

25 June 2020

William Shrubbs
Australian Competition and Consumer Commission
Level 20, 175 Pitt Street
Sydney NSW 2000

Dear William,

ACCC - NBN Co et al - request for information on conduct under interim authorisation

I refer to the ACCC's letter of 12 June 2020 and the conditional interim authorisation granted to NBN Co and members of the Special Working Group (SWG), which includes Vocus, to co-ordinate the management of our response to the COVID-19 pandemic.

I confirm that Vocus has participated in weekly meetings of the SWG since April 2020.

Conduct outside the SWG meetings

Vocus has not engaged in any material activities outside of the SWG meetings with other retail service providers under the interim authorisation.

Vocus has engaged in activities as part of the normal customer and supplier relationship while managing our response to the COVID-19 pandemic to ensure continuity of service for our customers.

For example:

- discussing with NBN account managers operational matters such as the process on held appointments, in cases where customers had been identified potentially as a COVID-risk;
- discussing order volumes with NBN for the purpose of migration bookings and system capacity,
- discussing backhaul orders with Telstra,
- discussing voice capacity issues with Telstra and Optus,
- discussing transit capacity issues with Optus.

Future conduct outside the SWG meetings

Vocus does not anticipate engaging in any conduct under the interim authorisation, in future, outside of the SWG meetings.

Vocus does not object to other retail service providers being permitted to join the SWG and attend any future meetings.

Yours sincerely,

Leanne O'Donnell
GM Regulatory Affairs
Vocus

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