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# Required Measure 5(B) – Disconnection Process for Special Services and Special Service Inputs for the Access Service Families CustomNet Spectrum

## 1 Background

This Required Measure 5(B) sets out the disconnection process which applies to the Wholesale Access Service Family CustomNet Spectrum and Retail Access Service Family CustomNet Spectrum and all SS Classes in those Access Service Families and Special Service Inputs that are Service Equivalent to those SS Classes) (**Covered SS Classes**). In this Required Measure 5(B), Direct Special Services of a Covered SS Class and Special Service Inputs that are Service Equivalent to a Covered SS Class (which do not fall within an exception set out below) are referred to as “**Covered Special Services**”.

In accordance with clause 22.4 of the Plan, the Disconnection Date for the Covered SS Classes is 15 April 2019 (**Special Services Disconnection Date**). The Disconnection Date for the SS Class has been triggered by Telstra announcing a product exit. The key phases of the product exit in the lead up to the Special Services Disconnection Date are:

- (a) there has been a cease sale in place on and from 25 January 2008 for Wholesale Customers who are new customers (who did not acquire any CustomNet services from Telstra as at 25 January 2008);
- (b) there has been a cease sale in place since 14 July 2016 for Retail Customers who are new customers (who did not acquire any CustomNet services from Telstra as at 14 July 2016);
- (c) there will be a cease sale in place on and from 15 October 2018 for both existing Wholesale Customers and Retail Customers (who already acquired CustomNet Services from Telstra); and
- (d) existing Wholesale Customers and Retail Customers will not be able to make any moves, adds or changes to Covered Special Services on and from 15 October 2018.

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## 2 Application

### 2.1 Application of this Required Measure 5(B)

- (a) For clarity, this Required Measure 5(B) only applies to the Telstra Retail CustomNet Spectrum and Telstra Wholesale CustomNet Spectrum Access Service Families.
- (b) The Services are sometimes also known as ‘CustomNet’ and Special Service Inputs certified by Wholesale Customers using the code NC and HC (CustomNet).
- (c) The only additional product Telstra supplies to Retail Customers using the same technology is the ‘Corporate Virtual Private Network (CVPN)’ product, which will be exited as part of the national product exit for CustomNet, but does not form part of the CustomNet Access Service Family under the Plan.

## **2.2 The product exit is nationwide and applies regardless of NBN Access Technology**

Telstra has announced a national exit of the CustomNet Spectrum product, across both Telstra Wholesale and Telstra's Retail Business Units. This means that Direct Special Services and Special Service Inputs in a Covered SS Class will be disconnected irrespective of:

- (a) whether the Direct Special Service is supplied to a Premises within or outside of the Fixed Line Footprint for a Rollout Region and regardless of the Rollout Region within which a particular Premises to which a Covered Special Service is located;
- (b) the Access Technology that NBN Co has notified Telstra it has used or proposes to use to make a Premises within the Fixed Line Footprint in a Rollout Region NBN Serviceable; and
- (c) whether NBN Co introduces a new type of Access Technology to make Premises NBN Serviceable. For example, because this exit applies to the entire Wholesale CustomNet Spectrum and Retail CustomNet Spectrum Access Service Families, it applies to all Covered Special Services, regardless of whether NBN Co has introduced a new Access Technology which is yet to be added to the Plan in accordance with clause 22.16 of the Plan.

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## **3 Disconnection Date for the SS Classes**

### **3.1 Disconnection Date for each Covered SS Class of Direct Special Service**

- (a) The Disconnection Date for each Covered Special Service is the Special Services Disconnection Date.
- (b) As required by the Plan, the Special Services Disconnection Date is the same in respect of both Wholesale Customers and Retail Customers.
- (c) Telstra will notify Wholesale Customers of the Special Services Disconnection Date in accordance with its standard 'business as usual' processes for managing product exits and will ensure that Wholesale Customers are provided with at least 18 months notice of the Special Services Disconnection Date.

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## **4 Commencement of cease sale for Covered Special Services**

### **4.1 Cease sale for Wholesale Customers**

- (a) Telstra notified Wholesale Customers of a 'stop sell' that meant it would not supply any new Direct Special Services in a Covered SS Class on and from 25 January 2008 to new customers (being Wholesale Customers that did not acquire Direct Special Services in a Covered SS Class as at 25 January 2008).
- (b) Telstra will not supply Wholesale Customers with any new Covered Special Services on and from 15 October 2018, regardless of whether they acquired Covered Special Services as at 25 January 2008. Telstra will notify Wholesale Customers of this cease sale for existing customers in accordance with its standard 'business as usual' processes for managing product exits.

### **4.2 Cease sale for Retail Customers**

- (a) Telstra notified Retail Customers of a 'stop sell' which had the effect that Telstra Retail would not supply any new Direct Special Services in a Covered SS Class on and from 14 July 2016 to new Retail Customers (that did not acquire Direct Special Services in a Covered SS Class as at 14 July 2016).

- (b) Telstra will not supply Retail Customers with any new Covered Special Services on and from 15 October 2018, regardless of whether they acquired Covered Special Services as at 14 July 2016.

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## 5 Period after which no moves, adds or changes can be made

### 5.1 No adds, moves or changes for Covered Special Services

Telstra will apply a period during which no moves, adds or changes can be made to Covered Special Services on and from 15 October 2018 until disconnection occurs after the Special Services Disconnection Date (**No MACs Period**).

### 5.2 Exceptions to the no moves, adds or changes for Covered Special Services

During the No MACs Period, Telstra will not process any order types in respect of the supply of Copper Services to Premises used as a Direct Special Service or Special Service Input in a Covered SS Class, except:

- (a) orders for disconnection of Covered Special Services, (including orders for number portability or other service requests which result in or are associated with disconnection);
- (b) order types listed in Attachment A; and
- (c) order types for Covered Special Services that are subject to an Order Stability Proposal which has been implemented under the Plan.

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## 6 Communication with Wholesale Customers prior to the Special Services Disconnection Date

### 6.1 Preliminary CustomNet Services List notified to Wholesale Customers

- (a) Within 6 months of this Required Measure 5(B) being published on the Wholesale Customer Portal, Telstra will notify each Wholesale Customer who, at the time the relevant notification list is produced acquires a Covered Special Service, of those relevant Services which Telstra expects to be subject to disconnection. Telstra will continue to provide updated lists every 6 months to those Wholesale Customers continuing to acquire Covered Special Services until the date that is 6 months before the Special Services Disconnection Date. Each of these lists is a **Preliminary CustomNet Services List**.
- (b) The Preliminary CustomNet Services Lists will not include Copper Services supplied to Premises that on the date the list is created are Affected Premises, but only where Telstra is prevented by law from ceasing the provision of those Copper Services to that Affected Premises and disconnecting the Premises.
- (c) Telstra will provide the Preliminary CustomNet Services Lists irrespective of whether or not Telstra had already provided any earlier notification of disconnection to that Wholesale Customer.
- (d) Telstra will notify Wholesale Customers of the Preliminary CustomNet Services Lists via the Wholesale Customer Portal.

### 6.2 Further CustomNet Services Lists

- (a) Telstra will, once every month from 5 months prior to the Special Services Disconnection Date up to 1 month prior to the Special Services Disconnection Date, provide each Wholesale Customer who continues to acquire a Covered Special Service with an

updated list which includes any active Covered Special Service Telstra continues to supply to that Wholesale Customer and which Telstra expects to be subject to disconnection from the Special Service Disconnection Date under clause 7.1(a)(i)(**Further CustomNet Services Lists**).

- (b) Telstra will notify Wholesale Customers of Further CustomNet Service Lists via the Wholesale Customer Portal.
- (c) The Further CustomNet Services List updated 1 month prior to the Special Services Disconnection Date is also known as the "**Final CustomNet Services List**".

### 6.3 Dispute process

- (a) A Wholesale Customer may notify Telstra of any Covered Special Service on a Preliminary CustomNet Services List or Further CustomNet Services List which the Wholesale Customer considers should not be subject to disconnection in accordance with the processes for raising complaints and disputes outlined in its supply agreement with Telstra.
- (b) The Wholesale Customer may not raise a dispute in respect of Services on a Preliminary CustomNet Services List or Further CustomNet Services List on the basis of any concern as to whether or not a relevant Premises is passed or NBN Serviceable.
- (c) Telstra will respond to any dispute notified to it by a Wholesale Customer under clause 6.3(a) in accordance with the processes outlined in the relevant supply agreement.
- (d) If the parties have failed to resolve a dispute as to whether a Service is a Covered Special Service by the date which is 15 Business Days before the Special Services Disconnection Date, then Telstra is permitted to treat the Service as a Covered Special Service and disconnect that Service.

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## 7 Commencement of Disconnection of Special Services and Special Service Inputs

### 7.1 Approach to disconnection

- (a) Telstra will disconnect:
  - (i) all Covered Special Services that are required to be disconnected from the Special Service Disconnection Date as set out in the Final CustomNet Services List; and
  - (ii) all other Direct Special Services and Special Service Inputs in a Covered SS Class in accordance with the specific disconnection requirements set out in clause 8 of this Required Measure 5(B).

### 7.2 Service disconnection

- (a) Telstra will commence the disconnection of all services on the Final CustomNet Services Lists on the date that is 1 Business Day after the Special Services Disconnection Date and complete disconnection of these services as soon as reasonably practicable after the Special Services Disconnection Date (**SS Service Disconnection Phase**).

### 7.3 Reconnection where disconnection not required

- (a) For clarity, nothing in this Required Measure 5(B) limits Telstra's ability to build a new Copper Path or Reconnect a Copper Path to a Premises where the pre-existing Copper Path was not required to be disconnected in accordance with clause 19 of the Plan.

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## **8 Disconnection of Remaining Covered Special Services**

### **8.1 Types of Covered Special Services removed from the Final CustomNet Services List**

- (a) In addition to the types of Copper Services referred to in clause 6.1(b), Covered Special Services supplied to Affected Premises will not be subject to disconnection immediately following the Special Services Disconnection Date, but only where Telstra is prevented by law from ceasing the provision of those Copper Services to that Affected Premises and disconnecting the Premises.

### **8.2 Disconnection of Affected Premises**

- (a) Telstra will disconnect Affected Premises to which a Covered Special Service is supplied in accordance with clause 7.3 of Required Measure 2.

## Attachment A Excluded Order Types

Order Description	Service Restriction application during the No MACs Period
<p><b>Apply exchange based barring and suspension</b></p>	<p>These order types will not be blocked during the No MACs Period for both Wholesale and Retail customers. Note that our business-as-usual timeframes will apply to the processing of any orders received during the No MACs Period. In the event the order is received and not completed prior to the Special Services Disconnection Date, the service will be disconnected as per the disconnection requirements.</p>
<p><b>Order and service remediation, reversals, reconnections for error or credit management purposes</b></p> <p>Any remediation needed to provide service continuity during the No MACs Period. For example, where it becomes evident an error was made in provisioning, where a service is incorrectly ported out causing a service disconnection which then needs to be restored, credit management issues arising from the need to restore services that have previously been barred or suspended due to credit purposes, fault rectification and / or service restoration.</p>	
<p><b>Local Number Portability</b></p> <p>Local Number Port Out requests will be allowed at any time. Local Number Port In requests to a CustomNet Spectrum service will not be allowed.</p>	
<p><b>Change to Service Details for nuisance calls and silent line requests</b></p> <p>Telstra is permitted to process requests to change a telephone listing so that it will not be published in Telstra's directories, or to allow a change of telephone number in the event of nuisance calls, as per Telstra's standard process.</p>	
<p><b>Orders that are received prior to the commencement of the No MACs Period</b></p> <p>For example, In-flight orders.</p>	

Order Description	Service Restriction application during the No MACs Period
<p><b>Further changes to service details relating to Name or Directory Listing relating to specific personal circumstances</b></p> <p>Telstra is permitted to process changes to service details relating to Name or Directory Listing to reflect a change in personal circumstances, arising from:</p> <ul style="list-style-type: none"> <li>• changes in account holder name e.g., maiden to married name; or</li> <li>• changes in account ownership to a related party such as a spouse / partner as a result of death / relationship break-down.</li> </ul>	
<p><b>Exchange Based Virtual Services</b></p> <p>Telstra is permitted to process requests for Exchange Based Virtual Services including:</p> <ul style="list-style-type: none"> <li>• Number Redirection and Messagebank; Reservation;</li> <li>• Messagebank Away and Messagebank Virtual;</li> <li>• Inbound products (13xx, 18xx, 19xx); and</li> <li>• Utilised by Law Enforcement Agencies.</li> </ul>	
<p><b>Bulk churns or transfers of copper services arising from industry mergers and acquisitions</b></p>	