
Required Measure 5(E) Disconnection Process for Special Services

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(Final Sunset Exit).

When Telstra sets the date for the Final Sunset Exit (Final Exit Date) Telstra will provide affected Wholesale Customers with not less than 18 months prior notice of the Final Exit Date (unless Telstra agrees a shorter notice period with a Wholesale Customer).

While Telstra has not yet announced the Final Exit Date, it currently anticipates that the Final Exit Date will occur during 2022.

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On and from 30 November 2018 Telstra will not supply any new Direct Special Services or Special Service Inputs in the Covered SS Classes to customers. For Direct Special Services or Special Services Inputs to be supplied to Premises in a Rollout Region with a Disconnection Date on or before the Special Services Disconnection Date.

In a Rollout Region with a Disconnection Date after the Special Services Disconnection Date, Telstra will not supply any new Direct Special Services or Special Service Inputs in a Covered SS Class after the Cease Sale Commencement Date (i.e. cease sale applies from the ordinary Cease Sale Commencement Date for the Rollout Region).

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arrangements for other Direct Special Services and Special Service Inputs in the Covered Access Service Family once these have been determined.

Period after which no moves or changes can be made

5.1 No moves or changes for Covered Special Services

Subject to clause 5.1(c) of this Required Measure 5(E) Telstra will apply a period during which no moves or changes can be made to Covered Special Services on and from the date that is 20 Business Days before the Special Services Disconnection Date for the SS Class until the date that the Covered Special Service is required to be disconnected during the SS Principal Disconnection Window (**No Changes Period**).

If a Premises is a Changed Technology SS Premises or a Delayed Notification SS Premises, in accordance with clause 22.15 of the Plan, any No Changes Period which applied to the previous Disconnection Date will be lifted and the extended date for disconnection under the Plan will be treated as the relevant Disconnection Date for the purposes of applying a No Changes Period or Order Stability Period, as applicable.

If the Premises is an SS In-Train Order Premises or a Deemed SS ITOP, Telstra will apply the SS Order Stability Period until a date no later than the latest date after the

Special Services Disconnection Date for the SS Class specified in clause 7A.3(c) of this Required Measure 5(E) as the date by which Telstra will permanently disconnect Covered Special Services which are the subject of clause 7A.3(b) of this Required Measure 5(E).

5.2 Exceptions to the no moves or changes period

During the No Changes Period for the Covered Special Services, Telstra will not process any

6.3 Dispute process

Within 20 Business Days of Telstra providing a Wholesale Customer with a 6 Month SS Disconnection List, the Wholesale Customer may notify Telstra of any Premises or Services on the 6 Month SS Disconnection List which the Wholesale Customer considers should not be subject to Managed Disconnection during the SS Principal Disconnection Window due to:

- (i) a data error in respect of the service information associated with a Premises on the 6 Month SS Disconnection List;
 - (ii) the Service acquired by the Wholesale Customer being a Double Ended Special Service where the Disconnection Date for the SS Class is not the later of the dates on which Telstra is required to disconnect the A
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If the Special Service or Special Service Input is in a Covered SS Class in a Rollout Region which has a Disconnection Date which is after the Disconnection Date for the SS Class, then the dispute process set out in clause 3.2 of Required Measure 2 will apply, except that a Wholesale Customer may only raise a dispute in respect of a Premises on the Preliminary Disconnection List in accordance with clause 3.2(a)(i) and (ii) of Required Measure 2 if:

(i) the Wholesale Customer has previously certified that services which it supplied at the relevant Premises are Special Service Inputs that are not in a Covered SS Class;

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Telstra Operations will produce a list of SS In-Train Order Premises (**SS In-Train Order List**) as soon as reasonably practicable, and in any event within 15 Business Days of the date which is 2 months before the Special Services Disconnection Date.

Telstra will notify Wholesale Customer of the SS In-Train Order List as soon as reasonably practicable after it is produced by Telstra Operations and, in any event, notification to Wholesale Customers will occur no later than when the equivalent information is made available to Retail Business Units.

Notification to Wholesale Customers will be provided via the Wholesale Customer Portal.

6.6 Notification of disconnection to Wholesale Customers where the Disconnection Date for the Rollout Region is after the Special Services Disconnection Date

Subject to clauses 10.3 and 10.3A of this Required Measure 5(E), Where the Disconnection Date for a Rollout Region is after the relevant Special Services Disconnection Date for a Covered SS Class but before the Final Exit Date, Telstra will notify Wholesale Customers of those relevant Services which Telstra expects to be subject to disconnection in accordance with the communication process set out in

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- (ii) Double Ended Special Services, for which disconnection is not yet required in accordance with the disconnection arrangements under the Plan;
- (iii) 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; and
- (iv) 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

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Telstra Operations will, as soon as reasonably practicable, and in any event within 10 Business Days of the Special Services Disconnection Date, update the SS Premises Address List to create the SS Updated Final Disconnection List.

For the purposes of clause 7.3(a), the SS Updated Final Disconnection List is created by removing the following from the SS Premises Address List:

(i) any Covered Specials Services supplied to a SS In-Train Order Premises identified by NBN Co on the First SS In-Train Order Identification Date and noti

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- (i) has been received by NBN Co as at; and
- (ii) 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 an NBN Subsequent Order, irrespective of whether and when the Premises became NBN Connected prior to that date); or

in respect of that Premises:

- (i) NBN Co has identified that a Special Service or Special Service Input in that Covered SS Class supplied to that Premises is to be replaced by an NBN Service that is the subject of an NBN Initial Connection Order or NBN Subsequent Order for the provision to an NBN Customer of an NBN Service to a second Premises that it is located within the same MDU as the first Premises or is otherwise adjacent or nearby the first Premises; and
- (ii) the NBN Initial Connection Order or NBN Subsequent Order for the second Premises has not resulted in a commercial wholesale NBN Service having commenced being supplied by NBN Co to the second 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

an Attempted NBN Connection Order for the provision of an NBN Service to that Premises has been made and NBN Co has received notification from the relevant

a Deemed SS ITOP as at the Special Services Disconnection Date for the applicable Covered SS Class for that Covered Special Service:

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;

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 for that Covered SS Class up until the date by which Telstra must disconnect that Covered Special Service under sub-clause (c); and

Telstra must complete permanent disconnection for each Covered Special Service which is the subject of sub-clause (b) by the date which is as soon as reasonably practicable after the date that is 170 Business Days after the Special S

- (i) subject to clause 9.1(d), 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; and
- (ii) all other Direct Special Services and Special Service Inputs in a Covered Class in accordance with the specific disconnection arrangements set out in clause 10 of this Required Measure 5(E); and

Disconnections during the SS Principal Disconnection Window will occur in two stages:

- (i) service disconnection; followed by,
- (ii) permanent disconnection.

The process involved in each stage is described in clauses 9.2 and 9.4.

Any Covered Special Service supplied to a Deemed SS ITOP as at the Special Services Disconnection Date for the applicable Covered SS Class which is listed on the SS Updated Final Disconnection List will be permanently disconnected in accordance with clause 7A.3. For clarity, clause 9.2 and 9.4 of this Required Measure 5(E) do not apply to these Covered Special Services.

9.2 Service disconnection

Upon receiving the SS Updated Final Disconnection List from Telstra Operations, Telstra will commence the disconnection of all services on that list supplied to a Wholesale Customer on the date that is 15 Business Day after the Special Services Disconnection Date and where practicable, complete disconnection of these services by the date that is 25 Business Days after the Special Services Disconnection Date (**SS Service Disconnection Phase**).

Telstra Wholesale carries out the SS Service Disconnection Phase in order to prepare all relevant Covered Special Services that appear on the SS Updated Final Disconnection List for permanent disconnection, for example by:

- (i)
- (ii) carrying out all required steps to disconnect the Copper Services

(iii) monitoring and managing any errors occurring during the first two
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(ii) Telstra may continue to provide each relevant Direct Special Service or Special Service Input which is in that Covered SS Class which it supplied to that In-Train Order Premises as at the Disconnection Date for that Rollout Region up until the date by which Telstra

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before the Disconnection Date for the Rollout Region in which that Premises is located and Telstra is supplying a Direct Special Service or Special Service Input to that

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that is 20 Business Days after the Changed Technology Extension Date;

clauses 7.1(c)(iii) and 7.3 of this Required Measure 5(E) do not apply so Direct Special Services or Special Service Inputs supplied to a Changed Technology SS Premises that are required to be disconnected during the Technology Extension Disconnection Window will be included on the SS Final Disconnection List; and

the Technology Extension Disconnection Window refers to the period on and from 1 Business Day after the Changed Technology Extension Date, as applicable, up to and including the date that is 55 Business Days after the Changed Technology Extension Date.

If Telstra is notified of a change in the Access Technology used or proposed to be used to make a Premises NBN Serviceable on and from the date that is 6 months before the Disconnection Date for the Rollout Region and Telstra is supplying a Direct Special Service or Special Service Input in a Covered SS Class to that

Technology, no longer forms part of a Covered SS Class, then:

- (i) Telstra may continue to supply the Service to the Changed Technology SS Premises in accordance with clause 22.13 of the Plan; and
- (ii) If Telstra is required to disconnect the Direct Special Service or Special Service Input, the disconnection processes and communications regarding disconnection in a Required Measure 5 specific to that SS Class will apply to the Service.

10.3A Disconnection of Special Services supplied to Delayed Notification SS Premises

If Telstra is notified by NBN Co for the first time of the Access Technology it has used or proposes to use to make the Premises NBN Serviceable on and from the date that is 6 months before the Disconnection Date for the Rollout Region in which that Premises is located and Telstra is supplying a Direct Special Service or Special Service Input to the Delayed Notification SS Premises at the date of that notification and it becomes part of a Covered SS Class, then:

- (i) 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 the Services
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Attachment A Excluded SS Order Types

Order Description	Service Restriction application during the No Changes Period
Apply exchange based barring and suspension	
Order and service remediation, reversals, reconnections for error or credit management purposes Any remediation needed to provide service continuity during the No Changes Period. For example, where it becomes evident an error was made in provisioning, where a service is incorrectly ported out causing a service disconnection which then needs to be restored, credit management	

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