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This Required Measure 5(B) sets out the disconnection process which applies to the Wholesale Access Service Family CustomNet Spectrum and Retail Access Service Family CustomNet Spectrum and all SS Classes in those Access Service Families and Special Service Inputs that are Service Equivalent to those SS Classes (Covered Access Service Families).

In this Required Measure 5(B), Direct Special Services for the Wholesale and Retail CustomNet Spectrum (P), (N) and (B) SS Classes in a Covered Access Service Family and Special Service Inputs that are Service Equivalent to those SS Classes (which do not IDOO ZLWKLQ DQ H[FHVLWRQ VHWCRVW SSClasses DUH UHIHUHG

In accordance with clause 22.1 of the Plan, the Disconnection Date for the Covered Special Services in the Covered SS Classes is 29 April 2019, the Disconnection Date for remaining services in the Covered SS Classes will be the subsequent Disconnection Dates for the respective Rollout Regions, and the Disconnection Date for all remaining Special Services and Special Services Inputs in the Covered Access Service Families is 31 January 2020 (Final Sunset Exit Date). The Final Sunset Exit Date for the Covered Access Service Families has been triggered by Telstra announcing a product exit. Telstra intends that the product exit will occur in line with the NBN fixed network rollout until the Final Sunset Exit Date occurs. The key phases of the product exit in the lead up to the Final Sunset Exit Date are:

- (a) there has been a cease sale in place on and from 25 January 2008 for Wholesale Customers who are new customers (who did not acquire any CustomNet services from Telstra as at 25 January 2008);
- (b) there has been a cease sale in place since 14 July 2016 for Retail Customers who are new customers (who did not acquire any CustomNet services from Telstra as at 14 July 2016);
- (c) there has been a cease sale in place on and from 15 October 2018 for both existing Wholesale Customers and Retail Customers (who already acquired CustomNet Services from Telstra);
- (d) existing Wholesale Customers and Retail Customers have not been able to make any moves, adds or changes to Services in a Covered Access Service Family on and from 15 October 2018;
- (e) Covered SS Classes supplied to Premises in Rollout Regions that have reached their Disconnection Date on or before 29 April 2019 will be disconnected from 29 April 2019 (Special Services Disconnection Date). Direct Special Services and Special Service Inputs that are Service Equivalent in Covered SS Classes supplied to Premises within a Rollout Region with a Disconnection Date on or before the Special Services Disconnection Date (which do not fall within one of the exceptions VHW RXW EHZ D Covered Special Services R; DV ³
- (f) Covered SS Classes supplied to Premises in Rollout Regions with a Disconnection Date for the Rollout Region which falls on a date after the Special Services

Disconnection Date and prior to the Final Sunset Exit Date will be disconnected from the Disconnection Date for the relevant Rollout Region; and

- (g) all remaining Services in the Covered Access Service Families that remain active at the Final Sunset Exit Date will be disconnected from the Final Sunset Exit Date.

Except where

introduced a new Access Technology which is yet to be added to the Plan in accordance with clause 22.16 of the Plan.

The disconnection arrangements set out in clause 11 of this Required Measure 5(B) apply to any Services within the Covered Access Service Families which remain active on the Final Sunset Exit Date.

2.3 Application of this Required Measure 5(B) to MDU Common Areas

- (a) Notwithstanding clause 1.4 of the Plan, Direct Special Services and Special Service Inputs of a Covered SS Class that terminate at an MDU Common Area, will be disconnected in accordance with the disconnection arrangements in clause 11 of this Required Measure.

2.4 Application of this Required Measure 5(B) is dependent on data from NBN Co and may be subject to change

- (a) Subject to clause 3.2 and the Final Sunset Exit Date, the application of the Disconnection Processes in this Required Measure 5(B) to a particular Premises within a Rollout Region is based on the most current information Telstra has received from NBN Co about the underlying Access Technology NBN Co has used or proposes to use to make an individual Premises NBN Serviceable at the time a relevant assessment under this Required Measure is made. The application of this Required Measure 5(B) to a particular Premises may subsequently change as Telstra receives further information from NBN Co, for example if the Premises becomes a Changed Technology SS Premises or Delayed Notification SS Premises.

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3.1 Disconnection Date for each Covered SS Class

- (a) The Disconnection Date for each Covered Special Service is the Special Services Disconnection Date set out in clause 1(e) of this Required Measure 5(B).
- (b) ~~Subject~~ to clauses 3.1(c) and (d) of this Required Measure 5(B), as part of this product exit, in accordance with clauses 22.8 and 22.9 of the Plan if a Direct Special Service or Special Service Input in a Covered SS Class chApp

(d) Subject to clause 3.2, w

- (c) Telstra will provide the CustomNet Services Lists irrespective of whether or not Telstra has already provided any earlier notification of disconnection to that Wholesale Customer.
- (d) The CustomNet Services List updated 1 month prior to the Final Sunset Exit Date LV D O V R N Q F Z Q CustomNet Services List

6.2 Dispute process - CustomNet Services Lists

- (a) A Wholesale Customer may notify Telstra of any Service on a CustomNet Services List which the Wholesale Customer considers should not be subject to disconnection in accordance with the processes for raising complaints and disputes outlined in its supply agreement with Telstra.
- (a) The Wholesale Customer may not raise a dispute in respect of Services on a CustomNet Services List on the basis of any concern as to whether or not a relevant Premises is passed or NBN Serviceable.
- (b) Telstra will respond to any dispute notified to it by a Wholesale Customer under clause 6.1(a) in accordance with the processes outlined in the relevant supply agreement.
- (c) If the parties have failed to resolve a dispute as to whether a Service is in a Covered Access Service Family by the date which is 15 Business Days before the Final Sunset Exit Date, then Telstra is permitted to treat the Service in a Covered Access Service Family and disconnect that Service.

Communication with Wholesale Customers prior to the Special Services Disconnection Date

6.3 6 Month SS Disconnection List notified to Wholesale Customers

- (a) Where Telstra continues to supply a Covered Special Service to a Wholesale Customer 6 months before the Special Services Disconnection Date, Telstra will notify that Wholesale Customer of those relevant Services which Telstra expects to be subject to disconnection during the SS Principal Disconnection Window (6 Month SS Disconnection List), whether or not Telstra had already provided earlier notification of disconnection to that Wholesale Customer.
- (b) Notification of the 6 Month SS Disconnection List to Wholesale Customers will occur no later than when the equivalent information is made available to Retail Business Units and Telstra will notify Wholesale Customers via the Wholesale Customer Portal.

6.4 Further SS Disconnection

(c)

- (iii) the Service acquired by the Wholesale Customer is supplied to a Premises that was notified to Telstra as a Changed Technology SS Premises.

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7.1 SS Final Disconnection List

- (a) As soon as Telstra is notified by NBN Co of Premises:
 - (i) that do not form part of the final Fixed Footprint List; or
 - (ii) that are SS In-Train Order Premises for a Covered SS Class,Telstra will update its database accordingly.
- (b) Telstra Operations will create a list specifying all the Direct Special Services and Special Service Inputs in a Covered SS Class that remain active at Premises in the final Fixed Footprint List, as understood by Telstra as at the date that is 1 month before the Special Services Disconnection Date (the SS Premises Address List).
- (c) Following creation, the SS Premises Address List will have the following Premises and Copper Services removed:
 - (i) Direct Special Services and Special Service Inputs within Covered SS Classes supplied to Premises located in Rollout Regions for which a Rollout Disconnection Date will not occur on or before the Special Services Disconnection Date;
 - (ii) any Direct Special Services and Special Service Inputs in a Covered SS Class which are supplied to Premises that have become Changed Technology SS Premises or Delayed Notification SS Premises during the period from 6 months prior to the Rollout Region Disconnection Date up to that Disconnection Date that qualify for an extension of disconnection under clause 22.13 or clause 22.13A of the Plan;
 - (iii) any Copper Services supplied to Affected Premises in the Rollout Region on the Disconnection Date for the SS Class but only to the extent that Telstra is prevented by law from ceasing the provision of those Copper Services to that Affected Premises and disconnecting the Premises;

and will be the SS Final Disconnection List for the Covered SS Class(es).

- (d) For clarity, MDU Common Areas will not be included in that SS Final Disconnection List provided that Telstra has been notified by NBN Co that a relevant Premises is an MDU Common Area.
- (e) For clarity, any Covered Special Services supplied to Premises notified to Telstra by NBN Co as being an SS In-Train Order Premises will remain on the SS Final Disconnection List.

7.2 Final Notification for Wholesale Customers before the Special Services Disconnection Date

- (a) Telstra Wholesale will notify Wholesale Customers of any Wholesale Services supplied at Premises on the SS Final Disconnection List that are to be

occur no later than when the equivalent information is made available to Retail Business Units; and

- (ii) any additional Covered Special Services which Telstra has identified as being supplied to Deemed SS ITOP as at the Special Services Disconnection Date as soon as reasonably practicable after the Special Services Disconnection Date.

NBN Customer that they have made that Attempted NBN Connection Order and that Attempted NBN Connection Order has not resulted in a commercial wholesale NBN Service having commenced being supplied by NBN Co to the Premises (and has not been cancelled or revoked) as at the First SS In-Train Order Identification Date or the Second SS In-Train Order Identification Date (and in the case of a NBN Subsequent Order, irrespective of whether and when the Premises became NBN Connected prior to that date); or

- (d) the Premises becomes NBN Connected within the SS ITO Period applicable for that SS Class, irrespective of the date on which NBN Co received the NBN Initial Connection Order; or
- (e) one or more NBN Subsequent Orders for that Premises have been connected by NBN Co within the SS ITO Period applicable for that Covered SS Class, irrespective of whether and when that Premises became NBN Connected or the date NBN Co received the NBN Initial Connection order; or
- (f) a Premises in a Covered SS Class is otherwise determined to be a SS In-Train Order Premises in accordance with the Definitive Agreements.

7A.3 Disconnection of SS In -Train Order Premises and Deemed SS ITOPs following the Special Services Disconnection Date

Subject to clause 3.2 of this Required Measure 5(B), for each Covered Special Service supplied to an SS In-Train Order Premises which is notified to Telstra by NBN Co under and in accordance with the Definitive Agreements or to a Deemed SS ITOP as at the Special Services Disconnection Date:

- (a) that Covered Special Service will not be disconnected by Telstra during the SS Principal Disconnection Window, unless a disconnection order is placed by the customer of the Telstra Wholesale Business Unit or Retail Business Unit;
- (b) unless Telstra receives a disconnection order under sub-clause (a), Telstra may continue to provide that Covered Special Service that Telstra provided to that SS In-Train Order Premises or Deemed SS ITOP (as applicable) as at the Special Services Disconnection Date up until the date by which Telstra must disconnect that Covered Special Service under sub-clause (c); and
- (c) Telstra must complete permanent disconnection for each Covered Special Service which is the subject of sub-clause (b) by the date which is the earlier of as soon as reasonably practicable after the date that is 170 Business Days after the Special Services Disconnection Date for the relevant Covered SS Class and the Final Sunset Exit Date.

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8.1 Disconnection arrangements

- (a) Telstra will:
 - (i) subject to clause 9.1(d), disconnect all Covered Special Services that are required to be disconnected as set out in the SS Updated Final Disconnection List during the SS Principal Disconnection Window;

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(ii)

(iv)

- (i) subject to clauses 3.2 and 11, Telstra may continue to supply the Direct Special Service or Special Service Input to the Delayed Notification SS Premises in accordance with clause 22.13A of the Plan; and
 - (ii) Telstra will disconnect the Direct Special Service or Special Service Input applying the disconnection processes and communications regarding disconnection in clauses 6 and 10 of this Required Measure 5(B) and, where clauses 22.13A(a)(i), 22.13A(a)(ii)(B) or 22.13A(b) of the Plan apply, the processes and communications regarding disconnection in clauses 6 to 9 of this Required Measure 5(B) will be applied as modified by clause 10.3A(b) of this Required Measure 5(B).
- (b) In disconnecting Direct Special Services or Special Service Inputs in a Covered Class supplied to the Delayed Notification SS Premises in accordance with clause 10.3A(a), Telstra will:
- (i) notify Wholesale Customers of those Direct Special Services or Special Service Inputs which Telstra expects to be subject to disconnection following the Delayed Notice Extension Date on the 6 Month SS Disconnection List;
 - (ii) continue to notify Wholesale Customers of disconnection on each Further SS Disconnection List and CustomNet Services List in accordance with the arrangements described in clause 6;
 - (iii) allow a Wholesale Customer to notify Telstra of any Direct Special Service or Special Service Input supplied to a Delayed Notification SS Premises included in a Further SS Disconnection List in accordance with clause 6.5(a);
 - (iv) disconnect all Direct Special Services or Special Service Inputs supplied to a Delayed Notification SS Premises that are required to be disconnected as set out in the SS Final Disconnection List during the earlier of the Technology Extension Disconnection Window and as part of a Final Sunset Exit; and
 - (v) for the purposes of this clause 10.3A(b):
 - (A) references in clauses 6, 7, 8 and 9 (as applicable) to the Special Services Disconnection Date are to be read as though it is a reference to the Delayed Notice Extension Date and references to the SS Principal Disconnection Window are to be read as though it is a reference to the Technology Extension Disconnection Window;
 - (B) references in clause 9 to the SS Service Disconnection Phase refer to the period on and from the date that is 10 Business Days after the Delayed Notice Extension Date up to and including the date that is 20 Business Days after the Delayed Notice Extension Date;
 - (C) clauses 7.1(c)(ii) and 7.3(b)

10.4 Disconnection of Added Premises

- (a) Subject to clauses 3.2 and 11, Added Premises to which a Service in a Covered SS Class

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Order Description	Service Restriction application during the No MACs Period
Apply exchange based barring and suspension	

Order and service remediation,

These order types will not be blocked during the No MACs Period for both Wholesale and Retail customers. Note that our business-as-usual timeframes will apply to the processing of any orders received during the No MACs Period. In the event the order is received and not completed prior to the Special Services Disconnection Date, the service will be disconnected as per the disconnection requirements.

