

On 19 March 2020, we advised a precautionary moratorium on managed disconnection activities under the Migration Plan had been implemented with immediate effect due to the impacts of COVID-19 and was scheduled to apply until 30 June 2020. Today we are providing you with details of our proposal to recommence managed disconnections following the conclusion of this moratorium.

We are releasing this proposal to allow RSPs adequate time to take steps prior to the moratorium being lifted, including developing contact strategies for their impacted end-customers. We note that the ability to lift this moratorium from 1 July 2020 as planned is subject to an ongoing assessment of the risks and restrictions associated with COVID-19. If there are any changes to the arrangements as proposed below, we will inform you as soon as possible.

Proposal to recommence managed disconnections following the COVID-19 moratorium:

Together with nbn co, we have developed the arrangements below which seeks to strike a balance between providing RSPs with sufficient notice to allow them to work with their impacted end-customers on migrating to the nbn (or other) solution and ensuring we comply with our obligation to recommence managed disconnections. This approach has been developed in line with the disconnection arrangements previously proposed for premises in bushfire protected postcodes where consideration was given to whether the applicable Disconnection Date had already passed.

- **Disconnection Dates occurring prior to the moratorium announcement:**

For Disconnection Dates occurring prior to the COVID-19 moratorium announcement, the window for mandatory disconnection activities would have already commenced. Accordingly, premises with remaining active services will be provided with a lead time from 1 July 2020 of either 120 or 80 Business Days (BDs), to enable RSPs to work with end-users to finalise migrations to nbn (or alternative) solutions, until the service disconnection step needs to complete. The proposed arrangements are as follows:

Current Rollout Region Disconnection Date:	Lead time from 1 July 2020 until Service Disconnection step completes:	Service Disconnection commences from:	Service Disconnection step completes:
Wave 70 DD: 13-Mar-2020	120 BDs	14-Dec-2020	18 Dec-2020
Wave 69 DD: 28-Feb-2020			
Wave 68 DD: 14-Feb-2020			
Wave 67 DD: 17-Jan-2020	80 BDs	16-Oct-2020	22-Oct-2020
Wave 66 DD: 8-Nov-2019			
Wave 65 DD: 11-Oct-2019			
Wave 64 DD: 13-Sep-2019			
Wave 63 DD: 9-Aug-2019			
Wave 62 DD: 12-Jul-2019			
Pre-Wave 62 (i.e. premises with extensions that have otherwise expired)			

A similar approach is also proposed for recommending the managed disconnection of Special Services (SS) that are Changed Technology SS Premises. These are premises with SSs where nbn co notified Telstra of change of access technology within 6 months of the applicable Disconnection Date. These premises were then afforded a minimum 12-month disconnection extension in accordance with the Migration Plan. The proposed arrangements are as follows:

Changed Technology SS Premise Extension Date:	Lead time from 1 July 2020 until Service Disconnection step completes:	Service Disconnection step commences from:	Service Disconnection step completes:
Between 1-Jul-2020 to 31-Aug-2020	120 BDs (note: 76 BDs from 31-Aug-2020)	14-Dec-2020	18-Dec-2020
Up to 30 June 2020	80 BDs	16-Oct-2020	22-Oct-2020

This approach will also apply for recommending the managed disconnection of SSs at premises which remain active in accordance with the SS In-Train Order (ITO) Period associated with Required Measure 4 of the Migration Plan, developed in response to nbn White Paper 4 (i.e. Disconnection Process for SSs and SS Inputs for the Access Service Families Frame Relay, ISDN 2 and ISDN10/20/30). Specifically, this relates to those SSs classified as being at FTTP, FTTB and FTTN nbn access technology premises. The proposed arrangements are as follows:

SS Disconnection Date:	Lead time from 1 July 2020 until Service Disconnection step completes:	Service Disconnection step commences from:	Service Disconnection step completes:
Frame Relay and ISDN Products (at premises on FTTP, FTTN and FTTB nbn access technologies) SSDD: 30 September 2019	80 BDs	16-Oct-2020	22-Oct-2020

- **Disconnection Dates scheduled to occur after the moratorium announcement**

As previously advised on 9 April 2020, Disconnection Dates scheduled to occur between April to June 2020 would be moved to a future holding date. This change helped to prevent any managed disconnection activities being triggered during the moratorium period.

As we worked through the disconnection arrangements with nbn co, we also agreed that the Disconnection Dates scheduled to occur between July to August 2020 should also be deferred to further assist RSPs' ability to manage migration arrangements with their end-users. Accordingly, we are deferring the five Disconnection Dates originally scheduled to occur between April to August 2020 to align with Disconnection Dates scheduled to occur in the future, between September 2020 to November 2020. This also includes the creation of a second Disconnection Date in October 2020 (being Wave 77(b)).

With the exception of the Disconnection Date scheduled for November 2020, standard region-based disconnection arrangements will apply for each Disconnection Date, including ITO arrangements. For the November 2020 Disconnection Date, we will be seeking to apply transitional arrangements to minimise the impacts of managed disconnection activity otherwise scheduled to occur over the upcoming 2020/21 Christmas and New Year's period. Similar transitional arrangements have been implemented in previous years to defer activity in this key holiday period, to reflect the reduced availability of end-users and the reduced capacity of RSPs, nbn co and Telstra. In turn these arrangements will help to minimise the risks to impacted end-users. The proposed arrangements are as follows:

Original Disconnection Date:	Revised Disconnection Date:	Soft Dial Tone completed (where practical):	Last date for ITO qualification:	Non- ITO Service Disconnection step commences from:
Wave 75 DD 14-Aug-2020	Aligned to Wave 78 DD 13-Nov-2020	4-Dec-2020	21-Jan-2021 (amended milestone)	29-Jan-2021 (amended milestone)
Wave 74 DD 10-Jul-2020	Aligned to Wave 77(b) New DD 23-Oct-2020	16-Nov-2020 (new milestone)	30-Nov-2020 (new milestone)	7-Dec-2020 (new milestone)
Wave 73 DD 12-Jun-2020	Aligned to Wave 77 DD 9-Oct-2020	30-Oct-2020	16-Nov-20	23-Nov-2020
Wave 72 DD 8-May-2020	Aligned to Wave 76 DD 11-Sep-2020	6-Oct-2020	20-Oct-20	27-Oct-2020
Wave 71 DD 10-Apr-2020				

In relation to the table above, the complete list of milestones following the Disconnection Date for each Wave (e.g. ITO disconnection milestones), will be reflected in the Disconnection Schedule available on telstrawholesale.com.au. Refer to the 'Managed Disconnection Dates list'.

Update on managed disconnection arrangements for premises that remain not nbn-serviceable:

Given the priority in managing the impacts of COVID-19, no specific alternate arrangements have been agreed with nbn co for those premises impacted by nbn-serviceability challenges beyond their Service Continuity Region (SCR) Disconnection Date.

As previously advised, premises that remain not nbn-serviceable beyond their SCR Disconnection Date are currently subject to the COVID-19 managed disconnection moratorium, consistent with the larger cohort of premises impacted by COVID-19. Telstra and nbn co will continue to explore alternate options for the treatment of these not nbn-serviceable premises prior to the conclusion of COVID-19 managed disconnection moratorium.

Next Steps:

Details of these revised disconnection arrangements will be communicated to you for premises / locations impacted via the usual arrangements on TWCP. Where the Disconnection Date:

- occurred prior to the COVID-19 moratorium announcement: we will update the impacted locations in your Service Profile, as soon as practicable. Services at affected locations will be identified on your Service Profile with "DAL – 16/10/2020" or "DAL – 14/12/2020" as appropriate (representing Disaster Affected Location), within the Comments column.
- was scheduled to occur after the COVID-19 moratorium announcement: the new Disconnection Date will be reflected on the monthly Disconnections Notifications we provide to you in to lead up to each Disconnection Date.

We will continue to monitor the risks and restrictions posed by COVID-19 in the lead up to lifting the moratorium on 1 July 2020. Any material change to the proposed approach outlined above, including as a result of any objection subsequently received from the ACCC under the Migration Plan, will be advised to you as soon as possible.

For any further information, please contact your Service Manager.