

13 February 2013

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**Telecommunications  
Industry  
Ombudsman**

**Simon Cohen  
Ombudsman**

Dear Mr Riordan

### **Migration Plan required measures relating to pull through**

Thank you for providing the Telecommunications Industry Ombudsman (TIO) with an opportunity to comment on draft required measures 1(a) and 1(b) relating to pull through activities.

The TIO has carefully considered the ACCC discussion paper and would like to identify a number of consumer issues that we believe should be taken into account in respect of pull through.

While not making a formal submission on this occasion, the TIO believes that the following observations may assist the ACCC as it considers the questions outlined in its discussion paper:

- In circumstances where the pull through measure is to be undertaken, it is important that consumers experience the minimal period of service outage and disruption to the supply of communication services possible (Question 2)
- Noting that wholesale arrangements exist throughout the telecommunications industry, it is important to ensure that any notification process ahead of pull through assists all service providers with managing service continuity for their end users (Question 4)
- It is important that any pull through procedure facilitates the early identification of customers using Priority Assist/Medical Alert services and those who have successfully applied for Priority Assist/Medical Alert services (Question 6)
- Where customers with Priority Assist/Medical Alert services have been identified, there should be clear processes in place. Noting that NBN Co does not propose to use the pull through measure in circumstances where consumers have Priority Assist, it will be important to ensure that customers with Medical Alert or similar services are also fully informed in relation to the pull through measure and that appropriate interim services can be arranged (Question 9).

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- Where it has been decided that the pull through measure will be used, it is important to ensure that a sufficiently robust framework is in place to ensure existing communications services which have not been migrated to the NBN are fully functioning following the use of pull through (Question 10).

Please contact me on 03 8600 8700 if you have any queries regarding this letter, or if you require any further information from the TIO.

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Brockman', written in a cursive style.

David Brockman  
**Executive Director Industry, Community & Government**