



**Australian  
Competition &  
Consumer  
Commission**

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Our ref: 50124  
Your ref:  
Contact officer: Annette Weier  
Contact phone: 03 9290 6911

9 October 2013

By email:

Dear

**Re: Fixed Services Review – Request for market information**

On 11 July 2013, the ACCC commenced a public inquiry into the declaration of fixed line services and released a Discussion Paper for industry consultation. In its Discussion Paper, the ACCC sought submissions on whether the existing service descriptions for any of the fixed line services should be varied.

The current service descriptions for the Wholesale Line Rental (WLR) and Local Carriage Service (LCS) include exemptions in relation to supply of these services within the CBD areas of Sydney, Melbourne, Brisbane, Adelaide and Perth ('the CBD exemptions'). The ACCC received a number of conflicting submissions in response to its Discussion Paper in respect to whether the CBD exemptions should be removed. The ACCC does not consider that any of the submissions have provided sufficient evidence to make a final decision on this issue at this time.

To assist it in analysing the implications of maintaining or removing the CBD exemptions, the ACCC is requesting factual information relevant to the current state of competition in the CBD areas. We are seeking this information from Telstra and a number of access seekers.

The ACCC considers that this information will enable it to make a well informed, robust decision and ensure industry has clarity and certainty about the scope of the regulated services.

Your response to this information request should clearly identify any information considered confidential. The ACCC will place all public information on its website. As previously outlined in my letter of 13 September 2013, the ACCC encourages providers of confidential information to establish confidentiality arrangements which allow other parties to view their confidential information.

I would appreciate your provision of the information requested in the attachment by close of business Friday 18 October 2013. Please contact Annette Weier on

(03) 9290 6911 if this deadline causes any difficulties or if you have any queries about this information request.

Yours sincerely

Robert Wright  
General Manager  
Access Operations and Pricing – Communications Group

## ATTACHMENT: REQUESTED INFORMATION

For questions requesting numbers of services in operation (SIOs), the date to which the data applies should be stated. For consistency, data should be supplied as at the same date and, if possible, the ACCC would prefer that data is supplied as at 30 June 2013. If data is readily available, the ACCC would also appreciate comparative data as at 30 June 2012.

The ACCC is only seeking information for services **where the supply of the service is within the Central Business District Area of Sydney, Melbourne Brisbane, Adelaide and Perth ('CBD Areas')**. A full list of the 16 relevant Exchanges Service Areas (ESA) can be found on page 5. Please use the codes in this list in providing information by ESA.

### Questions

1. In CBD Areas, do you supply fixed line services to retail customers only, wholesale customers only, or both retail and wholesale customers?

#### Supply of retail services

2. If you supply retail fixed line services to end users (your retail customers) in CBD Areas:
  - Please provide a list of total SIO's in each ESA.
  - Please provide a breakdown of the total SIOs, showing which end users are residential customers, corporate customers, and government customers.
  - Please provide a further breakdown of the total SIOs, showing over which technologies you supply services to end users. This could include over your own copper network, over another provider's copper network using unconditioned local loop service (ULLS) and your own exchange equipment, over another providers copper network using resale services, your own fibre network, another provider's fibre network, your own HFC network or another provider's HFC network.
  - Are there any services required by your retail customers that can only be supplied over the copper network? Please list these services.
  - Please outline whether your retail customers require a minimum level of service standard (for example, fault rectification within a certain timeframe). Describe the nature of these customers and comment on how significant such minimum service requirements are. In order to meet these customers' needs, do you have to purchase particular wholesale services (such as wholesale line rental (WLR) services provided by Telstra)?
  - Do you supply voice-only retail products (that is, fixed line voice products that are not bundled with broadband services or other services)? If so, do you place any conditions on the supply of these products, such as the minimum number of lines per premises purchased? Please specify the conditions placed on supplying these voice-only retail products.

#### For access seekers

3. In CBD Areas, do you supply retail fixed line services by purchasing an ULLS from Telstra and using your own DSLAMS and/or MSANs?

- If so, please provide a list of the ESAs in which you have installed DSLAMs/MSANs.
  - For each of these ESAs, please state the number of DSLAMs/MSANs and how many of those DSLAMs contain voice ports.
4. In CBD Areas, do you supply retail fixed line services (including voice services, data services or bundled services) by reselling wholesale services (including wholesale line rental (WLR), local carriage service (LCS), public switched telephone network originating access (PSTN OA) services, Wholesale ADSL services, or any equivalent services)?
- If so, please provide a list of the ESAs in which you purchase resale services.
  - Please outline the charges you pay for purchasing these services, any rebates against these charges and the conditions that must be met to receive any rebates.

For each ESA please list:

- the number and type of resale services purchased;
  - the name of the supplier of those services.
5. Please comment on the significance of pair gains systems in your decision to purchase resale services instead of purchasing an ULLS from Telstra and using your own DSLAMS/MSANs.

#### Supply of wholesale services

6. Do you supply any wholesale resale services in CBD Areas? This includes WLR, LCS, PSTN OA services or equivalent services known by another name designed to be resold to end users.
- If so, please list the number and type of resale services supplied and the name of the purchaser by ESA.
  - Please identify which of these services are voice-only, data-only or bundled voice and data.
  - Please identify what number of WLR services are purchased by access seekers in conjunction with a Wholesale ADSL service.
  - Please provide a further breakdown of which technologies you use to supply wholesale services. This could include over your own copper network, another provider's copper network using unconditioned local loop service (ULLS) and your own exchange equipment, your own fibre network, another provider's fibre network, your own HFC network or another provider's HFC network.
7. If you answered yes to question 6, do you place any minimum supply conditions on the supply of voice-only resale services? This could include contract length, number of voice lines per address, or purchase requirements.
- If so, please list the conditions placed on the supply of these services, and whether the conditions are standard for all purchasers.

- If the conditions vary between services, please state what criterion you follow in setting different conditions. For example, the number of services supplied, or residential or business end user.)
8. If you answered yes to question 6, do you have a list of standard charges for these services or are they determined on a case-by-case basis?
- If standard charges are set, please list these charges.
  - If charges vary across wholesale customers, please state the charges for each wholesale customer.
  - If charges vary according to whether the end-use is for business or residential purposes, please state the charges for business and residential users.
  - Do you offer rebates against the charges for resale services? If so, please explain the nature and amount of these rebates and any conditions placed on eligibility.
9. If you answered yes to question 6, please identify:
- What fault rectification guarantees are available for customers for a WLR service (eg. how quickly a retail customer can have a fault rectification issue resolved and whether a retail customer is able to purchase faster fault rectification guarantees for additional cost).
  - What fault rectification guarantees are available for customers for a ULLS service (eg. how quickly a retail customer can have a fault rectification issue resolved and whether a retail customer is able to purchase faster fault rectification guarantees for additional cost).

For Telstra

10. What percentage of CDB Area SIOs are affected by pair-gains or other line blockers?

CBD Areas			
Exchange name	Exchange Code	Exchange name	Exchange Code
BATMAN	BATM	HAYMARKET	HMKT
BULWER	BWER	KENT	KNST
CHARLOTTE	CHLT	LONSDALE	LONS
CITY SOUTH	CYSH	PIER	PIER
DALLEY	DALL	PITT	PITT
EDISON	EDSN	SPRING HILL	SGHL
EXHIBITION	EXHN	WAYMOUTH	WAYM
FLINDERS	FLNF	WELLINGTON	WLTE