

Order Stability Period (OSP) Proposal – Proposed exceptions to the OSP

Order Description	Service Restriction application from the Order Stability Commencement Date	Rationale	Likely Costs of Allowing	Likely Benefits of Allowing
<p>Apply exchange based barring and suspension</p>	<p>These order types will not be blocked during OSP for both Wholesale and Retail customers. Note that our business-as-usual timeframes will apply to the processing of any orders received during the OSP. In the event the order is received and not completed prior to DD, the service will be disconnected as per the disconnection requirements. An exception will occur where a valid NBN Transition order has been confirmed by NBN Co. In these cases the copper service(s) will not be disconnected until Telstra is required to do so under clause 15.1(c) of the Migration Plan.</p>	<p>To allow greater flexibility in managing customer accounts and potential exposure to debt</p>	<p>Administrative costs only for Telstra and wholesale customers associated with processing the order</p>	<p>Provide greater flexibility over customer account management and reduce Service Provider exposure to bad debt.</p>
<p>Order and service remediation, reversals, reconnections for error or credit management purposes Any remediation needed to provide service continuity until the Disconnection Date. 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>To allow Telstra and RSPs to fulfil commitments made to an end user prior to the OSP commencing and to remediate any errors that may detrimentally impact end users.</p>		<p>To allow Telstra and RSPs to remediate errors and to provide effective credit management of services during the OSP to improve the customer experience and reduce the likelihood of customer complaints. Allowing these order types will also allow Telstra and RSPs to continue to fulfil CSG obligations.</p>
<p>Local Number Portability Local Number Port Out requests will be allowed at any time. Local Number Port In requests will only be allowed in conjunction with a valid NBN Transition order being confirmed by NBN Co.</p>		<p>To minimise adverse end-user customer impact in their migration to the NBN</p>		<p>Fulfilment of end user customer request via their RSP.</p>
<p>Change to Service Details for nuisance calls and silent line requests Allows Telstra 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>To ensure impacted customers are not put at risk of further harassment and/or potential harm due to the commencement of the OSP</p>		<p>Improved customer safety and security.</p>