

1 February 2016

Mr Sean Riordan
General Manager
Industry Structure and Compliance Branch
Australian Competition and Consumer Commission
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Interim Service Disconnection Timeframes for In-Train Order Premises

Dear Mr Riordan

As the ACCC is aware, the transitional arrangements for In-Train Order Premises located in a Rollout Region with a Disconnection Date falling in the 2015 calendar year have been extended until 30 June 2016. These arrangements are designed to promote service continuity and improve the migration experience for end users, and were outlined in our letter to you of 1 December 2015.

Telstra and NBN continue to finalise the long-term arrangements for In-Train Order Premises that will take effect from 1 July 2016. However, we are also implementing an interim arrangement that provides an additional 20 Business Days for RSPs to complete the connection of NBN services and migration for In-Train Order Premises after an In-Train Order reaches the date that is 120 Business Days after the Disconnection Date for the Rollout Region in which the Premises is located (the Final Disconnection Date or FDD), before mandatory service disconnection occurs.

That is, from February 2016 Telstra will commence the service disconnection of remaining active Wholesale and Retail copper services and Retail HFC at In-Train Order Premises from the date that is 150 Business Days after the Disconnection Date, and will complete these service disconnections by DD+155 Business Days. During February 2016, this will impact FDDs on 8 February 2016 (Premises in a Rollout Region that had a DD of 20 February 2015) and 9 February 2016 (Premises with a Rollout Region DD of 14 August 2015).

This new timeframe is being implemented until the long-term arrangements are determined. It provides RSPs certainty around when Telstra will perform the service disconnection process, which will assist in promoting service continuity in the migration of customers to the NBN. Telstra would still encourage RSPs to transition end-users to the NBN as soon as possible.

The proposed approach is illustrated in Attachment A.

Could you please let us know if the ACCC has any concerns with this approach.

In the meantime, please do not hesitate to contact Christine Williams on (07) 3455 3112 if you would like to discuss this matter.

Yours sincerely



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ATTACHMENT A: New Interim Arrangements to apply from 1 February 2016 for the mandatory disconnection of services at In-Train Order Premises Post DD+120BDs

