the HFC Services being provided to In-Train Order Premises.~~