



Telstra Customer Access Network Record Keeping Rules

Competition and Consumer Act 2010

The AUSTRALIAN COMPETITION AND CONSUMER COMMISSION amends these Rules under subsection 151BU(1) of the *Competition and Consumer Act 2010* as set out in the attachment.

These amendments will commence on the day that Schedules 2 and 3 of *the Telstra Corporation and Other Legislation Amendment Act 2021* come into effect

Dated 21st December 2022

A handwritten signature in blue ink that reads 'Anna Brakey'. The signature is written in a cursive style. Below the signature is a horizontal dotted line.

Commissioner
Australian Competition and Consumer Commission

OFFICIAL

**Telstra Customer Access Network
Record Keeping and Reporting Rules**

Section 151BU of the Competition and Consumer Act 2010

Australian Competition and Consumer Commission

TITLE

- 1) These rules made by the Australian Competition and Consumer Commission pursuant to section 151BU of the *Competition and Consumer Act 2010* may be referred to as the Telstra Customer Access Network Record Keeping and Reporting Rules.

COMMENCEMENT

- 2) These Rules shall take effect on the day that Schedules 2 and 3 of the *Telstra Corporation and Other Legislation Amendment Act 2021* come into effect
- 3) These Rules replace the Telstra Customer Access Network Record Keeping and Reporting Rules made on 1 September 2007.
- 4) For avoidance of doubt, these Rules will apply to the reporting for the reporting period ending immediately after the commencement date and all subsequent reporting periods.

INTERPRETATION

- 5) The following terms have the meanings set out in this clause.

'Access Seeker' has the same meaning as in section 152AG of the *Competition and Consumer Act 2010*.

'Commission' means the Australian Competition and Consumer Commission.

'DSL Service' means digital subscriber line service and refers to a carriage service for the provision of DSL services along a metallic line using access technology which allows the transmission of data from a modem at an End User's premises to an exchange and using the non-voice spectrum of the communications wire.

'DSLAM' refers to a digital subscriber line access multiplexer used to provide DSL Services.

'End User' means consumers of communications carriage services and other services supplied using communications carriage services, rather than the suppliers of these services.

'ESA' refers to an exchange serving area which is the area served from a traditional local exchange building in accordance with Australian Communications Industry Forum Limited definition C559:2005 Part 1.

'ESA Code' refers to Telstra's unique code for identifying an exchange serving area.

'LSS' means line sharing service as defined by the Commission and maintained on the register of declared services under section 152AQ of the *Competition and Consumer Act 2010* and as varied from time to time.

OFFICIAL

'PSTN' means public switched telephone network and is a telephone network accessible by the public providing switching and transmission facilities utilising analogue and digital technologies.

'Reporting Date' means the last day of a calendar quarter, i.e. 31 March, 30 June, 30 September, 31 December.

'Service in Operation' refers to an active telecommunications service between Telstra and an End User.

'ULLS' means unconditioned local loop service as defined by the Commission and maintained on the register of declared services under section 152AQ of the *Competition and Consumer Act 2010* and as varied from time to time.

'Voice Service' is a service provided by use of a PSTN using a Telstra PSTN switch by means of the 3.1 kilohertz frequency spectrum of a metallic line.

APPLICATION

- 6) These Rules apply to Telstra Limited (ACN 086 174 781) (**Telstra**).

RECORD KEEPING RULES

7) For each ESA Telstra must keep an electronic record containing the following information:

7.1 the name of the exchange;

7.2 the state in which the exchange is located;

7.3 the ESA Code;

7.4 the ULLS banding of the exchange;

7.5 the name of Access Seekers being provided with the ULLS or LSS in that ESA;

7.6 the total number of Telstra Services in Operation being served by Telstra equipment in the following categories:

(a) the number of voice only Services in Operation being the total number of Telstra retail and wholesale Voice Services in Operation where the End User takes only voice provided by a Telstra PSTN switch and no DSL Service is provided on that line by any carrier.

(b) the number of DSL only Services in Operation being the total number of Telstra retail and wholesale digital subscriber line services in operation where the End User only takes DSL provided by a Telstra DSLAM and no Voice Service is provided on that line by any carrier.

(c) the number of voice and DSL bundle Services in Operation being the total number of Telstra retail and wholesale DSL and Voice Services provided as part of the same Service in Operation where the End User takes both voice provided by a Telstra PSTN switch and DSL provided by a Telstra DSLAM.

7.7 the number of ULLS being used by each Access Seeker; and

7.8 the number of LSS being used by each Access Seeker.

For the sake of clarity, in relation to each active LSS, Telstra must record the corresponding Voice Service against the number in 5.6(a) ie voice only where that Service in Operation is provided using a Telstra PSTN switch.

REPORTING REQUIREMENTS

- 8) For each consecutive calendar quarter, Telstra must provide the Commission with a report containing the information required in Rule 5 of these Rules as at the Reporting Date.
- 9) Attachment A provides Operational Guidelines which set out how Telstra will provide the information required in these Rules.
- 10) In the event of any discrepancy between the Operational Guidelines and these Rules, then the Rules shall prevail.
- 11) Telstra shall notify the Commission of changes in its operations which affect the Operational Guidelines.
 - a) Such notice should be in writing addressed to the Group General Manager of the Commission's Communications Group.
 - b) The Commission, through its Group General Manager of Communications or otherwise, may amend the Operational Guidelines to take into account any such changes in Telstra's operation.
 - c) The Commission shall provide Telstra with notice of any changes made pursuant to 9 b) above.
- 12) A report under Rule 6 must be provided to the Commission:
 - a) within 28 business days of the Reporting Date;
 - b) prepared and submitted electronically in Microsoft Excel in the format prescribed by the Commission and annexed at Attachment B.
 - c) by email addressed to: RKRinbox@acc.gov.au; and
 - d) by CD-ROM either:
 - by post:
 - to the attention of:
 - Group General Manager
 - Communications Group
 - ACCC
 - PO Box 520
 - Melbourne 3001 Victoria;
 - or
 - by hand delivery:
 - to the attention of:
 - Group General Manager, Communications Group
 - ACCC
 - 360 Elizabeth Street
 - Melbourne.

OFFICIAL

13) The format referred to in 10 b) may be amended by the Group General Manager of the Communications Group from time to time.

14) The Commission shall provide Telstra with notice of any such amendment.

Attachment A

Item	Operational Guidelines
ULLS Access Seeker	The number of ULLS SIOs is obtained from NPAMS. The acquirer is identified based on the relevant designation on the interconnect cable. Only C Status, or connected ports are recorded. Ports waiting connections or waiting disconnection are not included.
LSS Access Seeker	The number of LSS SIOs is obtained from NPAMS. The acquirer is identified based on the relevant designation on the interconnect cable. Only C Status, or connected ports are recorded. Ports waiting connections or waiting disconnection are not included.
Total voice only SIOs	<p>The number of POTS SIOs is obtained from NPAMS (with suitable post-processing to ensure no additional xDSL services are included). Only C Status, or connected ports are recorded. Ports waiting connections or waiting disconnection are not included.</p> <p>The post processing of the raw NPAMS-extracted data is in two parts. First, NPAMS records total POTS ports, as well as ADSL ports and LSS ports. To calculate voice-only ports, Telstra subtracts the number of ADSL ports and LSS ports from the number of total POTS ports. Further processing is required to ensure that the number of ADSL ports is correct. In some cases, an ADSL service might be cancelled by a user, however Telstra will keep the port connected. These ports are subtracted from total ADSL services connected, as they are not an in-use service.</p>
Total DSL only SIOs	The number of xDSL services without a POTS service is obtained from the management system of Telstra's DSLAMs. The figure refers to SHDSL and HDSL services only delivered using Unimux and Adtran equipment. Only C Status, or connected ports are recorded. Ports waiting connections or waiting disconnection are not included.
Total voice and DSL SIOs	xDSL where the xDSL service includes an underlying POTS service - obtained from NPAMS where there is an xDSL port in C status. Ports waiting connections or waiting disconnection are not included.

'C status' refers to a connected, working port.

'HDSL' refers to high bit rate DSL

'NPAMS' refers to Telstra's Network Plant Assignment and Management System

'POTS' means plain old telephone service.

'SHDSL' refers to symmetric high speed DSL

'xDSL' refers to digital subscriber line services (eg ADSL= Asymmetric DSL,

VDSL = Very high speed bit rate DSL etc).

OFFICIAL

Attachment B

						ESA Code
						ESA NAME
						STATE
						ULL Band
						SIO POTS ONLY
						SIO (POTS+ xDSL)
						Telstra xDSL no POTS
						ULL :... <i>insert name of access seeker</i>
						ULL - <i>insert additional columns as required</i>
						LSS - <i>insert name of access seeker</i>
						LSS - <i>insert additional columns as required</i>
						TOTAL ULLS
						TOTAL LSS