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

### 1 Background

This Required Measure 3 sets out the process Telstra will use following the Disconnection Date to disconnect remaining HFC Services 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 Date, and prior to the disconnection of their services from Telstra's legacy networks.

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

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### 2 Application

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

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### 3 Commencement of Managed Disconnection

#### 3.1 Final Disconnection List

- (a) As Telstra is notified by NBN Co of Premises:
  - (i) that do not form part of the final Fixed Footprint List; and
  - (ii) have In-Train Orders,Telstra will update its NBN Transition Tool database (**NTT**).
- (b) Telstra Operations will, using NTT, create a list specifying all of the HFC Services that remain active at Premises in the final Fixed Footprint List, as understood by Telstra as at the Disconnection Date for each Rollout Region (the **Premises Address List**).
- (c) Following creation, the Premises Address List 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;

- (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.

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## 4 Managed Disconnection of 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

- (a) For the purposes of this Required Measure, the **Primary Disconnection Window** refers to the period on and from 26 Business Days after the Disconnection Date up to and including the date that is 45 Business Days after the Disconnection Date.
- (b) Telstra will disconnect:
  - (i) all ordinary HFC Services that are required to be disconnected 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 set out in section 6 below.
- (c) 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 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.
- (c) Telstra Operations will manage the Permanent Disconnection processes on a day-to-day basis during the Permanent Disconnection phase to efficiently allocate available resources and respond to operational issues as they arise. This may require Telstra to change the sequencing of disconnection of Premises on the Updated Final Disconnection List during the Permanent Disconnection phase. Telstra is not required to assign a specific date for Permanent Disconnection of each Premises within the Primary Disconnection Window.
- (d) Telstra will monitor each Rollout Region to ensure that all HFC Services on the Updated Final Disconnection List are 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.

- (e) Where disconnection orders are identified as having not been processed due to an error, 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 the relevant HFC Service(s) are Permanently Disconnected.
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## 5 Disconnection of In-Train Order Premises

- (a) Premises 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) 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) 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 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**'). Telstra will disconnect the Premises on the date which is not more than 30 Business Days after the Monitoring Trigger occurred, substantially using the business as usual disconnection processes set out in Schedule 2 of the Varied Plan.
  - (d) Telstra may disconnect HFC Services at an In-Train Order Premises at any time during the 120 Business Day period in response to a standard disconnection order placed by the customer.
  - (e) If no Monitoring Trigger or customer-requested disconnection occurs, Telstra will disconnect all remaining In-Train Order Premises in a Rollout Region as soon as reasonably practicable after the date which is 120 Business Days after the Disconnection Date for that Rollout Region.
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## 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.
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## **6.2 Disconnection of Added Premises**

- (a) Added Premises for which a formal objection has been received by Telstra before the Disconnection Date in accordance with clause 15.2 of the Varied Plan, will be flagged in the Premises Address List generated at the Disconnection Date and will be treated as exceptions to the Standard Managed Disconnections process.
- (b) Disconnection of Added Premises will occur in accordance with clause 15.2 of the Varied Plan.
- (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.

## **6.3 Disconnection of Affected Premises**

- (a) Telstra will flag in NTT any Premises which it identifies at any time as being 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 1 of the Varied Plan.
- (c) Disconnection will take place within 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.

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# **7 Reporting**

Telstra will report to ACCC on a quarterly basis as part of Telstra's confidential Migration Plan Compliance Report the disconnections that are undertaken in accordance with this Required Measure, as required under clause 26 of the Varied Plan.