
Required Measure 4 – Process for Telstra to Build Copper Paths at Premises which had been Permanently Disconnected, in order to Supply Special Services and Special Service Inputs to that Premises

1 Background

Under the Varied Plan, Telstra:

- (a) is subject to cease sale obligations and required to ~~cease supplying most~~ commence disconnecting Copper Services on a region by region basis approximately 18 months after the ~~Disconnection~~ Ready for Service Date for each Rollout Region);
- (b) ~~is to may~~ continue to accept new orders for, and continue to supply, each SS Class of Direct Special Service and ~~each~~ ULLS as a Special Service Input certified by a Wholesale Customer under clause 22.6 or 22.7 of the Varied Plan, in respect of a Premises which is Passed in a Rollout Region even where a Premises becomes serviceable by the NBN or after the Disconnection Date for the relevant Rollout Region, up until the Disconnection Date for the relevant SS Class.

This Required Measure 4 sets out the specific processes ~~which~~ Telstra will use to build Copper Paths at Premises which have been Permanently Disconnected, in order to supply Direct Special Services or Special Service Inputs to its Retail and Wholesale customers.

~~Note: Schedule 5 of the Plan sets out the various steps which Telstra may take in its systems which, together, constitute permanent disconnection of a Copper Path (Permanent Disconnection). These steps extend beyond what Telstra ordinarily does when it cancels a voice or broadband service, under its existing processes for service cancellation.~~

1.2 Scope of this Required Measure

- (a) This Required Measure 4 only applies where Telstra receives an order for the supply of a new Direct Special Service or a Special Service Input for the applicable SS Class prior to the Disconnection Date for that SS Class, in respect of Premises that ~~have been previously~~ are already Permanently Disconnected by having all Copper Paths to the Premises disconnected in accordance with Schedule 5.
- (b) The scope of this Required Measure 4 is limited to the building of the logical Copper Path (including reconnection of jumpers where necessary) for the purposes of supplying an ordered Direct Special Service or Special Service Input to a Premises, including where, if control of the relevant copper infrastructure has been transferred to NBN Co, Telstra has obtained the necessary rights from NBN Co to use that infrastructure, essentially by reversing the set of characteristics that constitute Permanent Disconnection.
- (c) In the event that the removal and/or decommissioning of physical copper infrastructure which Telstra continues to control becomes part of the standard process for Permanently Disconnecting a Copper Path, Telstra will develop additional processes to address the requirement and will submit a variation of this Required Measure 4 to the ACCC for approval.

- (d) If an order has been placed for a Direct Special Service or a Special Service Input at a Premises which has had a service cancelled but the Copper Path has not been Permanently Disconnected, the order will be processed through Telstra's business as usual connection processes and the processes set out in this Required Measure 4 will not apply.
- (e) Nothing in this Required Measure:
- (i) requires Telstra to supply a Direct Special Service or a Special Service Input after the Disconnection Date for the relevant ~~Special Service~~SS Class to which it relates;
 - (ii) requires Telstra to remove or decommission the physical Copper Line (over which the Copper Path is built) as part of this process; ~~or~~
 - (iii) prevents Telstra from reconnecting a Premises that has been permanently disconnected in error, where this is permitted by the ~~Migration~~Varied Plan and subject to agreement with NBN Co; ~~or~~
 - (iv) where the relevant copper infrastructure which will service the Premises has been transferred to NBN Co, provides that Telstra will build a Copper Path or keep it connected unless Telstra is able to obtain and continues to benefit under a continuity licence and other relevant rights from NBN Co in respect of that infrastructure.
- (f) Ordinary design, construction and installation of new Copper Lines forming part of Telstra's business as usual maintenance program is not a matter which relates to building a Copper Path, as contemplated by clause 22.2 of the Varied Plan, and is not included within the scope of this Required Measure 4.
- (g) By virtue of the Multi Technology Mix (MTM) approach, in order to accept new orders for and continue to supply Direct Special Services and Special Service Inputs, Telstra will request a licence from NBN Co to use Copper Paths in circumstances where transfer of the relevant copper infrastructure has taken place. This Required Measure 4 will outline the processes and procedures in those circumstances, up to the point at which Telstra requests the grant of a licence from NBN Co, and will continue from where such a licence has been granted. This Required Measure 4 does not include any of NBN Co's processes to prepare or grant a requested licence.

1.3 Definitions

- (a) A term or expression starting with a capital letter which is not defined in this Required Measure 4, has the meaning given in the Varied Plan or the Undertaking, as applicable.
- (b) In this Required Measure 4, the following terms have the meanings set out below unless the context requires otherwise:

"Asset Transfer Date" means the date on which ownership and control of the relevant copper infrastructure has passed from Telstra to NBN Co.

"Permanently Disconnected" occurs in respect of a Copper Path connecting a Premises that is Passed, when and for so long as the conditions specified in Schedule 5 apply in respect of that Copper Path.

"Network Boundary Point" means:

- (i) [where Telstra continues to control the relevant Copper Line and other infrastructure which connects Premises to the Telstra exchange serving that Premises, the boundary of a telecommunications network at or for the Premises determined in accordance with the Telecommunications Act 1997 \(Cth\); and](#)
- (ii) [if ownership or control of the Copper Line which connects Premises has been transferred to NBN Co, the point at which Telstra ceases to retain control of the relevant copper network and NBN Co assumes control of that infrastructure.](#)

2 Application

For clarity this Required Measure 4 applies to the Copper Network only.

3 The process for building Copper Paths

3.1 Equivalence in the approval process

Telstra will ensure that the Telstra personnel providing authorisation for a Copper Path that has been previously Permanently Disconnected to be rebuilt will use an equivalent process in respect of the receipt of the request for approval, consideration of the request and provision of the decision, regardless of whether the request for a Direct Special Service or Special Service Input relates to a Wholesale Customer or a ~~Telstra~~ Retail customer.

3.2 Utilisation of Existing Processes

This Required Measure 4 builds on Existing Processes that are used in the supply of the relevant services, with the following modifications:

- (a) Each order for a Direct Special Service or Special Service Input to a Premises will be assessed as part of the initial order acceptance process to determine if:
 - (i) the Premises is within the Fixed Line Footprint;
 - (ii) the order is received before the Disconnection Date for the SS Class to which the particular Direct Special Service or Special Service Input belongs; and
 - (iii) the Premises has been Permanently Disconnected.
- (b) Telstra will undertake a modified provisioning process to build the Copper Path required for a Direct Special Service or Special Service Input [on Telstra's side of the applicable Network Boundary Point](#) by varying the status of the Copper Path in Telstra's NPAMS data system from:
 - (i) "V" (indicates that a cable pair is vacant);
 - (ii) to "W" (indicates that a cable pair is pending connection and is associated with an outstanding service order); and
 - (iii) then to "C" (indicates that a cable pair is connected),

and ~~(in the case of an order for a Special Service Input) to perform reconnection of jumpers performing any associated jumpering activities (other than any jumpering required at the Network Boundary Point between Telstra and NBN Co).~~

(c) Telstra obtaining and continuing to benefit from a continuity licence from NBN Co, where relevant.

(d) ~~(c)~~ All other steps in the activation and provisioning process reflect Existing Processes for the provisioning of a new service of that type.

3.3 Line Sharing Service (LSS)

(a) ~~If the~~The Varied Plan prevents Telstra from supplying a new PSTN service to a Premises which has been Permanently Disconnected. Accordingly, Telstra will supply ULLS as ~~a~~the Special Service Input under this Required Measure. If Telstra receives an order from a Wholesale Customer for the rebuilding of a Copper Path in order to supply LSS as a Special Service Input, Telstra will:

(i) reject the order for a LSS from the Wholesale Customer;

(ii) inform the Wholesale Customer that the order has been rejected and suggest that the Wholesale Customer order a ULLS; ~~and~~

(iii) request a continuity licence from NBN Co, where relevant; and

(iv) ~~(iii)~~ provision a ULLS upon receipt of the Wholesale Customer's order, in accordance with Telstra's Business as Usual process (subject to Telstra, if required, obtaining a continuity licence from NBN Co).

(b) For clarity, Telstra is not able to provision an order for LSS for use as a Special Service Input as LSS requires an underlying active PSTN service in order to be provisioned.

~~(c) Telstra will provide Wholesale LSS Customers with specific communications about the ordering process for Special Service Inputs within one month of this Required Measure being accepted by the ACCC.~~

3.4 Primary Telstra Provisioning Systems for Special Service orders

(a) Telstra's primary provisioning systems used to order Special Services and Direct Special Services / Special Service Inputs are set out in Table 1 below:

Table 1. Primary provisioning systems and Direct Special Services/Special Service Inputs

Primary provisioning system	Direct Special Services / Special Service Inputs
AMCO/TCSS	DDS Fastway (if 2MBit/s component required)* Frame Relay (if 2MBit/s component required)* Data Access Radial (if 2MBit/s Component required)* Wholesale ATM (over copper) Megalink Wholesale Transmission – CRA 163 – Telstra domestic tail transmission capacity service ISDN 10/20/30
RASS	Ethernet Lite BDSL VGDL DDS Low speed DDS Fastway Frame Relay CustomNet Spectrum Data Access Radial Wholesale Business DSL ATM (Rebill)
Emptor/AXIS	ISDN 2 STS / ADSL / ADSL 2+ (only for the supply of Remote Telemetry or Telstra Secure) Telstra Traffic Light Services Customer Operated Payphones Retail ATM (over copper) Payphones (retail)
ULLCIS/AXIS	ULLS

**The systems used to provision DDS Fastway, Frame Relay and Data Access Radial services vary based on the level of bandwidth required. At bandwidth of 2Mbps and above, these services are typically provided using fibre rather than copper.*

- (b) In each case, the only substantive difference in the process used for provisioning Direct Special Service orders from Retail Customers and [Direct Special Service orders from Wholesale Customers or](#) Special Service Inputs orders from

Wholesale Customers is the front-end process by which the order is received, and the particular processes by which Telstra communicates to the customer.

- (c) The ULLS provisioning process uses a wholesale-only process, which is different in a number of respects from [that used to supply Direct Special Services \(whether to Retail Customers or Wholesale Customers\)](#). [Each process is outlined in Attachment A below.](#)

- (d) The processes by which Telstra will build a Copper Path in accordance with clause 22.2 of the [Varied](#) Plan in respect of each of the systems listed above is set out in Schedule 1.

3.5 Equivalence in process timing

To the extent that a process in Schedule 1 for rebuilding Copper Paths is used to supply orders for the same type of Direct Special Service to both Wholesale Customers and Retail Customers, Telstra will ensure that where the work [is undertaken by Telstra and](#) is of an equivalent nature, the processes Telstra will use to rebuild the copper path to provision an order for a Direct Special Service will be conducted in an equivalent manner for Wholesale Customers and Retail Customers for that type of Direct Special Service.

4

Reporting

- (a) Telstra will include in its confidential Migration Plan Compliance Report provided to the ACCC on a quarterly basis under clause ~~26.226~~ of the Plan, information as to:

- (i) the total number of activations made during the Quarter of Direct Special Services and Special Service Inputs for which Telstra has built a Copper Path under this Required Measure at Premises within the Fixed Line Footprint;
- (ii) the number of activations made during the Quarter of Direct Special Services for Retail Customers for which Telstra has built a Copper Path under this Required Measure at Premises within the Fixed Line Footprint; and
- (iii) the number of activations made during the Quarter of Direct Special Services and Special Service Inputs for Wholesale Customers for which Telstra has built a Copper Path under this Required Measure at Premises within the Fixed Line Footprint.

- (b) The metrics set out in subparagraphs (a)(i) to (iii) above will be reported confidentially in Telstra's Migration Plan Report.

Attachment A - Processes for building Copper Paths

1 Ordering and provisioning of ~~Wideband (AMCO)~~ Direct Special Services

~~Relevant Direct Special Services~~

- ~~• DDS Fastway (if 2MBit/s component required)~~
- ~~• Frame Relay (if 2MBit/s component required)~~
- ~~• Data Access Radial (if 2MBit/s component required)~~
- ~~• Wholesale ATM (over copper)~~
- ~~• Megalink~~
- ~~• Wholesale Transmission CRA 163 Telstra domestic tail transmission capacity service~~
- ~~• ISDN 10/20/30~~

This section outlines the processes by which a Copper Path will be reconnected in order to provision a Direct Special Service.

- (a) Telstra uses three types of primary provisioning systems to supply Direct Special Services, namely AMCO/TCSS, RASS and EMPTOR/AXIS. The Direct Special Services provisioned over each primary provisioning system is outlined in section 3, Table 1 above.
- (b) Except for the type of primary provisioning system used to initiate the Direct Special Service order, the procedures outlined below are the same across all Direct Special Services, unless expressly stated otherwise.
- (c) Each primary provisioning system has a different “originator”, with responsibility for provisioning and completing the Direct Special Service order. Each originator is located in the Customer Service Delivery team in Telstra Operations.

<u>Primary provisioning system</u>	<u>Originator</u>
<u>AMCO/TCSS</u>	<u>Wideband Team</u>
<u>RASS</u>	<u>Special Services Design</u>
<u>EMPTOR/AXIS</u>	<u>Wireline Activation Solutions</u>

<u>Step</u>	<u>Task Name</u>	<u>Task Description</u>	<u>Initiating Party</u>	<u>Receiving Party</u>
1.1	Receive an order for a Wideband service <u>Direct</u>	An order is received from a customer and comes in either through online, fax, telephone, email or another form of communication to <u>into</u> the customer	Customer	Customer facing business unit

Step	Task Name	Task Description	Initiating Party	Receiving Party
	Special Service	facing business unit. (Wholesale or Retail) . A customer services service representative reviews the order to ensure that all details are completed and enters the order in AMCO. For ISDN services the port allocation and number is automatically allocated into the relevant primary provisioning system .		
1.2	Perform Pre-Appraisal Pre-Appraisal	Orders are pre-appraised once they have been released from AMCO to TCSS. The work covers the following tasks to ensure the order meets relevant requirements, including: <ul style="list-style-type: none"> • Check if the Premises is in the Fixed Line Footprint; • the order has been placed prior to the Disconnection Date for the relevant SS Class; and • the Premises has been Permanently Disconnected • Interrogate Telstra's databases to determine whether there is internal and/or external work that needs to be performed. • Check order detail, Service type, 'A' and/or 'B' addresses, name and contact details for Customer and FOH, Separable portions, Disability Action Plan and any other pertinent notes. 	Wideband team Relevant originator	Network Construction N/Contractors A
1.3	Determine Categorisation of Order Pre-Appraisal	The orders go through a categorisation phase where they have an administrative assessment to check that it is a clean ticket of work, the type of service order, Full National Number (FNN) and completing any work management details so that the order is ready for technical assessment Following successful pre-appraisal, orders are then appraised to ensure the infrastructure up to the Telstra side of the Network Boundary Point is suitable to support the Direct Special Service ordered. <p>An appraisal is performed to determine the address details, equipment requirements, cable routes, cable lengths, whether there</p>	Network Construction Relevant originator	Network Construction Contractors

Step	Task Name	Task Description	Initiating Party	Receiving Party
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~~are any environmental/heritage issues and then produces the Graphical Data Display (GDD) drawings. A site assessment is also organised for a physical check and to determine any other site issues.~~

~~A technical assessment is performed, which checks for the provisioning requirements to build the copper path.~~

Where the Network Boundary Point at or for the Premises specified in the order is the boundary of network controlled by Telstra (i.e. no Asset Transfer of the Copper Lines connecting that Premises has taken place), Telstra is able to complete an infrastructure suitability assessment in full. Processes to complete an order where Telstra retains control of the infrastructure connecting the Premises are outlined in steps 1.4 and 1.5 below.

During order appraisal, if the order is requested for Premises in respect of which Asset Transfer has taken place, NPAMs will identify the need for a continuity licence to be requested from NBN Co. In this scenario, Telstra is dependent on NBN Co granting and continuing to provide a continuity licence to fulfil the order and to continue to provide the Copper Path. The process for requesting a continuity licence is outlined in step 1.6 and 1.7 below.

For clarity, depending where the Network Boundary Point is located with respect to the Premises in the order, all steps in 1.4 through to 1.8 may be required to fulfil the order.

~~Cases~~Note: Orders will only proceed to the next stage if there is sufficient infrastructure in place to fulfil the order for the requested service.
~~(Situations where new infrastructure, such as new copper lines, need is~~required to be built, whether by Telstra or NBN Co, are outside the scope of this process. Such cases
~~are progressed by the Network~~

Step	Task Name	Task Description	Initiating Party	Receiving Party
1.4	Obtain Senior Management's <u>Senior management</u> approval	<p>Construction team. Required Measure).</p> <p>If the Premises has been determined to be in an<u>the</u> NBN Fixed Line Footprint in a Rollout Region, <u>that has been</u> Permanently Disconnected, and <u>the order is received</u> prior to the Disconnection Date for the relevant SS Class, approval to provide the Special Service over copper is required from Telstra personnel employed at the<u>Director</u> level of director or higher, in a Business Unit that is not a Retail Business Unit<u>from a non-Retail BU, is required.</u></p> <p><u>Upon Director level or higher assessment and approval, the NBN Disconnections Group will reverse the Permanent Disconnection and authorise usage of the specific Copper Path required for the order.</u></p> <p>Note: this step may occur earlier or later in the process, as it is subject to IT system requirements that are yet to be built.<u>Any Copper Paths in respect of which Asset Transfer has occurred will require, in addition to this approval process, the additional step of a continuity licence (process outlined in steps 1.6 to 1.8 below).</u></p>	Network <u>Relevant</u> Construction <u>originator</u>	Senior Management (in a Business Unit that is not a Retail Business Unit)
1.5	Update information in network IT systems	<p>Once approved, the<u>For all Copper Paths (or, if Asset Transfer has occurred, that part of the relevant</u> Copper Path is allocated to the order. The NPAMS<u>over infrastructure which Telstra controls) assessed and approved in step 1.4 above, the</u> status is changed <u>in NPAMS</u> from "V" to "W"; and all Copper Paths are allocated to the order.</p>	Network Construction	Network database management staff <u>Database Team</u>
1.6	<u>Prepare continuity licence request</u>	<p><u>If during the order appraisal in step 1.4 the relevant originator identifies that a continuity licence is required, they will raise a request with the Telstra Continuity Team. The Telstra Continuity Team is located in Telstra Operations and handles all requests for continuity licences in accordance with step 1.7.</u></p> <p><u>The relevant originator populates the</u></p>	<u>Relevant originator</u>	<u>Telstra Continuity Team</u>

Step	Task Name	Task Description	Initiating Party	Receiving Party
1.7	<u>Request continuity licence from NBN Co</u>	<p><u>technical requirements of the continuity licence according to the Direct Special Service order, for example;</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>if bonding is required</u> <input type="checkbox"/> <u>if non-interference is required</u> <input type="checkbox"/> <u>linking multiple related licence requests</u> <p><u>All continuity licence requests (originating from either Wholesale or Retail) are placed into a queue and actioned equivalently by The Telstra Continuity Team, based on the timestamp associated with the request. Continuity licence requests are processed through the Continuity Service Portal, a B2B portal designed to facilitate and provision continuity licences between Telstra and NBN Co.</u></p>	<u>Telstra Continuity Team</u>	<u>NBN Co</u>
1.8	<u>NBN Co continuity licence determination</u>	<p><u>While the Direct Special Service order is awaiting continuity licence determination, it is placed in a held queue.</u></p> <p><u>NBN Co updates the status of a continuity licence request via the Service Continuity Portal, which is monitored by the Telstra Continuity Team.</u></p> <p><u>If a continuity licence is granted for the Copper Path(s) required by the Direct Special Service order, the Telstra Continuity team records the licence number and releases the order from the held queue. Telstra Continuity Team alerts the relevant originator and they push the order through the steps outlined below.</u></p> <p><u>If the continuity licence is delayed or rejected by NBN Co, the reason for the delay or rejection is relayed to the relevant originator who will in turn, inform the relevant customer facing Business Unit who will inform the customer. If the reason for the delay or reject can be remedied (for example additional information provided or correction of wrong information) the originator is contacted with a request for this</u></p>	<u>NBN Co</u>	<u>Telstra Continuity Team</u>

Step	Task Name	Task Description	Initiating Party	Receiving Party
<p><u>information and the relevant customer facing Business Unit will contact the relevant retail or wholesale customer to the extent necessary to remedy the reason for delay.</u></p> <p><u>Note: If NBN Co determine there is an infrastructure shortfall, it will be NBN Co's responsibility to determine the circumstances in which and the process by which it will proceed to determine the feasibility of providing new infrastructure. This process is outside the scope of this Required Measure.</u></p>				
<p>4.6 <u>1.9</u></p>	<p>Perform Internal <u>field Construction</u> <u>work</u></p>	<p>The Internal Construction Technician installs the necessary telecommunications equipment as set by the technical manual specification when providing the service order/s to the Customer/End User. Data provisioning is completed. At the completion of the installation i.e. at both the Exchange and the Premises, the Technician will conduct tests on the service(s) prior to commissioning. <u>To the extent a Copper Path is located within the Network Boundary Point or, in the case of a wholesale service, is to be connected between Telstra and the wholesale customer, Telstra Communication Technicians (CT) complete all required jumpering activities) at the Exchange, Pillar/Cabinet or Premises, as required. Any equipment required at the Exchange or Premises is installed and tested to ensure it is working within the parameters required to run the Direct Special Service.</u></p> <p><u>Note: if Asset Transfer has occurred, NBN Co is responsible for use jumpering across the Network Boundary Point between the infrastructure controlled by Telstra and the infrastructure controlled by NBN Co.</u></p>	<p>Network Construction/ Contractors</p>	<p>Customer facing business unit <u>N/A</u></p>
<p>4.7 <u>1.10</u></p>	<p>Perform Activation <u>activation</u> tasks</p>	<p>Activation and final testing is carried out, ensuring all software/configuration is</p>	<p>Network Construction/ Contractors</p>	<p>Customer facing business unit</p>

Step	Task Name	Task Description	Initiating Party	Receiving Party
		<p>complete, and related service orders are also complete and liaising with the Customer complete. The <u>customer facing Business Unit notifies the customer</u> regarding completion and handover of the services. Status of NPAMs changes from "W" to "C".</p>		
1.11	<u>Update information in network IT systems</u>	<u>Once finalised, any Copper Paths authorised for use in the provision of the Direct Special Service (as per step 1.4 above), will be updated in NPAMs from "W" to "C".</u>	<u>Network Construction</u>	<u>Network Database Team</u>
4.81.12	Finalise <u>Direct Special Service Order</u> and <u>Update Billing</u>	<p>Check the accuracy of the order and processes<u>process</u> the order to archive to billing.</p> <p>Check for fee for service charges and if applicable, processes<u>process</u> the charges so that the Customer is invoiced.</p> <p>Generate completion advice <u>where required</u>, which is then forwarded to the Customer/Project Manager/Account Executive confirming activation has been provided.</p> <p>The order will then download the billing information to the Telstra Billing System.</p>	Customer facing business unit	End

Ordering and provisioning of RASS-based Direct Special Services

Relevant Direct Special Services

- Ethernet Lite BDSL
- VGD
- DDS Low speed
- DDS Fastway
- Frame Relay
- CustomNet Spectrum
- Data Access Radial
- Wholesale Business DSL
- ATM (Rebill)

<u>Step</u>	<u>Task Name</u>	<u>Task Description</u>	<u>Initiating Party</u>	<u>Receiving Party</u>
1.1	Receive an order for a narrowband service	An order is received from a customer and comes in either through online, fax, telephone, email or another form of communication to the customer facing business unit. A customer services representative reviews the order to ensure that all details are completed and enters the order in RASS.	Customer	Customer facing business unit
1.2	Analyse Customer requirements	The requirements are analysed and the customer services representative determines whether a feasibility study or a service qualification (SQ) is required. If a feasibility study is required, it is submitted to the Special Services design team and the results showing the viable product solutions are returned. If an SQ is required, the SQ will	Customer Services Representative in customer facing business unit	Customer Services Representative in customer facing business unit

<u>Step</u>	<u>Task Name</u>	<u>Task Description</u>	<u>Initiating Party</u>	<u>Receiving Party</u>
		also determine the product solution options for the Customer.		
1.3	Validate and raise the order in the system	Validate and enter the order in the system so that the Special Service can be provisioned.	Customer Services Representative in customer-facing business unit	Special Services Design
1.4	Receive order from the queue and validate details	Retrieve the order from the queue and validate that all the required details are available. Check if the Premises is in the Fixed Line Footprint, prior to the Disconnection Date for the SS Class, and Permanently Disconnected.	Special Services Design	Special Services Design
1.5	Perform preliminary design work and cable allocation	<p>Perform preliminary design work to determine what infrastructure exists to support the service including:</p> <ul style="list-style-type: none"> * Check latest finishing date. * Perform cable feasibility check (distance/loss). * Allocate required cable pairs <p>Cases where new infrastructure, such as new copper lines, need to be built are outside the scope of this process. Such cases are progressed by the network construction team to decide whether to provision the service.</p>	Special Services Design	Special Services Design
1.6	Obtain Senior Management approval	If the Premises has been determined to be in an NBN Fixed Line Footprint in a Rollout Region, prior to the Disconnection Date for	Special Services Design	Senior Management (in a Business Unit that is not a Retail Business Unit) and back to Special Services Design

<u>Step</u>	<u>Task Name</u>	<u>Task Description</u>	<u>Initiating Party</u>	<u>Receiving Party</u>
		the SS Class, and Permanently Disconnected, approval to provide the Special Service over copper is required from Telstra personnel employed at the level of director or higher, in a Business Unit that is not a Retail Business Unit. Note: this step may occur earlier or later in the process, as it is subject to IT system requirements that are yet to be built.		
1.7	Update information in network IT systems	Once approved, allocate the Copper Path to the order in NPAMS. The status in NPAMS will automatically change from "V" to "W".	Special Services-Design	Network Database-Team
1.8	Allocate the field work force	Indicate whether line work is required, allocate/check the installation workforce/depot and allocate the testing depot	Special Services-Design	Special Services-Design
1.9	Determine NTU / Equipment if required	Determine and allocate NTU/equipment where required.	Special Services-Design	Special Services-Design
1.10	Issue the order	Issue the order to the Exchange Network Maintenance Group so that they can complete their required work	Special Services-Design	Exchange Network Maintenance Group
1.11	Complete line work and exchange/port connections	Exchange / port work is completed based on: <ul style="list-style-type: none"> * Lines persons cross connects jumper at Pillar or Cabinet if required. * Communications Technician (CT) jumper mains cable to exchange port 	Exchange Network Maintenance-Group	Customer Service-Management

<u>Step</u>	<u>Task Name</u>	<u>Task Description</u> equipment	<u>Initiating Party</u>	<u>Receiving Party</u>
4.12	Perform pre-programming where required	Where required the Permanent Virtual Circuit (PVC) and the NTU are configured	Customer Service Management	Special Services Design
4.13	Install NTU/Equipment at Customers premises	CT completes internal cabling and installs socket for NTU connection, Installs NTU and down loads any Configuration files and tests NTU and commissions' service.	Special Services design	Customer Service Management
4.14	Final testing and handover to the Customer	Where required, ensure any required equipment has been tested and service parameters are correct. Also ensure the order is complete in the systems. Change status in NPAMs from "W" to "C".	Customer Service Management	Telstra Delivery Consultant
4.15	Finalise Service Order and update billing	<p>Check the accuracy of the order and processes the order to archive to billing.</p> <p>Check for fee for service charges and if applicable, processes the charges so that the Customer is invoiced.</p> <p>Generate completion advice which is then forwarded to the Customer/Project Manager/Account Executive confirming activation has been provided.</p> <p>The order will then download the billing information to the Telstra Billing System</p>	Telstra Delivery Consultant	End

Ordering and provisioning of EMPTOR/AXIS-based Direct Special Services

Relevant Direct Special Services

- ISDN 2

- ~~STS / ADSL / ADSL 2+ (only for the supply of Remote Telemetry or Telstra Secure)~~
- ~~Telstra Traffic Light Services~~
- ~~Customer Operated Payphones~~
- ~~Payphones (Retail)~~
- ~~Retail ATM (over copper)~~

Step	Task Name	Task Description	Initiating Party	Receiving Party
1.1	Receive an order for a special service	An order is received from a customer and comes in either through online, fax, telephone, email or another form of communication to the customer facing business unit. A customer service representative reviews the order to ensure that all details are completed and enters the order in EMPTOR.	Customer	Customer-facing business unit
1.2	Enter Order into System	<p>Raises the order in the system and enters various details as per the bullet points below</p> <ul style="list-style-type: none"> • Check if the Premises is in the Fixed Line Footprint, prior to the Disconnection Date for the relevant SS Class, and Permanently Disconnected • Check that Customer exists in Telstra's systems • Check location exists against other address qualification tools • Enter the product codes and product details for Service and Equipment • Assign the FNN to the Customer • Enter the Exchange Unit (EU) details and Directory Details. • Book/Schedule an Appointment in the system—and a Telstra Reference Number (TRN) is created for the appointment. • Enter the Property ID for billing. • Submit the order 	Customer Service Representative in customer-facing business unit	Wireline Activation Solutions
1.3	Receive/retrieve order and validate the details	Receive the order and validate the segments/services	Wireline Activation Solutions	Wireline Activation Solutions
1.4	Check NPAMS for plant information	Perform a preliminary design to determine what infrastructure exists and whether there is an infrastructure shortfall (copper exists to support the service) in NPAMS (Network Plant Assignment and Management	Wireline Activation Solutions	Wireline Activation Solutions

<u>Step</u>	<u>Task Name</u>	<u>Task Description</u>	<u>Initiating Party</u>	<u>Receiving Party</u>
		system). Cases where new infrastructure, such as new copper lines, need to be built are outside the scope of this process. Such cases are progressed by the network construction team to decide whether to provision the service.		
4.5	Obtain Senior Management approval	If the Premises has been determined to be in an NBN Fixed Line Footprint in a Rollout Region, prior to the Disconnection Date for the relevant SS Class, and Permanently Disconnected, approval to provide the Special Service over copper is required from Telstra personnel employed at the level of director or higher, in a Business Unit that is not a Retail Business Unit. Note: this step may occur earlier or later in the process, as it is subject to IT system requirements that are yet to be built.	Wireline Activation Solutions	Senior Management (in a Business Unit that is not a Retail Business Unit) and back to Wireline Activation Solutions
4.6	Update information in network IT systems	Once approved, change the status in NPAMS from "V" to "W" and the Copper Path is allocated to the order.	Network Construction	Network database team
4.7	Retrieve order and update NPAMS with Plant Information	Retrieve the order and update NPAMS with any additional information, the order is automated and moves through to the field staff to complete any line/exchange work	Wireline Activation Solutions	Exchange Network Maintenance Group
4.8	Complete line work and exchange/port connections	Exchange / port work is completed based on: <ul style="list-style-type: none"> * Lines persons cross connects jumper at Pillar or Cabinet if required. * Communications Technician (CT) jumper mains cable to exchange port equipment 	Exchange Network Maintenance Group	Customer Service Management
4.9	Final testing and handover to the Customer	Where required, ensure any required equipment has been tested and service parameters are correct. Also ensure the order is complete in the system. Change status of NPAMs from "W" to "C"	Customer Service Management	Telstra Delivery Consultant
4.10	Finalise Service Order and update billing	Check the accuracy of the order and processes the order to archive to billing. Check for fee for service charges and if	Telstra Delivery Consultant or System	End

<u>Step</u>	<u>Task Name</u>	<u>Task Description</u>	<u>Initiating Party</u>	<u>Receiving Party</u>
		applicable, processes the charges so that the Customer is invoiced.	Automation	
		Generate completion advice which is then forwarded to the Customer/Project Manager/Account Executive confirming activation has been provided.		
		The order will then download the billing information to the Telstra Billing System		

2 Ordering and provisioning of Wholesale ULLULLS as a Special Service Input

Wholesale ULL-only

This section sets out the process by which a Copper Path will be reconnected in order to provision a Special Service Input to the Wholesale Customer seeking access (the Access Seeker). The relevant Special Service Input in this case is ~~Wholesale ULL~~[the ULLS](#).

Step	Task Name	Task Description	Initiating Party	Receiving Party
1.1	Receive a new ULLS	<p>ULLS Notification is received from the Access Seeker via batched file. The file is validated against the various systems/tables.</p> <p>Once the system completes all validations successfully, the system will allocate a unique ULL Service Number or reject the order.</p>	Access Seeker	ULLCIS (System)
1.2	Perform Pre-SQ Number allocation	<p>Allocate a Full National Number (FNN) prior to performing service qualification (SQ).</p> <p>NOTE: This will enable the Wireline Activation Solution (WAS) team, after a successful SQ, to reserve the Cable details, where relevant, which in effect reserves the cable prior to order issue. This will ensure that the cable identified is not 'lost' in between the SQ stage and order issue stage.</p>	ULLCIS (System)	ULLCIS

Step	Task Name	Task Description	Initiating Party	Receiving Party
1.3	Perform Service Qualification	<p>The system will conduct a SQ to establish that the ULLS can be provided. The request will fall to manual process for the WAS staff to complete, due to the Premises being in the Fixed Line Footprint. WAS will check if :</p> <ul style="list-style-type: none"> • the Premises is Permanently Disconnected and in Fixed Line Footprint; • the order has been placed prior to the Disconnection Date for the relevant SS Class; <u>and</u> • the Premises has been Permanently Disconnected. <p>• <u>If Asset Transfer of the relevant copper infrastructure has not taken place, the SQ is able to make an assessment in full (i.e. from the relevant exchange to Telstra's Network Boundary Point at or for the Premises) and if suitable Copper Paths are identified, the order will proceed to step 1.4 below.</u></p> <p>• <u>If Asset Transfer has taken place, the SQ will only be able to determine suitability up to the Network Boundary Point between Telstra and NBN Co upstream from the Premises.</u></p>	Wireline Activation Solution Staff /ULLCIS	Wireline Activation Solution Staff /ULLCISA

Step	Task Name	Task Description	Initiating Party	Receiving Party
		<p><u>In these circumstances, Telstra will seek an SQ from NBN Co in relation to any relevant copper infrastructure beyond the Network Boundary Point. If the SQ determines that Asset Transfer has occurred, Telstra is dependent on NBN Co to provide and maintain a continuity licence to fulfil the order and to continue to provide the service (as outlined in steps 1.6 below).</u></p> <p><u>• For clarity, depending where the Network Boundary Point is located with respect to the Premises in the order, all steps in 1.4 through to 1.8 may be required to fulfil the order.</u></p> <p><u>• Note: Orders will only proceed to the next stage if there is sufficient infrastructure in place (including of NBN Co's if Asset Transfer has taken place) to fulfil the order for the requested service.</u></p> <p><u>•</u></p> <p><u>•</u></p>		
1.4	Obtain Senior Management approval	<p>If the Premise<u>Premises</u> has been determined to be in an<u>the</u> NBN Fixed Line Footprint in a Rollout Region, <u>that has been Permanently</u></p>	Wireline Activation Solution Staff	Senior Management (in a Business Unit that is not a Retail Business Unit)- and back to- Wireline Activation- Solution Staff

Step	Task Name	Task Description	Initiating Party	Receiving Party
		<p>Disconnected, and the order is received prior to the Disconnection Date for the relevant SS Class, and Permanently Disconnected, approval to provide the Special Service over copper is required <u>approval</u> from Telstra personnel employed at the <u>Director</u> level of director or higher, in a Business Unit that is not a Retail Business Unit, <u>(from a non-Retail BU) is required.</u> <u>Upon Director level or higher assessment and approval, the NBN Disconnections Group will reverse the Permanent Disconnection and authorise usage of the specific Copper Path required for the order.</u></p> <p>Note: this step may occur earlier or later in the process, as it is subject to IT system requirements that are yet to be built. <u>Any Copper Paths that have been transferred to NBN Co will require, in addition to the above authorisation, a continuity licence (process outlined in steps 1.6 to 1.8 below).</u></p>		
1.5	Update information in network IT systems and complete Service Qualification	Once <u>For all Copper Paths assessed and approved in step 1.4 above, WAS staff reserve the cable-</u>	Wireline Activation Solution Staff	Wireline Activation Solution Staff <u>Network Database Team</u>

Step	Task Name	Task Description	Initiating Party	Receiving Party
1.6	<p>Create appointment / order provisioning Prepare continuity licence request</p>	<p>path against the ULLS. The status in NPAMS is changed in NPAMS from "V" to "W" and all Copper Paths are allocated to the order.</p> <p>For a successful SQ, the system will create an appointment and if during the SQ in step 1.4 the Wireline Activation Solution Staff identify that a continuity licence is required, they will raise a New ULL order request with the Telstra Continuity Team. The Telstra Continuity Team is located in Telstra Operations and handles all requests for continuity licences in accordance with step 1.7.</p> <p>The Wireline Activation Solution Staff populate the technical requirements of the continuity licence according to the Special Service Input order, for example:</p> <ul style="list-style-type: none"> <input type="checkbox"/> if non-interference is required <input type="checkbox"/> linking multiple related licence requests 	<p>WCTA Wireline Activation Solution Staff- ULLGIS</p>	<p>WCTA Staff ULLGIS Telstra Continuity Team</p>
1.7	Request continuity licence from NBN Co	All continuity licence requests (originating from either Wholesale or Retail).	Telstra Continuity Team	NBN Co

Step	Task Name	Task Description	Initiating Party	Receiving Party
		<p>are placed into a queue and actioned equivalently by The Telstra Continuity Team, based on the timestamp associated with the request. Continuity licence requests are processed through the Continuity Service Portal, a B2B portal designed to facilitate and provision continuity licences between Telstra and NBN Co.</p> <p>While the Special Service Input order is awaiting continuity licence determination, it is placed in a held queue.</p>		
1.8	<p><u>NBN Co continuity licence determination</u></p>	<p>NBN Co updates the status of a continuity licence request via the Service Continuity Portal, which is monitored by the Telstra Continuity Team.</p> <p>If a continuity licence is granted for the Copper Path(s) required by the Special Service Input order, the Telstra Continuity team records the licence number and releases the order from the held queue. Once released from the held queue, Telstra Continuity Team alerts the Wireline Activation Solution Staff who push the order through the steps outlined below.</p> <p>If the continuity licence is delayed or</p>	<p><u>NBN Co</u></p>	<p><u>Telstra Continuity Team</u></p>

Step	Task Name	Task Description	Initiating Party	Receiving Party
		rejected by NBN Co. , the reason for the delay or rejection is relayed to the Wireline Activation Solution Staff and the Wholesale Business Unit will inform the Access Seeker. If the reason for the delay or rejection can be remedied (for example additional information provided or correction of wrong information) , the Wireline Activation Solution Staff which, if required, will contact the Wholesale, who will in turn contact the Access Seeker with a request for this information.		
4.7.1.9	Confirm ULL Notification	ULLCIS will send a Confirmation Advice to the Access Seeker. The Access Seeker has five clear business days from receipt of the Confirmation Advice to confirm the request to proceed by submitting a Cutover Notification.	ULLCIS	ULLCIS
4.8.1.10	Send/Receive Cutover Notification	<p>Cutover Notification is received via batched electronic file. The following then occurs:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check that an active ULLS Notification exists for the same Access Seeker. <input type="checkbox"/> Based on the Band/POI, 	Wireline Activation Solution Staff /ULLCIS	WCTA Staff /ULLCIS

Step	Task Name	Task Description	Initiating Party	Receiving Party	
		<p>check that cutover date falls within the lead-time.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check if a valid Customer Authority (CA) signed Date exists for the Request. <input type="checkbox"/> If valid, the system automatically creates an appointment and generates a Confirmation advice to the Access Seeker. 			
	4.9 4.9.1.11	New ULL order updated	ULLCIS updates the ULL order with the Access Seeker requested Appointment.	WCTA Staff/ULLCIS	WCTA Staff/ULLCIS

Step	Task Name	Task Description	Initiating Party	Receiving Party
4.10 4.11.12	Cutover Notification complete	<p>At Cutover, if Asset Transfer has not occurred, the Technician will build the ULL path at the Exchange Service Area, and then attend the End User site to complete the ULL. If it is determined that a service Lead-in is required and Asset Transfer has not occurred, the technician would follow the BAU process for “New lead-in, reactive on the day associated with a new service order”. Once completed the Technician will book off the ticket of work and advise the WAS team. The system will monitor order completion on customer required date and auto-complete the Cutover Notification. A Completion Advice is submitted to the Access Seeker.</p> <p>If Asset Transfer has occurred, the processes in this step will be handled by NBN Co, who will notify the Telstra Continuity Team of completion via the Service Continuity Portal.</p>	Wireline Activation Solution Staff /ULLCIS	Customer Service Rep
4.11 4.11.13	Order complete	Orders will download to Telstra Billing Systems automatically on completion and bill accordingly. Any relevant charges need to be manually	ULLCIS	End

Step	Task Name	Task Description	Initiating Party	Receiving Party
		updated. Change status in NPAMs from "W" to "C".		

Document comparison by Workshare Compare on Wednesday, 25 November 2015 10:48:05 AM

Input:	
Document 1 ID	file://C:\Users\dmeguyer\Desktop\RM 4- Original.docx
Description	RM 4- Original
Document 2 ID	file://C:\Users\dmeguyer\Desktop\RM4 - final v2.docx
Description	RM4 - final v2
Rendering set	Standard

Legend:	
Insertion	
Deletion	
Moved from	
Moved to	
Style change	
Format change	
Moved deletion	
Inserted cell	
Deleted cell	
Moved cell	
Split/Merged cell	
Padding cell	

Statistics:	
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Insertions	226
Deletions	300
Moved from	1
Moved to	1
Style change	0
Format changed	0
Total changes	528