

Information Equivalence Strategy

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Telstra Corporation Limited (ABN 33 051 775 556) ("**Telstra**")

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1 Purpose

- 1.1 The processes described below will meet the purpose of the Information Equivalence Strategy which is to describe the measures that Telstra will implement to demonstrate that the provision of information provided by the Key Network Services Business Unit or the Wholesale Business Unit to wholesale customers about relevant changes to Telstra's network is, to the extent possible, equivalent to the provision of the same or similar information to the Retail Business Unit.

2 Network Notification Process

- 2.1 The Network Notification Process set out in clauses 3 to 6:
- (a) describes how Telstra will inform affected wholesale customers of relevant changes to Telstra's network in relation to network functionality, network architecture, network capacity and operational support systems; and
 - (b) identifies:
 - (i) the type of information that will be provided to affected wholesale customers;
 - (ii) the procedures for providing that information to affected wholesale customers; and
 - (iii) target timeframes for the provision of that information.

3 Scope

- 3.1 The Network Notification Process consists of the following two notification frameworks:
- (a) the Long Term Notification Report (as more fully described in clause 4); and
 - (b) a series of short term operational notifications that will be made to Telstra wholesale customers on a more frequent basis in relation to:
 - (i) planned events ("**Planned Event Notification**");
 - (ii) certain access network upgrades ("**Network Upgrade Notification**");
 - (iii) availability of ADSL capability ("**ADSL Availability Notification**");
 - (iv) exchange service area information ("**ESA Information Notification**");
 - (v) major service impacting network incidents ("**Major Network Incident Notification**");
 - (vi) other general service or provisioning impacting matters relating to operational support systems ("**OSS Announcements**"); and

(vii) disaster recovery plan information (“**DISPLAN Notification**”),

each as more fully described in clause 5 below (together referred to as the “**Short Term Operational Notifications**”).

- 3.2 In addition to the Short Term Operational Notifications described in clause 3.1(b), Telstra will, on request from a wholesale customer, provide information on the geographic availability of certain Eligible Services that are provided to that wholesale customer.
- 3.3 Telstra may in its discretion add to or modify the categories or processes in the list of Short Term Operational Notifications set out in clause 3.1(b).
- 3.4 The procedures in this Network Notification Process are to be followed by Telstra during the term of the OSP.
- 3.5 Any information provided by Telstra pursuant to this Information Equivalence Strategy is information that is of a confidential nature and that is subject to obligations of confidentiality.
- 3.6 Definitions used in this Network Notification Process are set out in clause 8. Capitalised words and phrases that are not defined in clause 8 have the meaning given in the OSP.

4 Long Term Notification Report

Scope of Long Term Notification Report

- 4.1 Every 12 months Telstra will prepare and provide to affected wholesale customers a Long Term Notification Report. The initial Long Term Notification Report will be available on or before 1 November 2006.
- 4.2 The Long Term Notification Report provided to a wholesale customer will contain general details of any relevant change in network functionality, network architecture, network capacity and operational support systems where:
- (a) the relevant change will adversely affect the availability or functionality of Eligible Services that are supplied by Telstra to that wholesale customer;
 - (b) Telstra has entered into a binding contract with a vendor for the supply of products or services necessary for the implementation of the relevant change;
 - (c) Telstra has received all internal approvals necessary in order to implement the relevant change; and
 - (d) the relevant change is intended to be implemented within a two year period from the date of the Long Term Notification Report,
- (“**Applicable Network Change**”).

4.3 While the Long Term Notification Report will be provided by Telstra to affected wholesale customers every 12 months, this clause 4 does not oblige Telstra to provide 12 months notice of any Applicable Network Change.

4.4 Telstra will not be obliged to provide any details of the particular vendor to be used for the supply of the products or services for the Applicable Network Change or of any other information that is confidential or commercially sensitive.

Format of Long Term Notification Report

4.5 The Long Term Notification Report will identify any Applicable Network Change that satisfies the criteria set out in clauses 4.2(a) to (d) above and will:

- (a) be available on-line on a website that is accessible to affected wholesale customers; and
- (b) set out estimated timeframes for an Applicable Network Change, with timing being shown as occurring within a particular quarter and not a specific date.

4.6 The Long Term Notification Report will not identify Applicable Network Changes on an Exchange Service Area by Exchange Service Area (ESA by ESA), a Distribution Area by Distribution Area (DA by DA) or a site by site basis.

5 Short Term Operational Notifications

Planned Event Notifications

5.1 Telstra will provide a wholesale customer with a Planned Event Notification in relation to any planned maintenance or repair work that Telstra is intending to do to its network infrastructure that will affect any Eligible Service being supplied by Telstra to that wholesale customer.

5.2 To determine when a Planned Event Notification is to be provided to a wholesale customer, Telstra will compare wholesale customer service details with Telstra's maintenance schedule to determine which wholesale customers (if any) will be impacted by any planned maintenance or repair.

5.3 The terms and conditions that govern the supply of Eligible Services by Telstra to wholesale customers will include specific provisions governing the Planned Event Notifications that Telstra will provide for any maintenance or repair work that affects those Eligible Services. The factors taken into account in establishing the appropriate notice periods and other elements of Planned Event Notifications for an Eligible Service will include:

- (a) whether the planned outage will affect individual wholesale customer services (such as a public switched telephone service (PSTS) or a DSL service) or an underlying carriage service (such as a transmission service), with the latter generally requiring longer notice and more detailed information about the outage;
- (b) whether the work is being done during business hours only, or also after hours and on weekends;

- (c) the most practical method of informing customers of outages, e.g. electronic mail, letterbox drops or mobile SMS; and
- (d) the anticipated length of the planned outage.

Network Upgrade Notifications

Core Principles

5.4 The Network Upgrade Notifications will be applied in accordance with the following core principles:

- (a) from time to time, Telstra may identify ways in which it can improve its access network in terms of efficiency, capacity and coverage;
- (b) Telstra has the right to maintain and upgrade its access network, including the right to remedy capacity runout in both narrowband and broadband services and to provide faster broadband services to customers; and
- (c) the maintenance and upgrade of Telstra's access network includes remediation, reconfiguration, enablement, augmentation, maintenance and repair of the access network (including the removal, rearrangement, replacement (for example with fibre optic cable) or decommissioning of the continuous metallic pair used for the supply of Eligible Services to wholesale customers) ("**Network Upgrade**").

Scope of Network Upgrade Notifications

5.5 Telstra will notify affected wholesale customers in accordance with clauses 5.6 to 5.8 below of any Network Upgrade that involves remediation, reconfiguration, enablement, augmentation, maintenance and repair, including:

- (a) the installation of a full power Digital Subscriber Line Access Multiplexer ("**DSLAMs**") at a remote point in Telstra's access network; or
- (b) the removal, rearrangement, replacement (for example with fibre optic cable) or decommissioning of the continuous metallic pair in Telstra's access network that is or could be, used for the supply of the ULL service or SS service to wholesale customers,

where the Network Upgrade:

- (c) will require the wholesale customer (if the wholesale customer wishes to maintain the service):
 - (i) to establish a new PoI or relocate a PoI used or to be used by the wholesale customer for those services from one point to another;
 - (ii) to alter the Deployment Class of Authorised Equipment used by the wholesale customer on the relevant ULL service or SS service; or
 - (iii) to install Authorised Equipment used by the wholesale customer on the relevant ULL service or SS service closer to the end user than exchange buildings; or

- (d) will, if the wholesale customer wishes to maintain the service, result in the quality of the service (or any services supplied by the wholesale customer to its end users using the service) being adversely affected; or
- (e) will result in the ULL service or SS service no longer being supplied (for example because the continuous metallic pair used for the supply of the service to the wholesale customer has been removed or decommissioned and replaced with fibre optic cable).

How Telstra will inform customers of Network Upgrades

- 5.6 Where the Network Upgrade will affect existing or ordered ULL services or SS services, then Telstra will provide any affected wholesale customers, with an individual Network Upgrade Notification in writing in accordance with the terms governing the supply of ULL services or SS services. Other than for Emergency Network Upgrades (as discussed below), Telstra will provide the relevant wholesale customer with an individual Network Upgrade Notification no less than 15 weeks prior to the implementation of the Network Upgrade.
- 5.7 Telstra will also provide notice more generally to wholesale customers acquiring ULL services or SS services of any Network Upgrades that affect one or more ULL services or SS services in the manner set out in clause 5.5. This general notification will be in accordance with the terms governing the supply of ULL services or SS services (as the case may be) and may be by way of a website that would be available to all wholesale customers acquiring ULL services or SS services and updated on a regular basis.

Emergency Network Upgrades

- 5.8 Telstra will use its best endeavours to provide affected wholesale customers with notice of an Emergency Network Upgrade prior to the Emergency Network Upgrade being implemented. Where it is not practicable for prior notice of an Emergency Network Upgrade to be given, Telstra will provide any wholesale customer whose ULL services or SS services are affected by the Emergency Network Upgrade with notification as soon as practicable after the Emergency Network Upgrade has been implemented.

ADSL Availability Notification

- 5.9 Telstra will provide information to its wholesale customers on the availability of ADSL network functionality via the www.telstrawholesale.com.au website (“**ADSL Availability Notification**”).
- 5.10 Telstra will inform wholesale customers from time to time as to what information is to be included in the ADSL Availability Notification. The ADSL Availability Notification currently includes information on the following:
 - (a) ADSL-enabled ESAs;
 - (b) proposed ADSL-enabled ESAs;
 - (c) DAs that are the subject of an ADSL-enablement project that involves installing a DSLAM in remote housing;
 - (d) DAs that are the subject of a proposed ADSL-enablement project that involves installing a DSLAM in remote housing; and

- (e) wholesale business DSL-enabled ESAs.

Exchange Service Area Information Notifications

- 5.11 Telstra will provide updated ESA and DA boundary information to MapInfo.
- 5.12 Telstra understands that, as at the date of this Information Equivalence Strategy, wholesale customers (and others) may acquire ESA and DA information from MapInfo in the form of “ExchangeInfo” or “ExchangeInfo Plus”.
- 5.13 Telstra provides the following information to MapInfo:
 - (a) details of ESA and DA boundaries;
 - (b) number ranges within the ESA;
 - (c) ADSL-enabled ESAs;
 - (d) an indication of which DAs are served by large pair-gain systems and the type of large pair-gain system in those DAs; and
 - (e) the location of exchange buildings.
- 5.14 Telstra notes that ESA Information Notifications provided under clauses 5.11 and 5.13:
 - (a) only cover historic information and do not provide future planning details; and
 - (b) are provided to MapInfo on a quarterly basis on www.mapinfo.com and are available to Telstra wholesale customers who are paid subscribers of MapInfo.

Major Network Incident Notifications

- 5.15 In accordance with the terms governing the supply of the relevant Eligible Service, Telstra will provide information to affected wholesale customers where the provision of an Eligible Service is affected by major service impacting network incidents, such as emergencies, acts of nature, unexpected or inappropriate use of or damage to the network by other customers or other parties.

Operational Support System (OSS) Announcements

- 5.16 Where Telstra makes a relevant change to an operational support system (such as a billing or ordering system), the Wholesale Business Unit will notify affected wholesale customers in accordance with its procedures for making OSS Announcements that exist from time to time.

Disaster Recovery Plan Information (DISPLAN Notification)

- 5.17 Telstra will provide information on request to wholesale customers on its disaster recovery plan principles. These principles are to guide how and under what circumstances Telstra and the wholesale customer will assist each other to recover or provide communications services in the event of an emergency or crisis, including:
 - (a) the sharing of access to generator sets for the provision of power;

- (b) the sharing of “cell on wheels” and other resources and facilities;
- (c) the sharing of transmission bandwidth; and
- (d) the building of temporary infrastructure.

5.18 In addition to arrangements with wholesale customers, Telstra will have in place internal policies that will be applied (as far as practicable given the nature of the emergency) and communicated to customers as required in the event of an emergency or crisis, governing the following:

- (a) participation in emergency management planning for the provision of communications facilities and services in emergency situations;
- (b) provision of consultancy and/or fast track facilitation of requests from designated emergency service organisations;
- (c) maintenance of a website providing access to Telstra documents regarding DISPLAN support and access to national contact information;
- (d) nomination and provision of appropriate personnel at National, State/Territory and Police Region/District levels to manage the urgent provision or facilitation of Telstra products and services during emergency situations;
- (e) provision of a single national point of backup contact; and
- (f) provision during emergency situations of certain services.

6 Forecasting of network demand

6.1 Telstra includes in its standard form contracts a process in relation to forecasting of network demand for Eligible Services that:

- (a) enables the wholesale customer to inform Telstra of that customer’s forecast for network demand; and
- (b) requires Telstra to provide a response within a specified timeframe to that wholesale customer in relation to that customer’s forecast for network demand indicating Telstra’s capacity to meet the forecast demand.

6.2 Telstra’s ability to provide Eligible Services in accordance with the terms governing supply of those Eligible Services is dependent on Telstra receiving accurate and adequate forecasts. Telstra notes that it relies on the forecasts provided by wholesale customers and will suffer financial consequences if incorrect forecasts are given.

6.3 Telstra notes that each Eligible Service may have different forecasting requirements.

7 Implementation

7.1 In accordance with clause 4.3 of the OSP, Telstra will comply with this Information Equivalence Strategy from 30 October 2006.

7.2 Telstra will monitor and report on its compliance with this Information Equivalence Strategy in the manner set out in the OSP.

8 Definitions

ADSL means Asynchronous Digital Subscriber Line.

ADSL Availability Notification has the meaning given in clause 3.1(b)(iii).

Applicable Network Change has the meaning given in clause 4.2.

Authorised Equipment means equipment that complies with the Network Deployment Rules for connection to the relevant Eligible Service.

Distribution Area or DA has the meaning set out in the Network Deployment Rules.

Deployment Class means a set of specifications applying to deployable systems as defined in the Network Deployment Rules.

DISPLAN Notification has the meaning given in clause 3.1(b)(vii).

Exchange Serving Area or ESA means the area served from a traditional local exchange building.

Emergency Network Upgrade means a Network Upgrade that is required to protect the security or Telstra's integrity of network or the health and safety of any person.

ESA Information Notification has the meaning given in clause 3.1(b)(iv).

IRIM means an integrated RIM.

Long Term Notification Report means the report described in clause 4.

Major Network Incident Notification has the meaning given in clause 3.1(b)(v).

MapInfo means Mapinfo Australia Pty. Limited (ABN 93 070 492 410).

Network Deployment Rules means the industry code entitled ACIF C559:2005 *Unconditioned Local Loop Service - Network Deployment Rules* registered by the Australian Communications and Media Authority under section 117 of the Telecommunications Act 1997 (*Cth*) and as amended from time to time.

Network Notification Process means the process described in clauses 3 to 6.

Network Upgrade has the meaning given in clause 5.4(c).

Network Upgrade Notification has the meaning given in clause 3.1(b)(ii).

NIRIM means a non-integrated RIM.

OSP means the operational separation plan approved by the Minister under clause 55(1) of Schedule 1 of the Telecommunications Act 1997 (*Cth*) on 23 June 2006.

OSS Announcements has the meaning given in clause 3.1(b)(vi).

Planned Event Notification has the meaning given in clause 3.1(b)(i).

PoI means, in relation to a line, a point that is an agreed point of interconnection located at or associated with a TCAM and located on the end user side of the TCAM.

RIM means a remote integrated multiplexer which is a pair gain system that employs multiplexing to derive circuits and which provides ring tone, ring current and battery feed, or a device performing an equivalent or similar function.

RSS means a remote subscriber stage which provides ring tone, ring current and battery feed.

RSU means remote subscriber unit which performs an equivalent function to a RSS.

SS service means the Designated Service, spectrum sharing.

Telstra Customer Access Module (TCAM) means a device owned by Telstra that provides ring tone, ring current and battery feed to customer equipment. Examples include a RSS, a RSU, an IRIM and a NIRIM and the customer line module of a local switch.

ULL service means the Designated Service, unconditional local loop service.