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# Required Measure 5(D) – Disconnection Process for Special Services and Special Service Inputs for the Access Service Families DDS Fastway, Data Access Radial, Megalink, Frame Relay, ISDN 2 and ISDN10/20/30

## 1 Background

Telstra has announced that it has decided to exit DDS Fastway, Data Access Radial, Megalink, Frame Relay, ISDN2 and ISDN10/20/30 products across all geographic regions for wholesale and retail customers due to platform obsolescence issues. Telstra intends that the product exits will occur in line with the nbn fixed network rollout until a final exit date occurs. This final exit date has not been announced but is currently anticipated to be in 2022.

Consistent with Telstra's product exit announcement, Telstra will be applying a 'stop sell' across the affected Access Service Families. This Required Measure 5(D) applies to the Access Service Families DDS Fastway, Data Access Radial, Megalink, Frame Relay, ISDN2 and ISDN10/20/30 and all Special Service Inputs that are Service Equivalent to those SS Classes, together, the **Covered Access Service Families**. Therefore, the 'stop sell' and Final Sunset Exit arrangements in this Required Measure 5(D) apply to all the Covered Access Service Families.

This Required Measure 5(D) also sets out additional disconnection processes that only apply to the following SS Classes:

- (a) DDS Fastway (P), (B) and (N), Data Access Radial (P), (B) and (N), Megalink (P), (B) and (N) and all Special Service Inputs that are Equivalent to those SS Classes (**DDS Fastway, DAR and Megalink Products**); and
- (b) Frame Relay (P), (B) and (N), ISDN2 (P), (B) and (N) and ISDN10/20/30 (P), (B) and (N) and all Special Service Inputs that are Service Equivalent to those Special Service Classes (**Frame Relay and ISDN Products**),

referred to together in this Required Measure 5(D) as the **Covered SS Classes**.

In accordance with clause 22.1(b) of the Plan, the Disconnection Dates for the Covered SS Classes are:

- (a) 31 May 2019, for the DDS Fastway, DAR and Megalink Products; and
- (b) 30 September 2019, for the Frame Relay and ISDN Products,

each a **Special Services Disconnection Date**.

Except where remaining services are subject to service disconnection as part of a Final Sunset Exit, the disconnection processes set out in this Required Measure 5(D) apply to services in the Covered SS Classes only.

Direct Special Services of a Covered SS Class and Special Service Inputs that are Service Equivalent to a Covered SS Class supplied to Premises within a Rollout Region with a Disconnection Date on or before the relevant Special Services Disconnection Date (which do not fall within one of the exceptions set out below) are referred to as "**Covered Special Services**."

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## 2 Application

### 2.1 Application of this Required Measure 5(D)

- (a) For clarity, this disconnection process only applies to the Access Service Families DDS Fastway, Data Access Radial, Megalink, Frame Relay, ISDN2 and ISDN10/20/30.
- (b) The 'stop sell' and Final Sunset Exit provisions in this Required Measure 5(D) apply to all Special Services and Special Service Inputs in the Covered Access Service Families.
- (c) The disconnection arrangements set out in clauses 3.1, 6, 7, 9 and 10 of this Required Measure 5(D) apply to the Covered SS Classes only.
- (d) Where Telstra supplies a SS Class of the same name to both Wholesale and Retail Customers, this disconnection process applies to both SS Classes.
- (e) Special Service Inputs that are Service Equivalent to the Covered SS Classes have been certified by Wholesale Customers using the codes NI, NM, NN, ND, NF, NG, HG, HD, HF, HI, HM, and HN.

### 2.2 Exceptions to this Required Measure 5(D)

- (a) The following are exceptions to the Disconnection Process in this Required Measure 5(D):
  - (i) Double-Ended Special Services, unless and until the later of the dates by which Telstra is required to disconnect the Premises at the A end or the Premises at the B end of the Double-Ended Special Service in accordance with clauses 22.8 and 22.11 of the Plan; and
  - (ii) Direct Special Services and Special Service Inputs of a Covered SS Class that terminate at an MDU Common Area, which will be disconnected in accordance with clause 1.4 of the Plan.
- (b) Subject to clause 3.2 and 4.1 of this Required Measure 5(D) (and where this document refers to the disconnection processes in Required Measure 2), the disconnection processes in this Required Measure 5(D) do not apply to Direct Special Services and Special Service Inputs in a Covered SS Class if the Disconnection Date for the Rollout Region is after the Disconnection Date for the SS Class. With the exception of cease sale under the Plan, the standard rules for disconnecting Services, including the standard rules for applying an order stability period, will apply to those Direct Special Services and Special Service Inputs as they apply to any other services supplied to a Premises in that Rollout Region, as set out in clauses 22.8 and 22.9 of the Plan.

### 2.3 Application of this Required Measure 5(D) is dependent on data from NBN Co and may be subject to change

- (a) The application of the disconnection processes in this Required Measure 5(D) to a particular Premises within a Rollout Region is based on the most current information Telstra has received from NBN Co about the underlying Access Technology NBN Co has used or proposes to use to make an individual Premises NBN Serviceable at the time a relevant assessment under this Required Measure is made. The application of this Required Measure 5(D) to a particular Premises may subsequently change as Telstra receives further information from NBN Co, for example if the Premises becomes a Changed Technology SS Premises.

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## 3 Disconnection arrangements

### 3.1 Disconnection Dates for each Covered SS Class of Direct Special Service

- (a) The Disconnection Date for each Covered Special Service is the relevant Special Services Disconnection Date as set out in clause 1 of this Required Measure 5(D).
- (b) As part of this product exit, in accordance with clauses 22.8 and 22.9 of the Plan, if a Direct Special Service or Special Service Input in a Covered SS Class is supplied in a Rollout Region with a Disconnection Date that is after the relevant Special Services Disconnection Date, the rules for disconnecting the Services will apply to the Special Services and Special Service Inputs in the Covered SS Class as they apply to any other services supplied to a Premises in that Rollout Region that are not exempt from disconnection under the Plan. This means that the standard disconnection processes and timeframes set out in clauses 14 and 15 of the Plan and Required Measure 2 will apply to those Services.
- (c) Where NBN Co notifies Telstra of a change in the Access Technology used or proposed to be used to make a Premises within the Fixed Line Footprint in that Rollout Region NBN Serviceable (**Access Technology Change Notification**) and, as a result, Telstra is entitled to continue to supply the Direct Special Service and Special Service Inputs in a Covered SS Class in accordance with clause 22.13 of the Plan, Telstra will disconnect the Direct Special Service and Special Service Inputs in a Covered SS Class in accordance with clause 10.3 of this Required Measure 5(D).

### 3.2 Final Sunset Exit (applies to all Services in a Covered Access Service Family)

- (a) Telstra has announced that it intends to exit any remaining Direct Special Services and Special Service Inputs in a Covered Access Service Family on a national basis, across both Telstra Wholesale and Telstra Retail Business Units. This means that Direct Special Services and Special Service Inputs in a Covered Access Service Family that are not already disconnected as at the Final Exit Date will be exited, and those services disconnected, irrespective of:
  - (i) whether the Direct Special Service or Special Service Input is supplied to a Premises within or outside of the Fixed Line Footprint for a Rollout Region and regardless of the Rollout Region within which a particular Premises is located;
  - (ii) the Access Technology that NBN Co has notified Telstra it has used or proposes to use to make a Premises within the Fixed Line Footprint in a Rollout Region NBN Serviceable; and
  - (iii) whether NBN Co introduces a new type of Access Technology to make Premises NBN Serviceable,

**(Final Sunset Exit).**
- (b) When Telstra sets the date for the Final Sunset Exit (**Final Exit Date**):
  - (i) the Final Exit Date will be after the Special Services Disconnection Date and will be the same for Retail Customers and Wholesale Customers (if the exiting Covered Access Service Family is supplied to both Wholesale and Retail Customers); and

- (ii) Telstra will provide affected Wholesale Customers with not less than 18 months prior notice of the Final Exit Date (unless Telstra agrees a shorter notice period with a Wholesale Customer).
  - (c) While Telstra has not yet announced the Final Exit Date, it currently anticipates that the Final Exit Date will occur during 2022.
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## 4 Commencement of 'stop sell' for Covered Access Service Families

### 4.1 'Stop sell' for the Covered Access Service Families

- (a) On and from 31 January 2018 Telstra will not supply any new Direct Special Services or Special Service Inputs in a Covered Access Service Family to new customers (being customers that did not acquire Direct Special Services in the particular Covered Access Service Family as at 31 January 2018).
  - (b) On and from 30 June 2018 Telstra will not supply any new Direct Special Services or Special Service Inputs in a Covered Access Service Family.
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## 5 Period after which no moves or changes can be made

### 5.1 No moves or changes for Covered Special Services

- (a) Telstra will apply a period during which no moves or changes can be made to Covered Special Services on and from the date that is 20 Business Days before the Special Services Disconnection Date for the SS Class until the date that is 25 Business Days after the Special Services Disconnection Date (**No Changes Period**).
- (b) If a Premises is a Changed Technology SS Premises, in accordance with clause 22.15 of the Plan, any No Changes Period which applied to the previous Disconnection Date will be lifted and the extended date for disconnection under the Plan will be treated as the relevant Disconnection Date for the purposes of applying a No Changes Period or Order Stability Period, as applicable.

### 5.2 Exceptions to the no moves or changes period

During the No Changes Period for the Covered Special Services, Telstra will not process any order types in respect of the supply of Copper Services to Premises within the Fixed Line Footprint in a Rollout Region used as a Direct Special Service or Special Service Input in a Covered SS Class, except:

- (a) orders for disconnection of Covered Special Services (including orders for number portability or service requests which result in or are associated with disconnection);
- (b) order types listed in Attachment A; and
- (c) order types for Covered Special Services that are subject to an Order Stability Proposal which has been implemented.

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## 6 Communication with Wholesale Customers prior to Disconnection for the Covered SS Classes

### 6.1 Preliminary SS Disconnection List notified to Wholesale Customers

- (a) Where Telstra continues to supply a Covered Special Service to a Wholesale Customer 9 months before the relevant Special Services Disconnection Date, not less than 8 months before the Special Services Disconnection Date, Telstra will notify that Wholesale Customer of those relevant Services which Telstra expects to be subject to disconnection during the SS Principal Disconnection Window (**Preliminary SS Disconnection List**), whether or not Telstra had already provided earlier notification of disconnection to that Wholesale Customer.
- (b) Notification of the Preliminary SS Disconnection List to Wholesale Customers will occur no later than when the equivalent information is made available to Retail Business Units.

### 6.2 6 Month SS Disconnection Lists notified to Wholesale Customers

- (a) Where Telstra continues to supply a Covered Special Service to a Wholesale Customer 6 months before the Special Services Disconnection Date for that Covered SS Class, Telstra will notify that Wholesale Customer of those relevant Services which Telstra expects to be subject to disconnection during the SS Principal Disconnection Window (**6 Month SS Disconnection List**), whether or not Telstra had already provided earlier notification of disconnection to that Wholesale Customer.
- (b) Telstra will use reasonable efforts to notify Wholesale Customers of the 6 Month SS Disconnection List within 5 Business Days of the 6 Month SS Disconnection List being produced by Telstra Operations, and in any event, notification to Wholesale Customers will occur no later than when the equivalent information is made available to Retail Business Units.

### 6.3 Dispute process

- (a) Within 20 Business Days of Telstra providing a Wholesale Customer with a 6 Month SS Disconnection List, the Wholesale Customer may notify Telstra of any Premises or Services on the 6 Month SS Disconnection List which the Wholesale Customer considers should not be subject to Managed Disconnection during the SS Principal Disconnection Window due to:
  - (i) a data error in respect of the service information associated with a Premises on the 6 Month SS Disconnection List;
  - (ii) the Service acquired by the Wholesale Customer being a Double Ended Special Service where the Disconnection Date for the SS Class is not the later of the dates on which Telstra is required to disconnect the A end Premises or B end Premises under clause 22.8 of the Plan;
  - (iii) the Service acquired by the Wholesale Customer is a Direct Special Service or Special Service Input that is not in a Covered SS Class (for example, the Direct Special Service forms part of the DDS Low Speed Access Service Family);
  - (iv) the Service acquired by the Wholesale Customer is supplied to a Premises that was notified to Telstra as a Changed Technology SS

Premises before the date that is 6 months prior to the Disconnection Date for the SS Class.

- (b) At any time prior to Managed Disconnection, a Wholesale Customer may notify Telstra of any Premises or Services on the 6 Month SS Disconnection List, a Further SS Disconnection List or the SS Final Disconnection List which the Wholesale Customer considers should not be subject to Managed Disconnection due to the Premises to which the Service is being supplied being a Changed Technology SS Premises after the date that is 6 months prior to the Disconnection Date for the SS Class.
- (c) The Wholesale Customer may not raise a dispute in respect of Service or Premises on the 6 Month SS Disconnection List on any basis other than as set out in subparagraph (a) and (b) above. For clarity, any concern as to whether or not a relevant Premises is passed or NBN Serviceable should be referred by a Wholesale Customer to NBN Co or their wholesale provider over the NBN.
- (d) Telstra will respond to any dispute notified to it by a Wholesale Customer under clause 6.3 within 20 Business Days of receiving notice (or as extended by agreement with the Wholesale Customer) and will notify the Wholesale Customer whether or not Telstra agrees to reflect the requested change in the 3 Month SS Disconnection List (referred to in clause 6.4(e)).
- (e) If Telstra does not agree to reflect the change in the 3 Month SS Disconnection List, as requested by a Wholesale Customer, the parties will use reasonable endeavours to resolve the issue.
- (f) If the parties have failed to resolve a dispute as to whether a Service or Premises is to be included in the 3 Month SS Disconnection List by the date which is 5 Business Days before the 3 Month SS Disconnection List is due to be notified to Wholesale Customers under clause 6.4(c), then Telstra is permitted to include the disputed Service or Premises in the 3 Month SS Disconnection List for that SS Class.
- (g) If the Special Service or Special Service Input is in a Covered SS Class in a Rollout Region which has a Disconnection Date which is after the Disconnection Date for the SS Class, then the dispute process set out in clause 3.2 of Required Measure 2 will apply, except that a Wholesale Customer may only raise a dispute in respect of a Premises on the Preliminary Disconnection List in accordance with clause 3.2(a)(i) and (ii) of Required Measure 2 if:
  - (i) the Wholesale Customer has previously certified that services which it supplied at the relevant Premises are Special Service Inputs that are not in a Covered SS Class;
  - (ii) the Service acquired by the Wholesale Customer from Telstra in respect of the relevant Premises is a Direct Special Service that is not a Direct Special Service or Special Service Input in a Covered SS Class; or
  - (iii) the Service acquired by the Wholesale Customer is supplied to a Premises that was notified to Telstra as a Changed Technology SS Premises.

#### 6.4 Further SS Disconnection Lists notified to Wholesale Customers

- (a) Telstra will update the 6 Month SS Disconnection List each month up until the date that is two months before the Special Services Disconnection Date to include any active Covered Special Service Telstra continues to supply to a Wholesale Customer which Telstra expects to be subject to disconnection during the SS Primary Disconnection Window (**Further SS Disconnection List**).
- (b) Where Telstra continues to supply a Covered Special Service to a Wholesale Customer that is included on a Further SS Disconnection List, Telstra will notify that Wholesale Customer of that Further SS Disconnection List, irrespective of whether or not Telstra had already provided any earlier notification of disconnection to that Wholesale Customer.
- (c) Telstra will use reasonable efforts to notify Wholesale Customers of each Further SS Disconnection List within 5 Business Days of the relevant Further Disconnection List being produced by Telstra Operations, and in any event, notification to Wholesale Customers will occur no later than when the equivalent information is made available to Retail Business Units.
- (d) Notification to Wholesale Customers will be provided via the Wholesale Customer Portal.
- (e) The Further SS Disconnection List updated at the date that is 3 months prior to the Special Services Disconnection Date is also known as the 3 Month SS Disconnection List.

#### 6.5 Notification of disconnection to Wholesale Customers where the Disconnection Date for the Rollout Region is after the Special Services Disconnection Date

- (a) Where the Disconnection Date for a Rollout Region is after the relevant Special Services Disconnection Date for a Covered SS Class but before the Final Exit Date, Telstra will notify Wholesale Customers of those relevant Services which Telstra expects to be subject to disconnection in accordance with the communication process set out in clause 3 of Required Measure 2, with the exception that the basis on which a Wholesale Customer may dispute the inclusion of a Service on the Preliminary Disconnection List is as set out in clause 6.3(g).
- (b) Where Telstra has announced a Final Exit Date for a product within a Covered Access Service Family, notification of remaining services to be disconnected as part of that exit will occur in line with Telstra's "business as usual" processes for exiting products.

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## 7 Commencement of Disconnection of Special Services

### 7.1 SS Final Disconnection List

- (a) As soon as Telstra is notified by NBN Co of Premises that do not form part of the final Fixed Footprint List, Telstra will update its database accordingly.
- (b) Telstra Operations will create a list specifying all the Direct Special Services and Special Service Inputs in a Covered SS Class that remain active at Premises in the final Fixed Footprint List, as understood by Telstra as at the date that is 1 month before the Special Services Disconnection Date (the **SS Premises Address List**).
- (c) Following creation, the SS Premises Address List will have the following Premises and Copper Services removed:

- (i) Direct Special Services and Special Service Inputs within SS Classes in a Rollout Region for which a Disconnection Date will not occur before the Special Services Disconnection Date;
- (ii) Double Ended Special Services, for which disconnection is not yet required in accordance with the disconnection arrangements under the Plan;
- (iii) any Covered Special Services which have become Changed Technology SS Premises during the period from 6 months prior to the Rollout Region Disconnection Date up to that Disconnection Date that qualify for an extension of disconnection under clause 22.13 of the Plan; and
- (iv) any Copper Services supplied to Affected Premises in the Rollout Region on the Disconnection Date for the SS Class but only to the extent that Telstra is prevented by law from ceasing the provision of those Copper Services to that Affected Premises and disconnecting the Premises;

and will be the **SS Final Disconnection List** for the Covered SS Class(es).

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

## 7.2 Final Notification for Wholesale Customers before the Disconnection Date

- (a) Telstra Wholesale will notify Wholesale Customers of any Wholesale Services supplied at Premises on the SS Final Disconnection List that are to be disconnected in the course of Managed Disconnection during the SS Principal Disconnection Window for that SS Class.
- (b) Telstra will use reasonable efforts to notify Wholesale Customers of the SS Final Disconnection List within 5 Business Days of the SS Final Disconnection List being produced by Telstra Operations, and in any event, notification to Wholesale Customers will occur at the same time as, or before, any notification of the SS Final Disconnection List to a Retail Business Unit.
- (c) Notification to Wholesale Customers will be provided via the Wholesale Customer Portal.

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# 8 Disconnection of Special Services and Special Service Inputs within a Covered Access Service Family

## 8.1 Disconnection arrangements

Telstra will:

- (a) disconnect all Covered Special Services that are required to be disconnected as set out in the SS Final Disconnection List during the SS Principal Disconnection Window;
- (b) disconnect all other Direct Special Services and Special Service Inputs in a Covered SS Class in accordance with the specific disconnection arrangements set out in clause 10 of this Required Measure 5(D); and



- (c) apply service disconnection to all remaining Direct Special Services and Special Service Inputs that are Service Equivalent in a Covered Access Service Family in accordance with the Final Sunset Exit arrangements set out in clause 3.2 of this Required Measure 5(D).

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## 9 Managed Disconnection of Special Services and Special Service Inputs within a Covered SS Class

### 9.1 Managed Disconnection

- (a) For the purposes of this Required Measure 5(D), the **SS Principal Disconnection Window** refers to the period on and from 1 Business Day after the Special Services Disconnection Date up to and including the date that is 25 Business Days after the relevant Special Services Disconnection Date.
- (b) Telstra will disconnect:
  - (i) all Covered Special Services that are required to be disconnected as set out in the SS Final Disconnection List during the SS Principal Disconnection Window; and
  - (ii) all other Direct Special Services and Special Service Inputs in a Covered SS Class in accordance with the specific disconnection arrangements set out in clause 10 of this Required Measure 5(D); and
- (c) Disconnections during the SS Principal Disconnection Window will occur in two stages:
  - (i) service disconnection; followed by,
  - (ii) permanent disconnection.

The process involved in each stage is described in clauses 9.2 and 9.4.

### 9.2 Service disconnection

- (a) Upon receiving the SS Final Disconnection List from Telstra Operations, Telstra will commence the disconnection of all services on that list supplied to a Telstra Retail or Telstra Wholesale customer on the date that is 1 Business Day after the Special Services Disconnection Date and where practicable, complete disconnection of these services by the date that is 5 Business Days after the Disconnection Date (**SS Service Disconnection Phase**).
- (b) Telstra Wholesale and Telstra Retail Business Units carry out the SS Service Disconnection Phase in order to prepare all relevant Covered Special Services that appear on the SS Final Disconnection List for permanent disconnection, for example by:
  - (i) rejecting and removing all pending orders from Telstra's systems;
  - (ii) carrying out all required steps to disconnect the Copper 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 Phase.

### 9.3 Reconnection where disconnection not required

- (a) For clarity, nothing in this Required Measure 5(D) limits Telstra's ability to build a new Copper Path or Reconnect a Copper Path to a Premises where the pre-existing Copper Path was not required to be disconnected in accordance with clause 19 of the Plan.

### 9.4 Permanent disconnection

- (a) After the SS Service Disconnection Phase and up until the end of the relevant SS Principal Disconnection Window, Telstra Operations will perform permanent disconnection of the relevant Copper Paths within Telstra's systems for all Covered Special Services that appear on the SS Final Disconnection List.
- (b) Permanent disconnection of all Covered Special Services appearing on the SS Final Disconnection List will occur regardless of activities completed during the preceding SS 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 Services on the SS Final Disconnection List during the permanent disconnection phase. Telstra is not required to assign a specific date for permanent disconnection of each Service within the SS Principal Disconnection Window.
- (d) All permanent disconnections occurring during the permanent disconnection phase will be processed by Telstra Operations without regard to whether the Copper Service is supplied to a customer of a Retail Business Unit or a Wholesale Business Unit.
- (e) Telstra will monitor each Rollout Region to ensure that all Covered Special Services on the SS Final Disconnection List are permanently disconnected by as soon as reasonably practicable after the end of the relevant SS Principal Disconnection Window.
- (f) 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 Covered Special Service is permanently disconnected.

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## 10 Disconnection of Remaining Premises

### 10.1 Disconnection of Direct Special Services and Special Service Inputs in a Covered SS Class after the relevant Special Services Disconnection Date and before a Final Sunset Exit

- (a) In accordance with clause 22.8 of the Plan, if the Disconnection Date for a Rollout Region in which a service in a Covered SS Class is being supplied is after the relevant Special Services Disconnection Date, then Telstra will disconnect any existing Copper Services in a Covered SS Class following the Rollout Region Disconnection Date using the same disconnection processes that apply to standard services in Required Measure 2.

## 10.2 Types of Premises removed from the Updated Final Disconnection List

- (a) In addition to the Premises referred to in clause 7.1(c), the following types of Premises and Copper Services within the Fixed Line Footprint in a Rollout Region will not be subject to Managed Disconnection during the SS Principal Disconnection Window:
- (i) Added Premises;
  - (ii) 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 Copper Services to that Affected Premises);
  - (iii) Direct Special Services and Special Service Inputs to the extent that these Services belong to a SS Class for which the applicable Disconnection Date has not yet occurred;
  - (iv) Double-Ended Special Services that are not otherwise due to be disconnected during the Primary Disconnection Window in accordance with the Plan or a Final Exit Date; and
  - (v) MDU Common Areas,

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

## 10.3 Disconnection of Special Services in a Covered SS Class where there is a change of Access Technology

- (a) If Telstra is notified of a change in the Access Technology used or proposed to be used to make a Premises NBN Serviceable on and from the date that is 6 months before the Disconnection Date for the Rollout Region and Telstra is supplying a Direct Special Service or Special Service Input to that Premises at the date of NBN Co's notification and it becomes part of a Covered SS Class, then:
- (i) Telstra may continue to supply the Service to the Changed Technology SS Premises in accordance with clause 22.13 of the Plan; and
  - (ii) unless clause 22.13(a)(ii)(A) of the Plan applies, the disconnection processes and communications regarding disconnection in Required Measure 2 will apply to the Covered Special Service as though they were standard Copper Services in the Rollout Region referred to in clause 22.13(a)(ii)(B).
- (b) If Telstra is notified of a change in the Access Technology used or proposed to be used to make a Premises NBN Serviceable on and from the date that is 6 months before the Disconnection Date for the Rollout Region and Telstra is supplying a Direct Special Service or Special Service Input in a Covered SS Class to that Premises at the date of NBN Co's notification which, following the change in Access Technology, no longer forms part of a Covered SS Class, then:
- (i) Telstra may continue to supply the Service to the Changed Technology SS Premises in accordance with clause 22.13 of the Plan; and
  - (ii) If Telstra is required to disconnect the Direct Special Service or Special Service Input, the disconnection processes and communications

regarding disconnection in a Required Measure 5 specific to that SS Class will apply to the Service. The Required Measure 5 specific to that SS Class may refer to the disconnection processes and communication of disconnection in Required Measure 2, depending on when the Service will be disconnected.

#### **10.4 Disconnection of Added Premises**

- (a) Added Premises to which a Covered Special Service is supplied will be disconnected in accordance with clause 7.2 of Required Measure 2.

#### **10.5 Disconnection of Affected Premises**

- (a) Telstra will disconnect Affected Premises to which a Covered Special Service is supplied in accordance with clause 7.3 of Required Measure 2.

#### **10.6 Disconnection of MDU Common Areas**

- (a) In accordance with the Plan, Telstra will not disconnect Covered Special Services supplied to an MDU Common Area under clause 22 of the Plan but will disconnect such Services in accordance with clause 1.4 of the Plan.
- (b) Telstra will prepare and publish a separate document setting out the process it will apply to the Managed Disconnection of MDU Common Areas 6 months before the End of Rollout Date.

## Attachment A – Excluded SS Order Types

Order Description	Service Restriction application during the No Changes Period
<p><b>Apply exchange based barring and suspension</b></p>	<p>These order types will not be blocked during the No Changes Period for both Wholesale and Retail customers. Note that Telstra’s business-as-usual timeframes will apply to the processing of any orders received during the No Changes Period. In the event the order is received and not completed prior to the Special Services Disconnection Date, the service will be disconnected as per the disconnection requirements.</p>
<p><b>Order and service remediation, reversals, reconnections for error or credit management purposes</b></p> <p>Any remediation needed to provide service continuity during the No Changes Period. For example, where it becomes evident an error was made in provisioning, where a service is incorrectly ported out causing a service disconnection which then needs to be restored, credit management issues arising from the need to restore services that have previously been barred or suspended due to credit purposes, fault rectification and / or service restoration.</p>	
<p><b>Local Number Portability</b></p> <p>Local Number Port Out requests will be allowed at any time. Local Number Port In requests will not be allowed.</p>	
<p><b>Changes to Service Details for nuisance calls and silent line requests</b></p> <p>Telstra is permitted to process requests to change a telephone listing so that it will not be published in Telstra’s directories, or to allow a change of telephone number in the event of nuisance calls, as per Telstra’s standard process.</p>	
<p><b>Orders that are received prior to the commencement of the No Changes Period</b></p> <p>For example, In-flight orders.</p>	
<p><b>Further changes to service details relating to Name or Directory Listing relating to specific personal circumstances</b></p> <p>Telstra is permitted to process changes to service details relating to Name or Directory Listing to reflect a change in personal circumstances, arising from:</p> <ul style="list-style-type: none"> <li>• changes in account holder name e.g., maiden to married name; or</li> <li>• changes in account ownership to a related party such as a spouse / partner as a result of death / relationship break-down.</li> </ul>	
<p><b>Bulk churns or transfers of copper services arising from industry mergers and acquisitions</b></p>	

Order Description	Service Restriction application during the No Changes Period
<p><b>Exchange Based Virtual Services</b></p> <p>Telstra is permitted to process requests for Exchange Based Virtual Services including:</p> <ul style="list-style-type: none"> <li>• Number Redirection and Messagebank; Reservation;</li> <li>• Messagebank Away and Messagebank Virtual;</li> <li>• Inbound products (13xx, 18xx, 19xx); and</li> <li>• Utilised by Law Enforcement Agencies.</li> </ul>	
<p><b>Orders for configuration, software and record changes to services.</b></p> <p>Both Wholesale and Retail customers will be able to place orders for configuration, software and record changes during the No Changes Period.</p>	