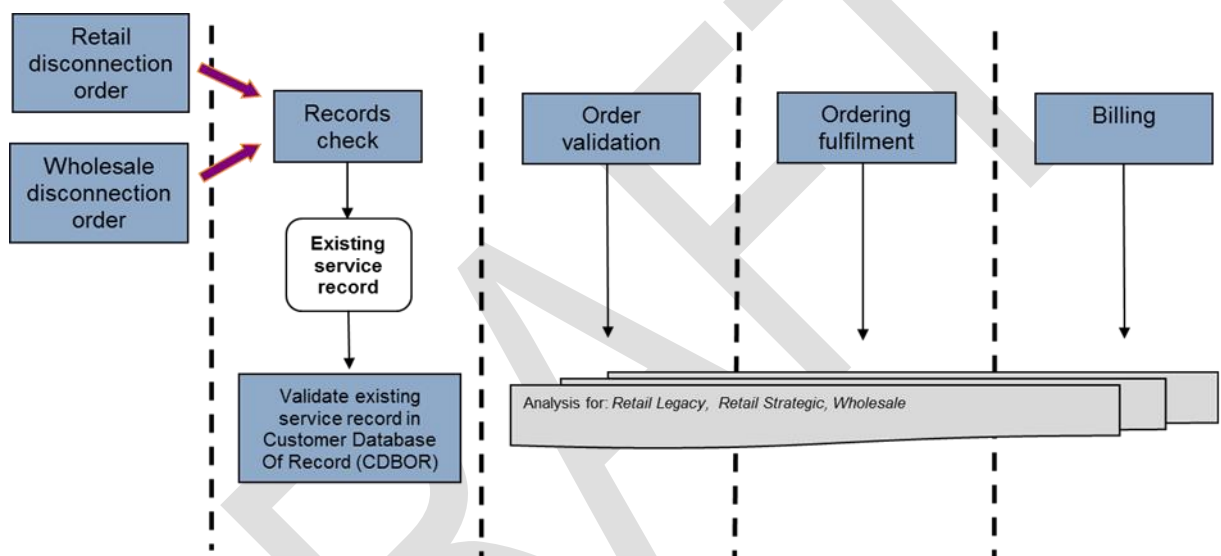


Schedule 1 Telstra existing standard processes for disconnection of Copper Services (other than Special Services)

1 Overview

Telstra's existing standard processes for disconnection of retail and wholesale services comprise the following high level process steps: order capture (including records check, order validation and order modification); order fulfilment and billing.

These processes are depicted below. This diagram is provided for illustrative purposes only and should not be used as a basis for interpreting, construing or extrapolating the intended meaning of any statement in this Schedule.



Equivalence between ~~retail~~Retail Customers and ~~wholesale customers~~Wholesale Customers in disconnection orders is delivered through the use of one OSS platform for both ~~wholesale~~Wholesale and ~~retail~~Retail Business Units (made up of a number of individual system components). The single OSS platform accepts, prioritises, manages and fulfills disconnection orders from ~~wholesale and retail customers~~Wholesale Customers and Retail Customers in an equivalent manner based on the Telstra Commitment Date for disconnection. An illustration of the current IT systems used by Telstra to give effect to the existing standard processes for disconnection at the date of this Plan are set out in Annexure A to this Schedule. This diagram is provided for illustrative purposes only and should not be used as a basis for interpreting, construing or extrapolating the intended meaning of any statement in this Schedule.

Differences may naturally exist between the wholesale and retail systems and data flows. This is due to the degree of autonomy requested by and afforded to ~~wholesale customers~~Wholesale Customers in order origination formats, the preference of ~~wholesale customers~~Wholesale Customers to interact with Telstra's BSS through their own systems and environments and the mediation layer required between the OSS and the retail and wholesale BSS built to the business requirements of retail and wholesale supply.

Differences also exist where the Access Technology which NBN Co will use to make a Premises NBN Serviceable is either FTTB or FTTN. As NBN Co may use existing Copper Network infrastructure over which Telstra supplies Copper Services to a Retail Customer or a Wholesale Customer at the Premises, Telstra will disconnect these Copper Services without the need for an order from the relevant Retail Customer or Wholesale Customer. The process for these disconnections is set out in section 8 of this Schedule 1.

2 Disconnection of a Telstra retail voice service or wholesale voice service supplied using WLR (where the telephone number is not being ported)

2.1 Order capture (including records check and order modification)

(a) Order Capture — Retail STS Disconnection Order

Telstra will accept a disconnection order from a ~~retail end user~~Retail Customer for a retail standard telephony service (**STS**) in a variety of forms and through a variety of originating processes through which the Telstra Retail Business Units deal with their customers (including by different customer segment). A ~~retail customer~~Retail Customer may currently contact Telstra by telephone, in person or via correspondence either directly or via one of Telstra's indirect retail sales channels.

Premises at which Telstra provides an STS to a Retail Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra, in which case, Telstra will generate a disconnection order and proceed with disconnection of that STS in accordance with section 8.¹

The order is typically handled by a customer service representative who will directly manually key the order into the appropriate order capture system within Telstra's retail BSS (eg EMPTOR / STS / Siebel) and conduct a records check to verify the customer's identity, confirm the customer record exists in the Customer Database of Record (**CDBOR**) and that the person contacting Telstra is authorised to disconnect the service.

The ~~retail customer~~Retail Customer can nominate the day and time (morning or afternoon) on which they would like the disconnection to take effect (**Customer Requested Date** or **CRD**).

Telstra's consumer Retail Business Unit has set an additional business rule for their customers that limits the CRD to a maximum of 12 months after the disconnection order is received by Telstra.

Telstra will set a Telstra Commitment Date (**TCD**) for disconnection for the purposes of the internal work flow orders that are passed to the OSS which is the same as the CRD except in the following circumstances.

- If the CRD is a Sunday or a public holiday (based on service location), the TCD will be the next day which is not a Sunday or a public holiday (based on service location).
- If the CRD is the date on which the disconnection order is received by Telstra and the order is received later than 5:00 pm (local time based on service location) on that day, the TCD will be the next day which is not a Sunday or

¹ "Daily Migration File" used in Schedule 1 has the meaning given to that term in section 8(b).

public holiday (based on service location), unless the relevant exchange calendar is open at the time the order is created. Where an exchange calendar is open, it is open for both wholesale and retail disconnection orders.

- If the CRD is before the end of any minimum disconnection notice period contractually agreed between Telstra and the customer,² the TCD will be the next day which is not a Sunday or a public holiday (based on service location) after the end of the minimum disconnection notice period.

The circumstances in which Telstra will not meet the customer's CRD for disconnection are substantially the same as between retail and wholesale.

In exceptional circumstances (eg where the recovery of customer premises equipment is required) the disconnection of an STS may require a site visit from a communications technician. In these circumstances, the TCD will be the next day on which an appointment slot with a communications technician is available (or some later day agreed with the ~~retail customer~~Retail Customer).

Where Telstra sets a TCD for disconnection which is different to the customer's CRD for disconnection, the ~~retail customer~~Retail Customer is informed of the TCD for disconnection (either over the telephone, in person or in writing depending on how the ~~retail customer~~Retail Customer placed the disconnection order). If the TCD is not convenient for the ~~retail customer~~Retail Customer, the ~~retail customer~~Retail Customer can modify their disconnection order in accordance with the order modification process described below.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (eg system failures or events beyond Telstra's reasonable control).

(b) Order Capture – Wholesale WLR Disconnection Order

Wholesale ~~customers~~Customers accept disconnection orders from ~~wholesale~~Wholesale Customer end users for a wholesale voice service supplied using WLR in a variety of forms and through a variety of originating processes.

The order is typically handled by a customer service representative who will directly manually key the order into an order capture system within the ~~wholesale customer's~~Wholesale Customer's BSS and conduct a records check to verify the customer's identity, confirm the customer record exists in the ~~wholesale customer's~~Wholesale Customer's CDBOR and that the person contacting the ~~wholesale customer~~Wholesale Customer is authorised to disconnect the service.

Telstra will accept a disconnection order for a wholesale voice service supplied using WLR from a ~~wholesale customer~~Wholesale Customer via Telstra's ~~Wholesale~~wholesale BSS layer (which currently includes LinxOnline Ordering (**LOLO**)) and the newer B2B-enabled LinxOnline Interaction Gateway (**LOLIG**)). Telstra's ~~Wholesale~~wholesale BSS layer is highly automated and provides system to system level delivery of service orders into Telstra's OSS with capacity to handle high order

² Some of Telstra's contractual arrangements with customers contain minimum notice periods for service cancellation. For example, "the customer may cancel a service under this agreement by giving Telstra 30 days' written notice".

volumes. Telstra currently receives substantially most of disconnection orders from ~~wholesale customer~~Wholesale Customers through these B2B systems.³

Where a ~~wholesale customer~~Wholesale Customer is unable to, or chooses not to, interface with LOLO or LOLIG, Telstra will accept a disconnection order for a WLR ~~Services~~service via Telstra's ~~wholesale customer~~Wholesale Customer service representatives.

In addition, if a WLR ~~Services~~service disconnection order is received from a ~~wholesale customer~~Wholesale Customer via Telstra's wholesale BSS layer and either the WLR ~~Services~~service has associations or associated services or the LOLO or LOLIG interface otherwise fails to submit the order for any reason, the order will proceed down a manual path and be processed by Telstra's wholesale customer service representatives.

Where a disconnection order is processed manually by a wholesale customer service representative, the wholesale customer service representative enters the disconnection order data directly into Telstra's OSS (currently via an interface to the AXIS system).

Premises at which Telstra provides a WLR service to a Wholesale Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra, in which case, Telstra will generate a disconnection order and proceed with disconnection of that WLR service in accordance with section 8.

The ~~wholesale customer~~Wholesale Customer can nominate the day and time (morning or afternoon) on which they would like the disconnection to take effect (**Customer Requested Date or CRD**).

Telstra will set a Telstra Commitment Date (**TCD**) for disconnection for the purposes of the internal work flow orders that are passed to the OSS which is the same as the CRD except in the following circumstances:

- if the CRD is a Sunday or a public holiday (based on service location);
- if the CRD is the date on which the disconnection order is received by Telstra and the order is received later than 5:00 pm (local time based on service location) on that day, unless the order is processed directly through the LOLO or LOLIG interface and the relevant exchange calendar is open at the time the order is created. Where an exchange calendar is open, it is open for both wholesale and retail disconnection orders; or
- if the CRD is before the end of any minimum disconnection notice period contractually agreed between Telstra and the customer.⁴

The circumstances in which Telstra will not meet the customer's CRD for disconnection are substantially the same as between retail and wholesale.

³ Telstra has given enforceable commitments in relation to the service availability of those BSS systems available to Wholesale Customers to access LOLO and LOLIG, either through a B2B interface or the Wholesale Portal, in clause 12 of the Undertaking.

⁴ Some of Telstra's contractual arrangements with customers contain minimum notice periods for service cancellation. For example, "the customer may cancel a service under this agreement by giving Telstra 30 days' written notice".

Where a ~~wholesale customer~~ Wholesale Customer nominates a CRD which Telstra is unable to meet, the ~~wholesale customer~~ Wholesale Customer is informed (either through Telstra's ~~Wholesale~~ wholesale BSS Layer or via Telstra's wholesale customer service representatives depending on how the ~~wholesale customer~~ Wholesale Customer placed the disconnection order) and prompted to nominate an alternative CRD. Telstra will not set a TCD for disconnection until the ~~wholesale customer~~ Wholesale Customer nominates an alternative CRD which Telstra can meet.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (eg system failures or events beyond Telstra's reasonable control).

(c) Order validation — ~~Retail~~ STS Disconnection Order

The disconnection order is validated by a combination of retail BSS system enforced rules and Telstra retail business processes prior to being submitted to OSS for fulfillment. These rules of validation are a service qualification check to determine whether a ~~commitments~~ commitment is required and, if so, to ensure that a CRD has been nominated and a TCD has been scheduled. This also tests that the CRD is not prior to the date of application (i.e. it has not already passed).

Once the disconnection order is validated, it flows into Telstra's OSS (currently via an interface to the AXIS system).

(d) Order validation — ~~Wholesale~~ WLR Disconnection Order

For disconnections, the ~~wholesale customer~~ Wholesale Customer submits a FNN and a CRD for disconnection, and validation is required to establish whether the service for that FNN is owned by the submitting ~~wholesale customer~~ Wholesale Customer, and the CRD is today or in the future.

Once the disconnection order is validated, it flows into Telstra's OSS (currently via an interface to the AXIS system).

(e) Order Modification — ~~Retail~~ STS Disconnection Order

A ~~retail customer~~ Retail Customer can modify its retail STS disconnection order at any time prior to the point at which the OSS Activation Manager (currently Autocat) executes the disconnection tasks in the network. Modifications may include withdrawing the disconnection order or changing the CRD for the order which, in accordance with the rules above, will translate to a new TCD for disconnection.

Telstra will accept an order modification request from a ~~retail customer~~ Retail Customer in a variety of forms and through a variety of originating processes. For example, a ~~retail customer~~ Retail Customer may contact Telstra by telephone, in person or via correspondence either directly or via one of Telstra's indirect retail sales channels. The order modification is typically handled by a customer service representative who will directly manually key the order modification into the appropriate order capture system (eg EMPTOR / STS / Siebel) which comprises part of the retail BSS.

(f) Order Modification – ~~Wholesale~~ WLR Disconnection Order

A ~~wholesale customer~~ A Wholesale Customer can modify its WLR disconnection order at any time prior to the point at which the OSS Activation Manager (currently Autocat) executes the disconnection tasks in the network. Modifications may include

withdrawing the disconnection order or changing the CRD for the order which, in accordance with the rules above, will translate to a new TCD for disconnection.

Telstra will accept a disconnection order modification request via Telstra's wholesale front of house (the Wholesale Service Centre). In the Wholesale Service Centre the order modification is handled by a customer service representative who will directly manually key the order modification into Telstra's OSS (currently via an interface to the AXIS system).

In addition, Telstra will accept a WLR disconnection order modification request from a ~~wholesale customer~~ [Wholesale Customer](#) via Telstra's ~~Wholesale~~ [wholesale](#) BSS layer (which currently includes LinxOnline Ordering (**LOLO**) and the newer B2B-enabled LinxOnline Interaction Gateway (**LOLIG**)). ~~A wholesale customer~~ [A Wholesale Customer](#) can modify its WLR disconnection order via LOLO or LOLIG at any date prior to the TCD.

2.2 Order fulfilment

(a) Receiving orders in the OSS

Once a disconnection order is captured and validated in the relevant BSS it is passed to a system within the OSS (currently *AXIS*) which deconstructs and orchestrates the various order components, determining the network-related and other manual tasks required to complete the order. The various task components are then delivered to another system within the OSS (currently *NPAMS*), which performs automatic and manual network plant assignment tasks and confirms completion back to *AXIS*.

If any tasks are required to be completed at an exchange, *AXIS* delegates those tasks to a separate system (currently 'Service Order Manager Back End' (*SOMBE*)). *SOMBE* determines and manages those tasks necessary within an exchange. If required, *SOMBE* also deconstructs the order components further and initiates the systems responsible for creating manual work orders and returns any requirement for field work to Telstra's field workforce management system (currently *CONNECT*) (eg where retrieval of customer premises equipment is required).

(b) Prioritising and Processing Orders

Once wholesale and retail disconnection orders enter the OSS, they are processed by the relevant systems based solely on the relevant TCD for disconnection.

Following completion of a wholesale disconnection, Telstra will notify the relevant ~~wholesale customer~~ [Wholesale Customer](#) through its daily event file supplied through Telstra's eBill system (or through its monthly invoice in the exceptional circumstance that the ~~wholesale customer~~ [Wholesale Customer](#) does not use Telstra's eBill system).

Telstra does not typically⁵ notify the relevant ~~retail customer~~ [Retail Customer](#) following completion of a retail disconnection [order](#) (other than through its final Bill for the relevant service).

(c) Cessation of Charging and Final Billing

Telstra will discontinue charging a ~~retail customer~~ [Retail Customer](#) on and from the date of disconnection of the STS. If the date of disconnection is later than the TCD for

⁵ Telstra has individualised customer notification processes with some of its larger account managed customers.

disconnection for any reason charges will apply until the relevant retail order capture system notifies order completion to the relevant retail billing system.

Telstra's retail Business and [Global Enterprise](#) and [Government Services](#) Business Units will apply business rules to manually credit customers in the event that the TCD for disconnection is set at the end of a contractually agreed minimum notice period for service cancellation, but disconnection actually occurs after the TCD for some reason.

Telstra will discontinue charging a ~~wholesale customer~~[Wholesale Customer](#) on and from the date of disconnection of the WLR service. If the date of disconnection is later than the TCD for disconnection for any reason, charges will apply until the disconnection order completion is notified to the relevant wholesale billing system. However, Telstra's Wholesale Business Unit will apply business rules to manually credit the ~~wholesale customer~~[Wholesale Customer](#) for the proportion of the WLR access charges billed by Telstra reflecting the period between the date of disconnection and the TCD for disconnection (calculated on a pro rata basis). Telstra will calculate and apply this credit to ~~wholesale customers~~[Wholesale Customers](#) on a quarterly basis.

Telstra will finalise and submit any final Bill to the ~~retail customer~~[Retail Customer](#) for the STS and the ~~wholesale customer~~[Wholesale Customer](#) for the WLR [Services](#) service in accordance with the billing arrangements contractually agreed between Telstra and that customer.

3 **Disconnection of a copper broadband service (retail copper broadband or Wholesale ADSL Layer 2) or LSS due to the disconnection of the voice service (STS or WLR) using the same Copper Path (where the phone number is not being ported)**

3.1 **Overview**

Where a ~~retail or wholesale customer~~[Retail Customer or Wholesale Customer](#) orders the disconnection of their copper voice service (STS or WLR), any retail copper broadband service or Wholesale ADSL Layer 2 Service or LSS using the same Copper Path will also be disconnected, whether supplied by the same provider to the end user or by a different provider. This same rule applies to services supplied by a Telstra Retail Business Unit and a service supplied by a ~~wholesale customer~~[Wholesale Customer](#).

The disconnection of the retail copper broadband service or Wholesale ADSL Layer 2 Service or LSS is driven by the voice disconnection order itself through system enforced rules, rather than as separate disconnection orders in their own right.

3.2 **Order capture (including records check and order modification)**

(a) **Order Capture — Retail**

Telstra will accept a disconnection order from a ~~retail end-user~~[Retail Customer](#) for a retail standard telephony service (**STS**) in a variety of forms and through a variety of originating processes through which the Telstra Retail Business Units deal with their customers (including by different customer segment). For example, a ~~retail customer~~[Retail Customer](#) may currently contact Telstra by telephone, in person or via correspondence either directly or via one of Telstra's indirect retail sales channels.

The order is typically handled by a customer service representative who will directly manually key the order into the appropriate order capture system within Telstra's retail BSS (eg EMPTOR / STS / Siebel) and conduct a records check to verify the customer's identity, confirm the customer record exists in the CDBOR and that the person contacting Telstra is authorised to disconnect the service.

The retail customer Premises at which Telstra provides an STS to a Retail Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra, in which case, Telstra will generate a disconnection order for (in addition to the retail STS) any retail copper broadband service or Wholesale ADSL Layer 2 Service or LSS supplied over the same Copper Path and proceed with disconnection of all of the relevant services in accordance with section 8.

The Retail Customer can nominate the day and time (morning or afternoon) on which they would like the disconnection to take effect (**Customer Requested Date or CRD**).

Telstra's consumer Retail Business Unit has set an additional business rule for their customers that limits the CRD to a maximum of 12 months after the disconnection order is received by Telstra.

Telstra will set a Telstra Commitment Date (**TCD**) for disconnection for the purposes of the internal work flow orders that are passed to the OSS which is the same as the CRD except in the following circumstances.

- If the CRD is a Sunday or a public holiday (based on service location), the TCD will be the next day which is not a Sunday or a public holiday (based on service location).
- If the CRD is the date on which the disconnection order is received by Telstra and the order is received later than 5:00 pm (local time based on service location) on that day, the TCD will be the next day which is not a Sunday or public holiday (based on service location), unless the relevant exchange calendar is open at the time the order is created. Where an exchange calendar is open, it is open for both wholesale and retail disconnection orders.
- If the CRD is before the end of any minimum disconnection notice period contractually agreed between Telstra and the customer, the TCD will be the next day which is not a Sunday or a public holiday (based on service location) after the end of the minimum disconnection notice period.⁶

These circumstances are substantially the same as between retail and wholesale.

In exceptional circumstances (eg where the recovery of customer premises equipment is required) the disconnection of an STS may require a site visit from a communications technician. In these circumstances, the TCD will be the next day on which an appointment with a communications technician is available (or some later day agreed with the retail customer Retail Customer).

Where Telstra sets a TCD for disconnection which is different to the customer's CRD for disconnection, the retail customer Retail Customer is informed of the TCD for disconnection (either over the telephone, in person or in writing depending on how the retail customer Retail Customer placed the disconnection order). If the TCD is not

⁶ Some of Telstra's contractual arrangements with customers contain minimum notice periods for service cancellation. For example, "the customer may cancel a service under this agreement by giving Telstra 30 days' written notice".

convenient for the ~~retail customer~~Retail Customer, the ~~retail customer~~Retail Customer can modify their disconnection order in accordance with the order modification process described below.

Although manual exchange work (ie jumper removal) will always be required for disconnection of a LSS, this does not affect the TCD as the TCD is driven by the STS disconnection order. The manual exchange work will typically be performed after the TCD at a time that is convenient for Telstra.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (eg system failures or events beyond Telstra's reasonable control).

(b) Order Capture – Wholesale

Wholesale ~~customers~~Customers accept disconnection orders from ~~wholesale~~Wholesale Customer end users for a wholesale voice service supplied using WLR in a variety of forms and through a variety of originating processes.

The order is typically handled by a customer service representative who will directly manually key the order into an order capture system within the ~~wholesale customer's~~Wholesale Customer's BSS and conduct a records check to verify the customer's identity, confirm the customer record exists in the ~~wholesale customer's~~Wholesale Customer's CDBOR and that the person contacting the ~~wholesale customer~~Wholesale Customer is authorised to disconnect the service.

Telstra will accept a disconnection order for a wholesale voice service supplied using WLR from a ~~wholesale customer~~Wholesale Customer via Telstra's ~~Wholesale~~wholesale BSS layer (which currently includes LinxOnline Ordering (**LOLO**) and the newer B2B-enabled LinxOnline Interaction Gateway (**LOLIG**)). Telstra's ~~Wholesale~~wholesale BSS layer is highly automated and provides system to system level delivery of service orders into Telstra's OSS with capacity to handle high order volumes.

Where a ~~whole customer~~Wholesale Customer is unable to, or chooses not to, interface with LOLO or LOLIG), Telstra will accept a disconnection order for a WLR ~~Services~~service via Telstra's wholesale customer service representatives.

In addition, if a WLR ~~Services~~service disconnection order is received from a ~~wholesale customer~~Wholesale Customer via Telstra's wholesale BSS layer and either the WLR ~~Services~~service has associations or associated services or the LOLO or LOLIG interface otherwise fails to submit the order for any reason, the order will proceed down a manual path and be processed by Telstra's wholesale customer service representatives.

Where a disconnection order is processed manually by a wholesale customer service representative, the wholesale customer service representative enters the disconnection order data directly into Telstra's OSS (currently via an interface to the AXIS system comprising part of the OSS).

Premises at which Telstra provides a WLR service to a Wholesale Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra, in which case, Telstra will generate a disconnection order for (in addition to the WLR service) any retail copper broadband service, Wholesale ADSL Layer 2 Service or LSS over the same Copper Path and proceed with disconnection of all of the relevant services in accordance with section 8.

The ~~wholesale customer~~ Wholesale Customer can nominate the day and time (morning or afternoon) on which they would like the disconnection to take effect (**Customer Requested Date** or **CRD**).

Telstra will set a Telstra Commitment Date (**TCD**) for disconnection for the purposes of the internal work flow orders that are passed to the OSS which is the same as the CRD except in the following circumstances:

- if the CRD is a Sunday or a public holiday (based on service location);
- if the CRD is the date on which the disconnection order is received by Telstra and the order is received later than 5:00 pm (local time based on service location) on that day, unless the order is processed directly through the LOLO or LOLIG interface and the relevant exchange calendar is open at the time the order is created. Where an exchange calendar is open, it is open for both wholesale and retail disconnection orders; or
- if the CRD is before the end of any minimum disconnection notice period contractually agreed between Telstra and the customer.⁷

The circumstances in which Telstra will not meet the customer's CRD for disconnection are substantially the same as between retail and wholesale.

Where a ~~wholesale customer~~ Wholesale Customer nominates a CRD which Telstra is unable to meet, the ~~wholesale customer~~ Wholesale Customer is informed (either through Telstra's ~~Wholesale~~ wholesale BSS Layer or via Telstra's wholesale customer service representatives depending on how the ~~wholesale customer~~ Wholesale Customer placed the disconnection order) and prompted to nominate an alternative CRD. Telstra will not set a TCD for disconnection until the ~~wholesale customer~~ Wholesale Customer nominates an alternative CRD which Telstra can meet.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (eg system failures or events beyond Telstra's reasonable control).

Manual exchange work (ie jumper removal) will always be required for disconnection of a LSS, however this does not affect the TCD as the TCD is driven by the WLR disconnection order. The manual exchange work will typically be performed after the TCD at a time that is convenient for Telstra.

(c) Order validation — Retail

The disconnection order is validated by a combination of retail BSS system enforced rules and Telstra retail business processes prior to being submitted to OSS for fulfillment. These rules of validation are a service qualification check to determine whether a commitment is required and, if so, to ensure that a CRD has been nominated and a TCD has been scheduled. This also tests that the CRD is not prior to the date of application (i.e. it has not already passed).

The disconnection of any copper broadband service (retail copper broadband or Wholesale ADSL Layer 2) or LSS using the same Copper Path as the STS is system driven in the OSS and is therefore not separately validated.

⁷ Some of Telstra's contractual arrangements with customers contain minimum notice periods for service cancellation. For example, "the customer may cancel a service under this agreement by giving Telstra 30 days' written notice".

Once the disconnection order is validated, it flows into Telstra's OSS (currently via an interface to the AXIS system).

(d) Order validation – Wholesale

For disconnections, the ~~wholesale customer~~ Wholesale Customer submits a FNN and a CRD for disconnection, and validation is required to establish whether the service for that FNN is owned by the submitting ~~wholesale customer~~ Wholesale Customer, and the CRD is today or in the future.

The disconnection of any copper broadband service (retail copper broadband or Wholesale ADSL Layer 2) or LSS using the same Copper Path as the WLR ~~Services~~ service is system driven in the OSS and is therefore not separately validated.

Once the disconnection order is validated, it flows into Telstra's OSS (currently via an interface to the AXIS system).

(e) Order Modification – Retail STS Disconnection Order

A ~~retail customer~~ Retail Customer can modify its retail STS disconnection order at any time prior to the point at which the OSS Activation Managers (currently Autocat (for voice) or XDM (for retail copper broadband or Wholesale ADSL Layer 2) executes the disconnection tasks in the network. Modifications may include withdrawing the disconnection order or changing the CRD for the order which, in accordance with the rules above, will translate to a new TCD for disconnection.

Telstra will accept an order modification request from a ~~retail customer~~ Retail Customer in a variety of forms and through a variety of originating processes through which the Telstra Retail Business Units deal with their customers (including by different customer segment). For example, a ~~retail customer~~ Retail Customer may currently contact Telstra by telephone, in person or via correspondence either directly or via one of Telstra's indirect retail sales channels. The order modification is typically handled by a customer service representative who will directly manually key the order modification into the appropriate order capture system (eg EMPTOR / STS / Siebel) which comprise part of the retail BSS.

(f) Order Modification – Wholesale WLR Disconnection Order

~~A wholesale customer~~ A Wholesale Customer can modify its WLR disconnection order at any time prior to the point at which the OSS Activation Manager (currently Autocat) executes the disconnection tasks in the network. Modifications may include withdrawing the disconnection order or changing the CRD for the order which, in accordance with the rules above, will translate to a new TCD for disconnection.

Telstra will accept a disconnection order modification request via Telstra's wholesale front of house (the Wholesale Service Centre). In the Wholesale Service Centre the order modification is handled by a customer service representative who will directly manually key the order modification into Telstra's OSS (currently via an interface to the AXIS system).

In addition, Telstra will accept a WLR disconnection order modification request from a ~~wholesale customer~~ Wholesale Customer via Telstra's ~~Wholesale~~ wholesale BSS layer (which currently includes LinxOnline Ordering (**LOLO**) and the newer B2B-enabled LinxOnline Interaction Gateway (**LOLIG**)).

~~A wholesale customer~~ A Wholesale Customer can modify its WLR disconnection order via LOLO or LOLIG at any date prior to the TCD.

3.3 Order fulfilment

(a) Receiving orders in the OSS

Once a voice disconnection order is captured and validated in the relevant BSS, it is passed to a system within the OSS (currently *AXIS*) which deconstructs and orchestrates the various order components, determining the network-related and other manual tasks required to complete the order.

If there is a retail copper broadband [serviceservice](#) or Wholesale ADSL Layer 2 service or LSS which uses the same Copper Path as the relevant STS or WLR [Serviceservice](#), *AXIS* includes system enforced rules to automatically disconnect the retail copper broadband [serviceservice](#) or Wholesale ADSL Layer 2 service or LSS.

The various task components are then delivered to another system within the OSS (currently *NPAMS*), which performs automatic and manual network plant assignment tasks and confirms completion back to *AXIS*.

If any tasks are required to be completed at an exchange or in the network, *AXIS* delegates those tasks to a separate system (currently 'Service Order Manager Back End' (*SOMBE*)). *SOMBE* determines and manages those tasks necessary within an exchange or in the network to the appropriate OSS Activation Manager system (currently Autocat for STS/WLR and XDM for retail copper broadband/Wholesale ADSL Layer 2). If required, *SOMBE* also deconstructs the order components further and initiates the systems responsible for creating manual work orders and returns any requirement for field work to Telstra's field workforce management system (currently *CONNECT*) (eg where retrieval of customer premises equipment is required).

(b) Prioritising and Processing Orders

Once wholesale and retail disconnection orders enter the OSS, they are processed by the relevant systems solely based on the TCD for disconnection of the relevant voice service.

Following completion of a WLR [Serviceservice](#) disconnection, Telstra will notify the relevant ~~wholesale customer~~[Wholesale Customer](#) through its daily event file supplied through Telstra's eBill system (or through its monthly invoice in the exceptional circumstance that the ~~wholesale customer~~[Wholesale Customer](#) does not use Telstra's eBill system).

Telstra does not typically⁸ notify the relevant ~~retail customer~~[Retail Customer](#) following completion of a retail STS disconnection (other than through its final Bill for the relevant service).

If the disconnection of an STS or WLR [Serviceservice](#) results in the disconnection of a Wholesale ADSL Layer 2 service or LSS provided using the same Copper Path, Telstra will notify the relevant ~~wholesale customer~~[Wholesale Customer](#) after the disconnection of the Wholesale ADSL Layer 2 service or LSS through the relevant ~~wholesale customer's~~[Wholesale Customer's](#) daily event file supplied through Telstra's eBill system (or through its monthly invoice in the exceptional circumstance that the ~~wholesale customer~~[Wholesale Customer](#) does not use Telstra's eBill system). This is the notification referred to in clause [42-2.12.2](#).

⁸ Telstra has individualised customer notification processes with some of its larger account managed customers.

Any manual exchange work (ie jumper removal) required for disconnection of a LSS will typically be performed by Telstra after the TCD for disconnection of the relevant voice service at a time that is convenient for Telstra.

If the disconnection of an STS or WLR ~~Services~~service results in the disconnection of a retail copper broadband service provided using the same Copper Path, Telstra does not typically⁹ notify the relevant ~~retail customer~~Retail Customer after disconnection of the retail copper broadband service (other than through its final Bill for the relevant service).

3.4 Cessation of Charging and Final Billing

(a) Cessation of charging for STS and WLR

Telstra will discontinue charging a ~~retail customer~~Retail Customer for the STS on and from the date of disconnection of the STS service. If the date of disconnection is later than the TCD for disconnection for any reason charges will apply until the retail order capture system notifies order completion to the relevant retail billing system.

Telstra's ~~retail~~Retail Business Units and ~~Global~~ Enterprise and ~~Government~~Services Business Units will apply business rules to manually credit customers in the event that the TCD for disconnection of the STS is set at the end of a contractually agreed minimum notice period for service cancellation, but disconnection actually occurs after the TCD for some reason.

Telstra will discontinue charging a ~~wholesale customer~~Wholesale Customer for a WLR service on and from the date of disconnection of the WLR service. If the date of disconnection is later than the TCD for disconnection for any reason, charges will apply until the disconnection order completion is notified to the relevant wholesale billing system. However, Telstra's Wholesale Business Unit will apply business rules to manually credit the ~~wholesale customer~~Wholesale Customer for the proportion of the WLR access charges billed by Telstra reflecting the period between the date of disconnection and the TCD for disconnection (calculated on a pro rata basis). Telstra will calculate and apply this credit to ~~wholesale customers~~Wholesale Customers on a quarterly basis.

(b) Cessation of charging for broadband services or LSS using the same Copper Paths

Telstra will discontinue charging a ~~retail customer~~Retail Customer for any retail copper broadband service which used the same Copper Path as the relevant voice service on and from the date of disconnection of the copper broadband service. If the date of disconnection is later than the TCD for disconnection of the relevant voice service for any reason charges will apply until the relevant retail order capture system notifies order completion to the relevant retail billing system.

Telstra will discontinue charging a ~~wholesale customer~~Wholesale Customer for a Wholesale ADSL Layer 2 service or a wholesale LSS which used the same Copper Path as the relevant voice service on and from the date of disconnection of the relevant service. If the date of disconnection (excluding any manual exchange work) is later than the TCD for disconnection of the relevant voice service for any reason charges will apply until the disconnection order completion is notified to the relevant wholesale billing system. However, Telstra's Wholesale Business Unit will apply business rules to manually credit the ~~wholesale customer~~Wholesale Customer for the proportion of the Wholesale ADSL Layer 2 or wholesale LSS access charges billed by

⁹ Telstra has individualised customer notification processes with some of its larger account managed customers.

Telstra reflecting the period between the date of disconnection and the TCD for disconnection (calculated on a pro rata basis). Telstra will calculate and apply this credit to ~~wholesale customers~~Wholesale Customers on a quarterly basis.

(c) Final Billing

Telstra will finalise and submit any final Bill to the ~~retail customer~~Retail Customer and/or the ~~wholesale customer~~Wholesale Customer (as applicable) in accordance with the billing arrangements contractually agreed between Telstra and that customer.

4 Disconnection of a voice service (STS or WLR) and/or a copper broadband service (retail copper broadband, Wholesale ADSL Layer 2 or LSS) (where the telephone number is being ported)

4.1 Order capture (including records check and order modification)

(a) Order Capture

Telstra will accept and process Local Number Porting (LNP) requests submitted from a Gaining Carrier/Carriage Service Provider (CSP) ~~in~~ in accordance with the LNP Code.

The Gaining Carrier/CSP may elect for an LNP Request to be processed by Telstra using either the Category A Porting Process or the Category C Porting Process as outlined in the LNP Code depending on the nature of the services supplied in connection with the telephone number or numbers to be ported and in accordance with the LNP Code.

Telstra will accept and process LNP Requests (including associated Simple Notification Advices (SNAs), Electronic Cutover Advices (ECAs), Complex Notification Advices (CNAs) and Complex Cutover Advices (CCAs) each as defined in the code) via Telstra's Local Number Portability Carrier Interface System (LNPCIS) using the standard wholesale file transfer process for LNP requests, set out in the LNP IT Standard.

Telstra will generate a disconnection order for a copper voice service (STS or WLR ~~Services~~service) or copper broadband service (retail copper broadband, Wholesale ADSL Layer 2 or LSS) in accordance with the LNP Code, where Telstra receives a valid LNP request via LNPCIS in relation to the telephone number associated with that service.

Premises at which Telstra provides an STS to a Retail Customer or a WLR service to a Wholesale Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra. If Telstra detects any pending LNP Requests in respect of the retail STS or WLR service supplied at FTTB-Connected Premises and FTTN-Connected Premises notified in a Daily Migration File provided by NBN Co to Telstra, Telstra will wait for 5 Business Days for the LNP Request to complete. If the LNP Request has not been completed or withdrawn after 5 Business Days, the LNP Request will be withdrawn by Telstra and Telstra will process any existing disconnection orders that have been generated by Telstra or by a Retail Customer or Wholesale Customer in respect of the FTTB-Connected Premises or FTTN-Connected Premises.

(b) Order validation

Telstra will perform each validation and confirmation stage of either the Category A Porting Process or the Category C Porting Process (as applicable) in accordance with the LNP Code via Telstra's LNPCIS.

For the Category A Porting Process this includes (without limitation) each SNA validation, SNA confirmation/rejection advice, SNA retarget validation, SNA retarget confirmation/rejection advice, ECA validation and ECA confirmation/rejection advice.

For the Category C Porting Process this includes (without limitation) each CNA receipt advice, CNA validation, CNA confirmation/rejection advice, CNA withdrawal validation, CNA withdrawal confirmation/rejection advice, CCA receipt advice, CCA validation, CCA confirmation/rejection advice, CCA retarget receipt advice, CCA retarget validation, CCA retarget confirmation/rejection advice, CCA withdrawal validation and CCA withdrawal confirmation/rejection advice.

(c) Order Modification

Telstra will accept and process SNA retarget requests and SNA withdrawal requests submitted from a Gaining Carrier/CSP via Telstra's LNPCIS in accordance with the Category A Porting Process under the LNP Code.

Telstra will also accept and process a reversal of a porting request in accordance with the Category A Porting Process under the LNP Code. Where a customer rescinds or cancels an agreement in accordance with the applicable fair trading legislation during the relevant Reversal Period (as defined under the LNP code), Telstra will only accept and process a reversal initiated by the Gaining Carrier/CSP via LNPCIS.

Telstra will accept and process CCA retarget requests and CCA or CNA withdrawal requests at a batch level via Telstra's LNPCIS in accordance with the Category C Porting Process under the LNP Code.

In accordance with the LNP Code, Telstra will not accept a reversal of a porting request under the Category C Porting Process, instead the Gaining Carrier/CSP must use the Emergency Return process outlined in the LNP Code.

4.2 Order fulfilment

(a) Receiving orders in the OSS

Once an LNP request has been accepted and validated by Telstra in accordance with the LNP Code, Telstra creates disconnection orders via Telstra's LNPCIS for any services associated with the relevant telephone number (including any copper voice service (STS or WLR) or copper broadband service (retail copper broadband, Wholesale ADSL Layer 2 or LSS) with a Telstra Commitment Date (**TCD**) for disconnection equal to the ECA submission date (for Cat A) or CCA porting date (for Cat C) as applicable. LNPCIS then passes the disconnection orders directly into Telstra's OSS Platform (currently via AXIS).

AXIS deconstructs and orchestrates the various order components, determining the network-related and other manual tasks required to complete the order. The various task components are then delivered to another system within the OSS (currently *NPAMS*), which performs automatic and manual network plant assignment tasks and confirms completion back to *AXIS*.

If any tasks are required to be completed at an exchange (eg jumper removal), *AXIS* delegates those tasks to a separate system (currently 'Service Order Manager Back

End' (SOMBE)). SOMBE determines and manages those tasks necessary within an exchange.

(b) Prioritising and Processing Orders

Within the OSS, wholesale and retail disconnection orders are processed by the relevant systems based solely on the relevant TCD for disconnection.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (eg system failures or events beyond Telstra's reasonable control). Telstra will complete the port (including all relevant service disconnections) in accordance with the LNP Code.

Telstra will notify each Losing Wholesale Customer of the disconnection of the relevant WLR [Serviceservice](#), Wholesale ADSL Layer 2 Service or LSS in accordance with the LNP Code through the Wholesale Customer's daily event file supplied through Telstra's eBill system (or through its monthly invoice in the exceptional circumstance that the ~~wholesale-customer~~[Wholesale Customer](#) does not use Telstra's eBill system).

Telstra does not typically¹⁰ notify a Losing Retail Customer of the disconnection of the relevant retail STS or retail copper broadband service (other than through its final Bill for the relevant service).

4.3 Cessation of Charging and Final Billing

(a) Cessation of charging

Telstra will cease to charge a ~~retail-customer~~[Retail Customer](#) for an STS or a retail copper broadband service on and from the date of disconnection of the relevant service. If the date of disconnection is later than the TCD for any reason, Telstra will cease to charge the ~~retail-customer~~[Retail Customer](#) on and from the point at which the relevant retail order capture system notifies disconnection order completion to the relevant retail billing system.

Telstra will cease to charge a ~~wholesale-customer~~[Wholesale Customer](#) for a WLR [Serviceservice](#), a Wholesale ADSL Layer 2 Service or a LSS on and from the date of disconnection of the relevant service. If the date of disconnection (excluding any manual exchange work) is later than the TCD for any reason, charges will apply until the disconnection order completion is notified to the relevant wholesale billing system. However, Telstra's Wholesale Business Unit will apply business rules to manually credit the ~~wholesale-customer~~[Wholesale Customer](#) for the proportion of the access charges billed by Telstra reflecting the period between the date of disconnection and the TCD for disconnection (calculated on a pro rata basis). Telstra will calculate and apply this credit to ~~wholesale-customers~~[Wholesale Customers](#) on a quarterly basis.

(b) Final Billing

Telstra will finalise and submit any final Bill to each relevant ~~retail-customer~~[Retail Customer](#) and/or ~~wholesale-customer~~[Wholesale Customer](#) in accordance with the billing arrangements contractually agreed between Telstra and that customer.

5 Disconnection of a retail broadband service supplied over copper or a Wholesale ADSL Layer 2 Service in

¹⁰ Telstra has individualised customer notification processes with some of its larger account managed customers.

circumstances where a voice service using the same Copper Path is not disconnected.

5.1 Order capture (including records check and order modification)

(a) Order Capture — Retail Copper Broadband Service Disconnection Order

Telstra will accept a disconnection order from a retail end user for a retail copper broadband service in a variety of forms and through a variety of originating processes through which the Telstra Retail Business Units deal with their customers (including by different customer segment). For example, a ~~retail customer~~ Retail Customer may currently contact Telstra by telephone, in person or via correspondence either directly or via one of Telstra's indirect retail sales channels.

For simple disconnection orders, the order is typically handled by a customer service representative who will directly manually key the order into the appropriate order capture system within Telstra's retail BSS (eg Moby / EMPTOR / STS / Siebel) and conduct a records check to verify the customer's identity, confirm the customer record exists in the CDBOR and that the person contacting Telstra is authorised to disconnect the service.

The retail customer Premises at which Telstra provides a retail copper broadband service to a Retail Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra and that notification also may inform Telstra that the voice part of the relevant Copper Path has been retained, in which case, Telstra will generate a disconnection order for the retail copper broadband service and proceed with disconnection of the retail copper broadband service in accordance with section 8.

The Retail Customer can nominate the day and time (morning or afternoon) on which they would like the disconnection to take effect (**Customer Requested Date** or **CRD**).

Telstra's consumer Retail Business Unit has set an additional business rule for their customers that limits the CRD up to a maximum of 30 calendar days after the disconnection order is received by Telstra.

Telstra will set a Telstra Commitment Date (**TCD**) for disconnection for the purposes of the internal work flow orders that are passed to the OSS which is the same as the CRD except in the following circumstances.

- If the CRD is a Sunday or a public holiday (based on service location), the TCD will be the next day which is not a Sunday or a public holiday (based on service location).
- If the CRD is the date on which the disconnection order is received by Telstra and the order is received later than 5:00 pm (local time based on service location) on that day, the TCD will be the next day which is not a Sunday or public holiday (based on service location), unless the relevant exchange calendar is open at the time the order is created. Where an exchange calendar is open, it is open for both wholesale and retail disconnection orders.
- If the CRD is before the end of any minimum disconnection notice period contractually agreed between Telstra and the customer, the TCD will be the

next day which is not a Sunday or a public holiday (based on service location) after the end of the minimum disconnection notice period.¹¹

The circumstances in which Telstra will not meet the customer's CRD for disconnection are substantially the same as between retail and wholesale.

Where Telstra sets a TCD for disconnection which is different to the customer's CRD for disconnection, the ~~retail customer~~Retail Customer is informed of the TCD for disconnection (either over the telephone, in person or in writing depending on how the ~~retail customer~~Retail Customer placed the disconnection order). If the TCD is not convenient for the ~~retail customer~~Retail Customer, the ~~retail customer~~Retail Customer can modify their disconnection order in accordance with the order modification process described below.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (eg system failures or events beyond Telstra's reasonable control).

(b) Order Capture – Wholesale ADSL Layer 2 Service Disconnection Order

Wholesale ~~customers~~Customers accept disconnection orders from ~~wholesale~~Wholesale Customer end users for a Wholesale ADSL Layer 2 Service in a variety of forms and through a variety of originating processes.

The order is typically handled by a customer service representative who will directly manually key the order into an order capture system within the ~~wholesale customer's~~Wholesale Customer's BSS and conduct a records check to verify the customer's identity, confirm the customer record exists in the ~~wholesale customer's~~Wholesale Customer's CDBOR and that the person contacting the ~~wholesale customer~~Wholesale Customer is authorised to disconnect the service.

Telstra will accept a disconnection order for a **Wholesale ADSL Layer 2 Service** from a ~~wholesale customer~~Wholesale Customer via Telstra's ~~Wholesale~~wholesale BSS layer (which currently includes LinxOnline Ordering (**LOLO**) and the newer B2B-enabled LinxOnline Interaction Gateway (**LOLIG**)). Telstra's ~~Wholesale~~wholesale BSS layer is highly automated and provides system to system level delivery of service orders into Telstra's OSS with capacity to handle high order volumes. Telstra currently receives substantially most of disconnection orders from ~~wholesale customers~~Wholesale Customers through these B2B systems.

Where a ~~wholesale customer~~Wholesale Customer is unable to, or chooses not to, interface with LOLO or LOLIG), Telstra will accept a disconnection order for a Wholesale ADSL Layer 2 Service via Telstra's wholesale customer service representatives.

In addition, if a Wholesale ADSL Layer 2 Service disconnection order is received from a ~~wholesale customer~~Wholesale Customer via Telstra's wholesale BSS layer and the LOLO or LOLIG interface otherwise fails to submit the order for any reason, the order will proceed down a manual path and be processed by Telstra's wholesale customer service representatives.

Where a disconnection order is processed manually by a wholesale customer service representative, the wholesale customer service representative enters the

¹¹ Some of Telstra's contractual arrangements with customers contain minimum notice periods for service cancellation. For example, "the customer may cancel a service under this agreement by giving Telstra 30 days' written notice".

disconnection order data directly into Telstra's OSS (currently via an interface to the AXIS system comprising part of the OSS).

Premises at which Telstra provides a Wholesale ADSL Layer 2 Service to a Wholesale Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra and that notification also may inform Telstra that the voice part of the relevant Copper Path has been retained, in which case, Telstra will generate a disconnection order for the Wholesale ADSL Layer 2 Service and proceed with disconnection of the Wholesale ADSL Layer 2 Service in accordance with section 8.

The ~~wholesale customer~~ Wholesale Customer can nominate the day and time (morning or afternoon) on which they would like the disconnection to take effect (**Customer Requested Date or CRD**).

Telstra's Wholesale Business Unit has set an additional business rule for their customers that limits the CRD up to a maximum of 30 calendar days after the disconnection order is received by Telstra.

Telstra will set a Telstra Commitment Date (**TCD**) for disconnection for the purposes of the internal work flow orders that are passed to the OSS which is the same as the CRD except in the following circumstances:

- if the CRD is a Sunday or a public holiday (based on service location);
- if the CRD is the date on which the disconnection order is received by Telstra and the order is received later than 5:00 pm (local time based on service location) on that day, unless the order is processed directly through the LOLO or LOLIG interface and the relevant exchange calendar is open at the time the order is created. Where an exchange calendar is open, it is open for both wholesale and retail disconnection orders; or
- if the CRD is before the end of any minimum disconnection notice period contractually agreed between Telstra and the customer.¹²

The circumstances in which Telstra will not meet the customer's CRD for disconnection are substantially the same as between retail and wholesale.

Where a ~~wholesale customer~~ Wholesale Customer nominates a CRD which Telstra is unable to meet, the ~~wholesale customer~~ Wholesale Customer is informed (either through Telstra's ~~Wholesale~~ wholesale BSS Layer or via Telstra's wholesale customer service representatives depending on how the ~~wholesale customer~~ Wholesale Customer placed the disconnection order) and prompted to nominate an alternative CRD. Telstra will not set a TCD for disconnection until the ~~wholesale customer~~ Wholesale Customer nominates an alternative CRD which Telstra can meet.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (eg system failures or events beyond Telstra's reasonable control).

(c) Order validation — Retail Copper Broadband Service Disconnection Order

¹² Some of Telstra's contractual arrangements with customers contain minimum notice periods for service cancellation. For example, "the customer may cancel a service under this agreement by giving Telstra 30 days' written notice".

The disconnection order is validated by a combination of retail BSS system enforced rules and Telstra retail business processes prior to being submitted to OSS for fulfillment. These rules of validation are a service qualification check to determine whether a ~~commitments~~commitment is required and, if so, to ensure that a CRD has been nominated and a TCD has been scheduled. This also tests that the CRD is not prior to the date of application (i.e. it has not already passed).

Once the disconnection order is validated, it flows into Telstra's OSS (currently via an interface to the AXIS system).

(d) Order validation — Wholesale ADSL Layer 2 Disconnection Order

For disconnections, the ~~wholesale customer~~Wholesale Customer submits a FNN and a CRD for disconnection, and validation is required to establish whether the service for that FNN is owned by the submitting ~~wholesale customer~~Wholesale Customer, and the CRD is no more than 30 calendar days in the future.

Once the disconnection order is validated, it flows into Telstra's OSS (currently via an interface to the AXIS system).

(e) Order Modification — Retail Copper Broadband Service Disconnection Order

A ~~retail customer~~Retail Customer can modify its retail copper broadband service disconnection order at any time prior to the point at which the OSS Activation Manager (currently XDM) executes the disconnection tasks in the network. Modifications may include withdrawing the disconnection order or changing the CRD for the order which, in accordance with the rules above, will translate to a new TCD for disconnection.

Telstra will accept an order modification request from a ~~retail customer~~Retail Customer in a variety of forms and through a variety of originating processes through which the Telstra Retail Business Units deal with their customers (including by different customer segment). For example, a ~~retail customer~~Retail Customer may currently contact Telstra by telephone, in person or via correspondence either directly or via one of Telstra's indirect retail sales channels. The order modification is typically handled by a customer service representative who will directly manually key the order modification into the appropriate order capture system (eg Moby / EMPTOR / STS / Siebel) which comprises part of the retail BSS.

(f) Order Modification – Wholesale ADSL Layer 2 Disconnection Order

A ~~wholesale customer~~Wholesale Customer can modify its Wholesale ADSL Layer 2 ~~service~~Service disconnection order at any time prior to the point at which the OSS Activation Manager (currently XDM) executes the disconnection tasks in the network. Modifications may include withdrawing the disconnection order or changing the CRD for the order which, in accordance with the rules above, will translate to a new TCD for disconnection.

Telstra will accept a disconnection order modification request via Telstra's wholesale front of house (the Wholesale Service Centre). In the Wholesale Service Centre the order modification is handled by a customer service representative who will directly manually key the order modification into Telstra's OSS (currently via an interface to the AXIS system).

In addition, Telstra will accept a Wholesale ADSL Layer 2 disconnection request from a ~~wholesale customer~~Wholesale Customer via Telstra's ~~Wholesale~~wholesale BSS

layer (which currently includes LinxOnline Ordering (**LOLO**) and the newer B2B-enabled LinxOnline Interaction Gateway (**LOLIG**)).¹³

~~A wholesale customer~~ **A Wholesale Customer** can modify its DSL disconnection order via LOLO or LOLIG at any date prior to the TCD.

5.2 Order fulfilment

(a) Receiving orders in the OSS

Once a disconnection order is captured and validated in the relevant BSS it is passed to a system within the OSS (currently *AXIS*) which deconstructs and orchestrates the various order components, determining the network-related and other manual tasks required to complete the order. The various task components are then delivered to another system within the OSS (currently *NPAMS*), which performs automatic and manual network plant assignment tasks and confirms completion back to *AXIS*.

Network tasks to be completed are delegated by *AXIS* to a separate system (currently 'Service Order Manager Back End' (*SOMBE*)). *SOMBE* determines and manages those tasks necessary within the network.

(b) Prioritising and Processing Orders

Once wholesale and retail disconnection orders enter the OSS, they are processed by the relevant systems based solely on the relevant TCD for disconnection.

Following completion of a wholesale disconnection, Telstra will notify the relevant ~~wholesale customer~~ **Wholesale Customer** through its daily event file supplied through Telstra's eBill system (or through its monthly invoice in the exceptional circumstance that the ~~wholesale customer~~ **Wholesale Customer** does not use Telstra's eBill system).

Telstra does not typically¹⁴ notify the relevant ~~retail customer~~ **Retail Customer** following completion of a retail disconnection (other than through its final Bill for the relevant service).

5.3 Cessation of charging and Final Billing

(a) Cessation of Charging

Telstra will discontinue charging a ~~retail customer~~ **Retail Customer** on and from the date of disconnection of the retail copper broadband service. If the date of disconnection is later than the TCD for disconnection for any reason charges will apply until the retail order capture system notifies order completion to the relevant retail billing system.

Telstra's ~~retail~~ **Retail** Business **Units** and **Global** Enterprise and **Government** **Services** Business Units will apply business rules to manually credit customers in the event that the TCD for disconnection are set at the end of a contractually agreed minimum notice period for service cancellation, but disconnection actually occurs after the TCD for some reason.

¹³ Telstra has given enforceable commitments in relation to the service availability of those BSS systems available to Wholesale Customers to access LOLO and LOLIG, either through a B2B interface or the Wholesale Portal, in clause 12 of the Undertaking.

¹⁴ Telstra has individualised customer notification processes with some of its larger account managed customers.

Telstra will discontinue charging a ~~wholesale customer~~ Wholesale Customer on and from the date of disconnection of the Wholesale ADSL Layer 2 ~~service~~ Service. If the date of disconnection is later than the TCD for disconnection for any reason charges will apply until the disconnection order completion is notified to the relevant wholesale billing system. However, Telstra's Wholesale Business Unit will apply business rules to manually credit the ~~wholesale customer~~ Wholesale Customer for the proportion of the Wholesale ADSL Layer 2 access charges reflecting the period between the date of disconnection and the TCD for disconnection (calculated on a pro rata basis). Telstra will calculate and pay this credit to ~~wholesale customers~~ Wholesale Customers on a quarterly basis.

(b) Final Billing

Telstra will finalise and submit any final Bill to the ~~retail customer~~ Retail Customer or ~~wholesale customer~~ Wholesale Customer in accordance with the billing arrangements contractually agreed between Telstra and that customer.

6 Disconnection of a wholesale ULL service.

6.1 Order capture (including records check and order modification)

(a) Order Capture

Telstra will accept a disconnection order for a wholesale ULL Service from a ~~wholesale customer~~ Wholesale Customer via Telstra's ~~Wholesale~~ wholesale BSS layer (which currently includes ULLCIS). Wholesale ~~customers~~ Customers can currently submit up to 4 files per day via FTP into ULLCIS.

Where a ~~whole customer~~ Wholesale Customer is unable to, or chooses not to, interface with ULLCIS), Telstra will accept a disconnection order for a wholesale ULL Service via Telstra's wholesale customer service representatives.

In addition, if a ULL Service disconnection order is received from a ~~wholesale customer~~ Wholesale Customer via Telstra's wholesale BSS layer and ULLCIS fails to submit the order into the OSS for any reason, the order will proceed down a manual path and be processed by Telstra's wholesale customer service representatives.

Where a disconnection order is processed manually by a wholesale customer service representative, the wholesale customer service representative enters the disconnection order data directly into Telstra's OSS (currently via an interface to the AXIS system comprising part of the OSS).

The ~~wholesale customer~~ Premises at which Telstra provides a wholesale ULL service to a Wholesale Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra, in which case, Telstra will generate a disconnection order and proceed with disconnection of the wholesale ULL service in accordance with section 8. If NBN Co notifies Telstra in the Daily Migration File that the voiceband part of the relevant Copper Path has been retained, then, if the Wholesale Customer for the wholesale ULL service has entered in an arrangement for Telstra to supply voiceband services under CRA167b, Telstra will not disconnect the wholesale ULL service. Instead, Telstra will notify the Wholesale Customer that NBN Co has completed its jumpering activities, and the remaining voiceband service will be supplied to the Wholesale Customer by Telstra in accordance with the terms of CRA 167b from the date of the NBN Co jumpering.

The Wholesale Customer can currently choose between a same day disconnection or a pending disconnection (**Customer Requested Date** or **CRD**). If the ~~wholesale customer~~Wholesale Customer chooses a pending disconnection, it currently means that the customer has elected for the disconnection to take place 5 business days after the order is placed. Telstra will set a Telstra Commitment Date (**TCD**) for disconnection for the purposes of the internal work flow orders that are passed to the OSS which is the same as the CRD.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (eg system failures or events beyond Telstra's reasonable control).

(b) Order validation

Telstra confirms its receipt of a ULL disconnection order to the relevant ~~wholesale customer~~Wholesale Customer via ULLCIS.

The only validation performed is to confirm whether the service for the ~~wholesale~~ ULL service number submitted by the ~~wholesale customer~~Wholesale Customer as part of its order is supplied to the submitting ~~wholesale customer~~Wholesale Customer and that the customer has either selected a same day (immediate) disconnection order or a pending disconnection order.

If the disconnection order is not valid, Telstra sends a rejection advice to the relevant ~~wholesale customer~~Wholesale Customer via ULLCIS.

(c) Order Modification

Same day ULL disconnection orders cannot be modified or withdrawn. Pending ULL disconnection orders can be withdrawn at any date prior to the TCD but cannot otherwise be modified.

Telstra will accept a pending ULL disconnection order withdrawal request via Telstra's ~~Wholesale~~wholesale BSS layer (which currently includes ULLCIS) at any time prior to the point at which the order passed from Telstra's ~~Wholesale~~wholesale BSS layer (which currently includes ULLCIS) to Telstra's OSS (currently via AXIS).

6.2 Order fulfilment

(a) Receiving orders in the OSS

Once a disconnection order is captured and validated it is passed to a system within the OSS (currently *AXIS*) which deconstructs and orchestrates the various order components, determining the network-related and other manual tasks required to complete the order. The various task components are then delivered to another system within the OSS (currently *NPAMS*), which performs automatic and manual network plant assignment tasks and confirms completion back to *AXIS*.

AXIS then delegates the tasks required to be completed at an exchange to a separate system (currently 'Service Order Manager Back End' (*SOMBE*)). *SOMBE* also deconstructs the order components further and initiates the systems responsible for creating manual work orders (currently *CONNECT*).

Telstra will recover the ULL jumper at the exchange at a time that is efficient for Telstra, this may be several days later than the TCD.

(b) Prioritising and Processing Orders

Once ULL disconnection orders enter the OSS, they are processed by the relevant systems based solely on the relevant TCD for disconnection.

Following completion of a ULL disconnection, Telstra will notify the relevant ~~wholesale customer~~ Wholesale Customer through its daily event file supplied through Telstra's eBill system (or through its monthly invoice in the exceptional circumstance that the ~~wholesale customer~~ Wholesale Customer does not use Telstra's eBill system).

6.3 Cessation of charging and Final Billing

(a) Cessation of Charging

Telstra will discontinue charging a ~~wholesale customer~~ Wholesale Customer on and from the date of disconnection of the wholesale ULL Service. If the date of disconnection (excluding any manual exchange work) is later than the TCD for disconnection for any reason charges will apply until the disconnection order completion is notified to the relevant wholesale billing system. However, Telstra's Wholesale Business Unit will apply business rules to manually credit the ~~wholesale customer~~ Wholesale Customer for the proportion of the ULL access charges reflecting the period between the date of disconnection and the TCD for disconnection (calculated on a pro rata basis). Telstra will calculate and pay this credit to ~~wholesale customers~~ Wholesale Customers on a quarterly basis.

(b) Final Billing

Telstra will finalise and submit any final Bill to the ~~wholesale customer~~ Wholesale Customer in accordance with the billing arrangements contractually agreed between Telstra and that customer.

7 Disconnection of a wholesale LSS.

7.1 Order capture (including records check and order modification)

(a) Order Capture

Telstra will accept a disconnection order for a LSS from a ~~wholesale customer~~ Wholesale Customer via Telstra's ~~Wholesale~~ wholesale BSS layer (which currently includes LinxOnline Ordering (**LOLO**) and the newer B2B-enabled LinxOnline Interaction Gateway (**LOLIG**)). Telstra's ~~Wholesale~~ wholesale BSS layer is highly automated and provides system to system level delivery of service orders into Telstra's OSS with capacity to handle high order volumes.¹⁵

Where a ~~whole customer~~ Wholesale Customer is unable to, or chooses not to, interface with LOLO or LOLIG), Telstra will accept a disconnection order for a LSS via Telstra's wholesale customer service representatives.

In addition, if a LSS disconnection order is received from a ~~wholesale customer~~ Wholesale Customer via Telstra's wholesale BSS layer and the LOLO or LOLIG interface otherwise fails to submit the order for any reason, the order will

¹⁵ Telstra has given enforceable commitments in relation to the service availability of those BSS systems available to Wholesale Customers to access LOLO and LOLIG, either through a B2B interface or the Wholesale Portal, in clause 12 of the Undertaking.

proceed down a manual path and be processed by Telstra's wholesale customer service representatives.

Where a disconnection order is processed manually by a wholesale customer service representative, the wholesale customer service representative enters the disconnection order data directly into Telstra's OSS (currently via an interface to the AXIS system comprising part of the OSS).

~~The wholesale customer~~ Premises at which Telstra provides a wholesale LSS service to a Wholesale Customer may be included as an FTTN-Connected Premises or FTTB-Connected Premises in a Daily Migration File provided by NBN Co to Telstra and that notification may inform Telstra that the voiceband part of the Copper Path has been retained, in which case, Telstra will generate a disconnection order and proceed with disconnection of the wholesale LSS service in accordance with section 8.

The Wholesale Customer can nominate the day and time (morning or afternoon) on which they would like the disconnection to take effect (**Customer Requested Date or CRD**).

Telstra's Wholesale Business Unit has set an additional business rule for their customers that limits the CRD up to a maximum of 30 calendar days after the disconnection order is received by Telstra.

Telstra will set a Telstra Commitment Date (**TCD**) for disconnection for the purposes of the internal work flow orders that are passed to the OSS which is the same as the CRD except in the following circumstances:

- if the CRD is before the expiry of the 3 day minimum lead time;
- if the CRD is a Sunday or a public holiday (based on service location);
- if the CRD is the date on which the disconnection order is received by Telstra and the order is received later than 5:00 pm (local time based on service location) on that day, unless the order is processed directly through the LOLO or LOLIG interface and the relevant exchange calendar is open at the time the order is created. Where an exchange calendar is open, it is open for both wholesale and retail disconnection orders; or
- if the CRD is before the end of any minimum disconnection notice period contractually agreed between Telstra and the customer.¹⁶

Where a ~~wholesale customer~~ Wholesale Customer nominates a CRD which Telstra is unable to meet, the ~~wholesale customer~~ Wholesale Customer is informed (either through Telstra's ~~Wholesale~~ wholesale BSS Layer or via Telstra's wholesale customer service representatives depending on how the ~~wholesale customer~~ Wholesale Customer placed the disconnection order) and prompted to nominate an alternative CRD. Telstra will not set a TCD for disconnection until the ~~wholesale customer~~ Wholesale Customer nominates an alternative CRD which Telstra can meet.

Telstra will process the disconnection order in accordance with the TCD for disconnection in all but exceptional circumstances (e.g. system failures or events beyond Telstra's reasonable control).

¹⁶ Some of Telstra's contractual arrangements with customers contain minimum notice periods for service cancellation. For example, "the customer may cancel a service under this agreement by giving Telstra 30 days' written notice".

(b) Order validation

For disconnections, the ~~wholesale customer~~ [Wholesale Customer](#) submits a FNN and a CRD for disconnection, and validation is required to establish whether the service for that FNN is owned by the submitting ~~wholesale customer~~ [Wholesale Customer](#), and the CRD is no more than 30 calendar days in the future.

(c) Order Modification

~~A wholesale customer~~ [A Wholesale Customer](#) can modify its wholesale LSS disconnection order at any time prior to the point at which the order completes in the OSS. Modifications may include withdrawing the disconnection order or changing the CRD for the order which, in accordance with the rules above, will translate to a new TCD for disconnection.

Telstra will accept a disconnection order modification request via Telstra's wholesale front of house (the Wholesale Service Centre). In the Wholesale Service Centre the order modification is handled by a customer service representative who will directly manually key the order modification into Telstra's OSS (currently via an interface to the AXIS system).

In addition, Telstra will accept a wholesale LSS disconnection modification from a ~~wholesale customer~~ [Wholesale Customer](#) via Telstra's ~~Wholesale~~ [wholesale](#) BSS layer (which currently includes LinxOnline Ordering (**LOLO**) and the newer B2B-enabled LinxOnline Interaction Gateway (**LOLIG**)).

~~A wholesale customer~~ [A Wholesale Customer](#) can modify its LSS disconnection order via LOLO or LOLIG at any date prior to the TCD.

7.2 Order fulfilment

(a) Receiving orders in the OSS

Once a disconnection order is captured it is passed to a system within the OSS (currently *AXIS*) which deconstructs and orchestrates the various order components, determining the network-related and other manual tasks required to complete the order. The various task components are then delivered to another system within the OSS (currently *NPAMS*), which performs automatic and manual network plant assignment tasks and confirms completion back to *AXIS*.

If any tasks are required to be completed at an exchange (eg jumper removal), *AXIS* delegates those tasks to a separate system (currently 'Service Order Manager Back End' (*SOMBE*)). *SOMBE* determines and manages those tasks necessary within an exchange. *SOMBE* also deconstructs the order components further and initiates the systems responsible for creating manual work orders (currently *CONNECT*).

(b) Prioritising and Processing Orders

Once wholesale LSS disconnection orders enter the OSS, they are processed by the relevant systems solely based on the relevant TCD for disconnection.

Following completion of a wholesale LSS disconnection, Telstra will notify the relevant ~~wholesale customer~~ [Wholesale Customer](#) through its daily event file supplied through Telstra's eBill system (or through its monthly invoice in the exceptional circumstance that the ~~wholesale customer~~ [Wholesale Customer](#) does not use Telstra's eBill system). This is the notification referred to in clause [12.2-12.2](#).

7.3 Cessation of charging and Final Billing

(a) Cessation of Charging

Telstra will discontinue charging a ~~wholesale customer~~ Wholesale Customer on and from the date of disconnection of the wholesale LSS. If the date of disconnection (excluding manual exchange work) is later than the TCD for disconnection for any reason charges will apply until the disconnection order completion is notified to the relevant wholesale billing system. However, Telstra's Wholesale Business Unit will apply business rules to manually credit the ~~wholesale customer~~ Wholesale Customer for the proportion of the wholesale LSS access charges reflecting the period between the date of disconnection and the TCD for disconnection (calculated on a pro rata basis). Telstra will calculate and pay this credit to ~~wholesale customers~~ Wholesale Customers on a quarterly basis.

(b) Final Billing

Telstra will finalise and submit any final Bill to the ~~wholesale customer~~ Wholesale Customer in accordance with the billing arrangements contractually agreed between Telstra and that customer.

8 Deemed Disconnection Orders for FTTB-Connected Premises or FTTN-Connected Premises.

(a) Notification by NBN Co

Where the Access Technology which NBN Co will use to make a Premises NBN Serviceable is either FTTB or FTTN, NBN Co may use existing Copper Network infrastructure over which Telstra supplies Copper Services to a Retail Customer or a Wholesale Customer at that Premises. Accordingly, clauses 9.1(vi) and 9.3(c) of the Migration Plan provide for the disconnection of the retail service or the Wholesale Service supplied over the relevant Copper Path that uses the same Copper Network Infrastructure (or where relevant the retail services or Wholesale Services provided over the non-voice-band part of the Copper Path) without the need for an order from the relevant Retail Customer or Wholesale Customer.

(b) Information received by Telstra and validation by Telstra

Telstra will receive information on each of the FTTN-Connected Premises and FTTB-Connected Premises in Daily Migration Files from NBN Co. Each of the FTTN-Connected Premises and FTTB-Connected Premises set out in the Daily Migration File¹⁷ received by Telstra from NBN Co will be validated by Telstra based on the NBN order type associated with those Premises (ie whether voiceband pass through or no voiceband pass through) and on the current status of the service (i.e. whether the service is still active, inactive or pending port out).¹⁸ NBN Co will also specify whether the voice-band on such Copper Paths has been jumpered back to the Telstra Network so as to allow voice services to continue to be provided by Telstra to the Retail Customer or Wholesale Customer.

¹⁷ For the purposes of this Schedule 1, "Daily Migration File" means the file of information provided by NBN Co to Telstra on a daily basis which includes information allowing the identification of the FTTN-Connected Premises and FTTB-Connected Premises at which NBN Co has completed jumpering work on Copper Lines or Copper Sub-loops connecting those Premises since the last Daily Migration File provided to Telstra or which were not included in previous Daily Migration Files.

(c) Generation of disconnection orders

Once the NBN Co Daily Migration File in respect of an FTTN-Connected Premises or an FTTB-Connected Premises is validated, Telstra will generate a disconnection order for the retail service(s) or the Wholesale Service(s) which are provided over the relevant Copper Path (or the non voiceband part of the Copper Path where NBN Co has notified Telstra that the voiceband remains connected to the Telstra Network). Telstra will not disconnect a ULL service supplied to an FTTN-Connected Premises or an FTTB-Connected Premises where the Daily Migration File provided to Telstra by NBN Co indicates that the NBN order type involves voiceband pass through provided that the Wholesale Customer has entered into an arrangement for Telstra to supply voiceband services under CRA167b (in which case the service will continue to be supplied subject to the limitation in CRA 167b that the non-voice-band part of the service will not be available as a result of the NBN Co jumpering). It should be noted that the retail provider of the voiceband service may separately decide to disconnect that service, if for example, their contract with the end user does not provide for the supply of a stand-alone voice service.

If, during the validation process for a Daily Migration File, Telstra identifies that there is an existing Retail Order or Wholesale Order in respect of an FTTN-Connected Premises or an FTTB-Connected Premises in that Daily Migration File, Telstra will:

- (i) where the relevant existing Order is or involves using a port order, not generate a disconnection order until the earliest of:
 - (A) the date the relevant existing Retail Order or Wholesale Order is withdrawn or otherwise resolved in accordance with Telstra's business as usual processes; or
 - (B) 5 Business Days after the date on which Telstra received the Daily Migration File from NBN Co in respect of that service; and
- (ii) where the relevant existing order is an order for disconnection, continue to process that order in accordance with Telstra's business as usual processes.

Once the existing Retail Order or Wholesale Order has been completed, withdrawn by the Telstra customer or otherwise resolved in accordance with Telstra's business as usual processes, Telstra will (if the relevant Copper Service remains connected) finalise the pending disconnection order associated with the Daily Migration File in accordance with the processes set out below. If the existing order is not completed, withdrawn or otherwise resolved at the time when Telstra is otherwise required to complete the disconnection of the relevant services under clause 15.1A or 15.1 of the Migration Plan (as applicable), Telstra will proceed to disconnect the relevant Copper Services in accordance with the processes set out in clause 15.1A or 15.1 of the Migration Plan (as applicable).

(d) Order fulfilment

The Telstra generated disconnection order flows into Telstra's OSS (currently via an interface to the AXIS system) and from the point the Telstra generated disconnection order enters the OSS, it follows the same order fulfilment and cessation of billing and final processes which apply to disconnection orders for the same type of service which are lodged by a Retail Customer or a Wholesale Customer, except that:

(i) if Telstra has received an LNP Request in respect of the relevant retail voice service or wholesale voice service being disconnected, Telstra will not disconnect that service until the earlier of:

(A) the date the LNP Request has been completed, withdrawn or otherwise resolved in accordance with Telstra's business as usual processes; or

(B) 5 Business Days after the date on which Telstra received the Daily Migration File applicable to that voice service,¹⁹

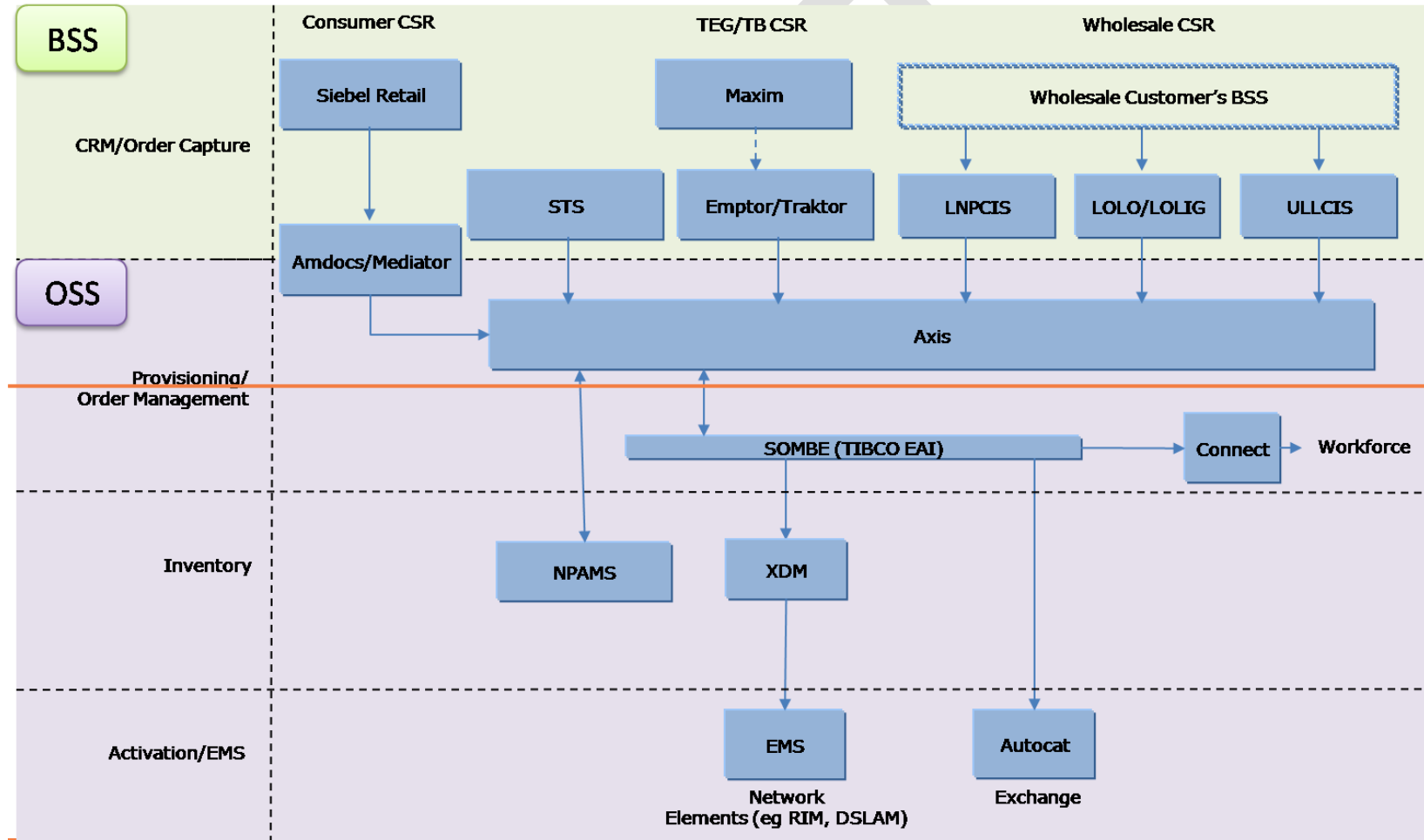
in accordance with the processes set out in paragraph 4.1 of this Schedule 1;

(ii) where a Wholesale Customer with a wholesale ULL Service has entered in an arrangement for Telstra to supply voiceband services under CRA167b and the Daily Migration File provided by NBN Co indicates that the NBN order type involves voiceband pass through, in which case the relevant Wholesale Customer will only be notified that the jumpering activity has occurred and Telstra will be treated as supplying the service in accordance with the terms of CRA167b from the date of the jumpering by NBN Co.

¹⁹ "Daily Migration File" has the meaning given to that term in section 8(b).

The following is an illustrative representation of the current IT systems used by Telstra for the processes described in this document. This diagram is provided for illustrative purposes only and should not be used as a basis for interpreting, construing or extrapolating the intended meaning of any statement in this document.

Current State for Copper Network IT Systems



Current State for Copper Network IT Systems

Current State for Copper Network IT Systems

