

19 February 2016

Mr Sean Riordan
General Manager
Industry Structure and Compliance Branch
Australian Competition and Consumer Commission
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MELBOURNE VIC 3000

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Service Class 0 Premises

Dear Mr Riordan

I am writing in relation to NBN Co's proposed approach to the treatment of Service Class 0 (SC0) Premises at the Disconnection Date for Service Continuity Regions, as discussed with you on 8 February 2016.

Subject to ACCC forbearance, NBN Co and Telstra have agreed to extend the timeframe for managed disconnection of Premises with active Copper or HFC services that are SC0 from three (3) months before the Disconnection Date for their Service Continuity Region for those waves with a Disconnection Date of February through October 2016 only. Our Varied Migration Plan defines Premises which are identified as SC0 in the NBN Co service qualification system as premises that are not NBN Serviceable. The proposed extension of time for SC0 Premises would be equivalent to the timeframe for disconnection of In-Train Order Premises, whereby Premises are not subject to managed disconnection prior to Disconnection Date + 150 Business Days.

The changes to the managed disconnection timeframe for these Premises will be communicated to industry, including NBN Co agreeing to advise when the SC0 Premises become serviceable and are able to be migrated to the nbn. We are encouraging NBN Co to ensure the prompt serviceability of these Premises.

The proposed approach is illustrated in Attachment A.

The disconnection process applicable to these services will reflect those for In Train Orders. As with In Train Orders, the disconnection of these Premises will take into account industry processes, such as number porting, to support continuity of service for end users.

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.

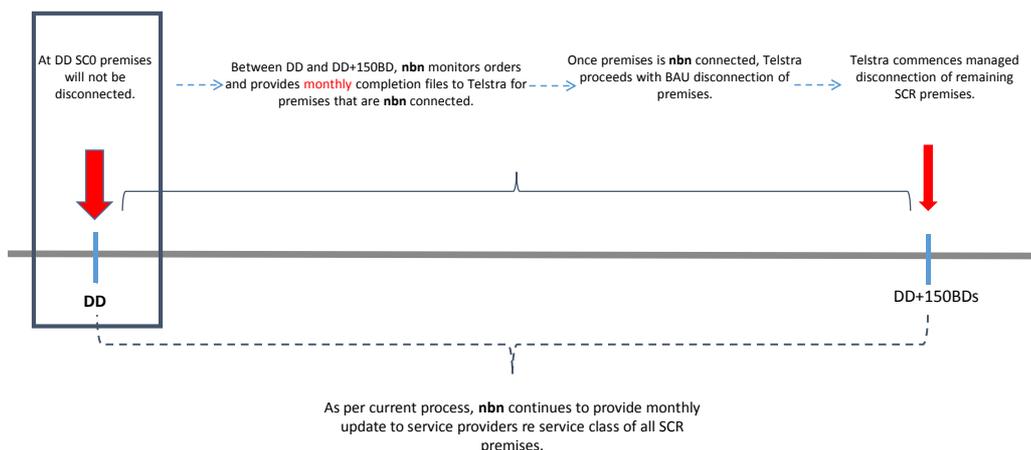
Yours sincerely



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ATTACHMENT A: New Interim Arrangements for Premises that are Service Class 0 at the Disconnection Date of a Service Continuity Region with a Disconnection Date in February to October 2016

Extended disconnection timeframes for SC0s notified to Telstra



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