

8 October 2015

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Dear Mr Riordan

Proposed transitional arrangements for Managed Disconnection timeframes during the Christmas and New Year period for 2015/16

We are writing to inform you about transitional arrangements that Telstra has agreed with NBN Co to minimise the impacts of managed disconnection activity scheduled to occur during the upcoming 2015/16 Christmas and New Year period, and to request the ACCC's approval for these arrangements. The changes arise following concerns being raised by industry that the current disconnection timetable may be unnecessarily disruptive for customers, who could be difficult to contact or not available during this period.

An outline of the proposed revised disconnection arrangements is set out below. Please note we anticipate similar extensions will not be needed in future years due to the earlier management of customers onto the NBN during the migration window.

1. Wave 18 - Rollout Regions with a Disconnection Date of 13 November 2015 will now commence managed disconnection at a later date

We have considered the concerns regarding the timing of managed disconnection for customers facing a Disconnection Date of 13 November 2015. Accordingly, while we have not moved the Disconnection Date, we have agreed to defer the dates for commencing and completing our disconnection activities, so that customers are not mandatorily disconnected over Christmas. This will ensure that customers are still able to make emergency services calls during the Christmas/New Year period.

The change means that instead of commencing managed disconnections on 29 December, we will commence them from 11 January 2016, and complete this disconnection activity by 2 February 2016. The date upon which the updated list of In-Train Order premises will be advised to Wholesale Customers will be moved from 23 December 2015, to 7 January 2016.

The additional time allowed should give industry more time to manage their customers over the Christmas/New Year period. All other milestones for the Rollout Regions will not change, including the timing of disconnection for In-Train Order premises. This means that soft dial tone will be applied to relevant services, where practicable, within the usual window commencing from the Disconnection Date plus 10 Business Days, and will be maintained until manage disconnection occurs.

An outline of the relevant dates is below.

Milestone	Applicable Date
Disconnection Date	13 November 2015 (No Change)
Soft Dial Tone applies from this date	27 November 2015 (No Change)
Provision of updated managed disconnection Service Profile to Wholesale customers	Was 23 December 2015, will now be 7 January 2016
Commencement of managed disconnections	Was 29 December 2015, will now be 11 January 2016
Completion of managed disconnections	Was 20 January 2016, will now be 2 February 2016
Commencement of managed disconnection of remaining In-Train Order Premises	11 May 2016 (no change)

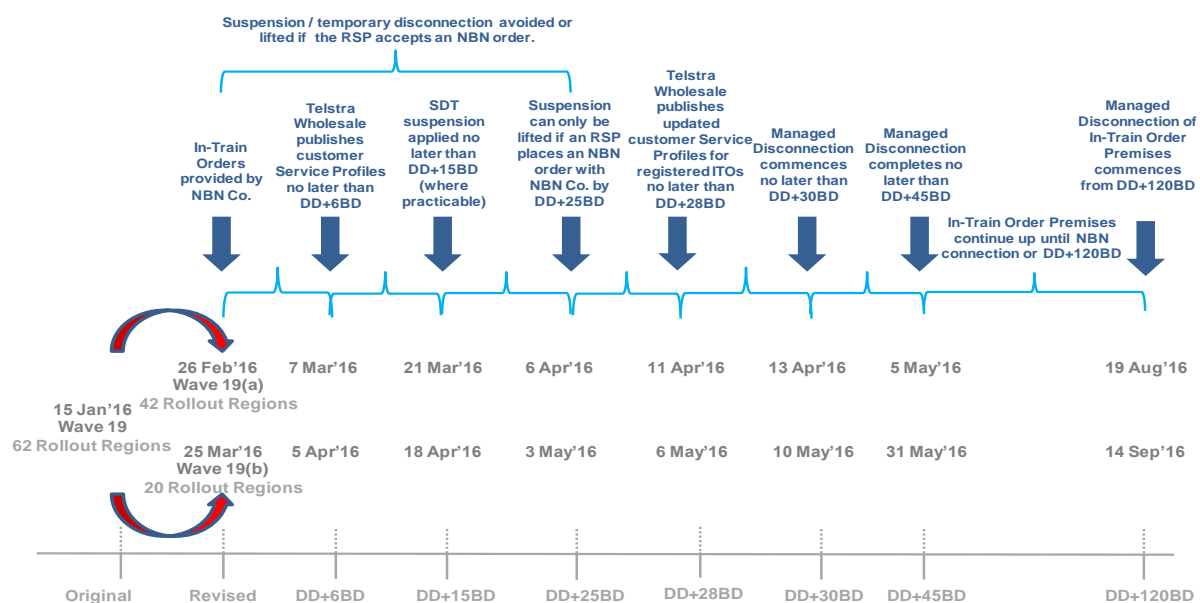
2. Wave 19 - The Disconnection Date of 15 January 2016 will now be deferred to either 26 February or 25 March 2016

We have also noted industry's concerns about the volume of customers who may be scheduled for disconnection on 15 January 2016, and the challenges this presents. Accordingly, we have agreed with NBN Co to defer the Disconnection Date for premises within Rollout Regions scheduled to occur on this date. To assist in managing customers, the disconnection of these customers will now occur in two waves:

- 42 Rollout Regions will now have a Disconnection Date of 26 February 2016 (Wave 19(a)); and
- 20 Rollout Regions will now have a Disconnection Date of 25 March 2016 (Wave 19(b)).

All milestones that otherwise applied to the Disconnection Date of 15 January 2016 will now be moved in line with the new Disconnection Date applicable to that Rollout Region. The relevant dates for each new Disconnection Date are set out in the figure below.

Figure 1. Deferral of the Disconnection Date for Wave 19;



Telstra Wholesale customers will be able to determine the new Disconnection Date for each of the 62 Rollout Regions with an original Disconnection Date of 15 January 2016 via Telstrawholesale.com. We anticipate publishing the revised dates for Waves 19(a) and 19(b) by 12 October 2015. Updates will also be available to wholesale customers' Disconnection Notifications and Managed Disconnection Service Profiles on the Telstra Wholesale Customer Portal. A letter confirming these arrangements will be sent to our Wholesale Customers shortly.

While we believe these changes are beneficial for customers and respond to industry concerns, we note that the impact of deferring the Disconnection Date for these regions means there will be a greater volume of customers that may face disconnection in February and March 2016. We would therefore encourage service providers to migrate customers early, to promote continuity of their services.

3. Wave 14 - Rollout Regions with In-Train Order Premises scheduled for Disconnection on 4 January 2016

We confirm that there is no change to the milestone and activities associated with these 5 Rollout Regions. Accordingly, the managed disconnection following the Disconnection Date +120BDs milestone for any premises with remaining active services that are In-Train Order Premises will proceed from 4 January 2016 as originally scheduled. We understand that the remaining volume of In-Train Order Premises is low and that all Premises will likely be NBN Connected prior to the disconnection milestone. We would encourage all service providers to facilitate the early connection of their nbn service as a matter of priority.

Next Steps

Could you please advise if the ACCC is agreeable to the above changes, which are designed to address industry concerns of the impact of the Christmas/New Year period on these early disconnection waves. In the meantime, we will communicate these revised arrangements to our Wholesale Customers. We will also submit a variation to the Migration Plan if requested by the ACCC.

Please do not hesitate to contact Christine Williams on (07) 3455 3112 if you would like to discuss our approach to this matter or if you have any concerns with the proposed arrangements.

Yours sincerely,



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