COMMUNICATIONS ALLIANCE LTD

INDUSTRY GUIDELINE

DR G659:2017

NBN FTTB/N MIGRATION and PARALLEL MIGRATION PROCESSES

DRAFT FOR PUBLIC COMMENT

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DR G659:2017 NBN FTTB/N Migration and Parallel Migration Processes Industry Guideline

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INTRODUCTORY STATEMENT

In December 2014 Communications Alliance published Guideline G652:2014 NBN Migration Management which documents the roles and responsibilities of each relevant party (Telstra (as copper network owner, a major telecommunications service wholesaler and a RSP), legacy network owners other than Telstra, RSPs, **nbn**, Medical Alarm Service Providers and Application Service Providers) within the National Broadband Network migration process.

Since then, the rollout of the National Broadband Network (NBN) has incorporated the multi technology mix (MTM) approach and the operational focus of relevant stakeholders (Access Providers, Carriage Service Providers and Retail Service Providers) is increasingly on the interim and long term FTTB/N migration process.

The common goal of industry and stakeholders is to ensure, so far as possible, stable regulatory arrangements throughout the rollout of the NBN and the migration of end users onto the network, and Telstra and **nbn** recognise that the FTTB/N processes in particular need to provide all parties with certainty and protect end users through the migration.

Certain elements of the FTTB/N connection and disconnection processes fall squarely with **nbn** and Telstra respectively, however there is an evident need for multilateral engagement in relation to the long-term migration process. **nbn**'s FTTB product was launched in March 2015 and as such it is important that the interim processes setting out the roles and responsibilities of various stakeholders are urgently recorded to ensure FTTB and FTTN migrations, particularly those where a consumer is changing their service provider, proceed on a consistent basis while the long term end-to-end process is developed.

On this basis, in March 2015 Telstra and **nbn** requested that Communications Alliance establish the NBN FTTB/N and HFC Migration Processes Working Committee 68[1] to provide guidance to industry and stakeholders regarding:

(a)   interim migration processes for initial NBN FTTB/N migrations (on both the connection and disconnection side); and

(b)   establishment of longer term migration processes governing migration from a copper or HFC network to an FTTB/N or HFC service either on the NBN or a third-party network.

Industry Guidance Note IGN008 NBN FTTB/N Migration Processes was developed to satisfy this important area of work.

2017 Updates:

Development of new clauses to

- specify operational principles and provide for Parallel Migration and Single Step Migration,
- provide a Restoration process where an associated Legacy Service is invalidly Disconnected.

The key drivers for providing a Parallel Migration, Single Step Migration and associated Restoration process is to maximise the Customer experience when migrating and avoid Customer double billing.

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[1] Working Committee 68 was originally formed as a sub-group of Working Committee 53.

G659:2017 NBN FTTB/N Migration and Parallel Migration Processes (the Guideline) has been developed as a replacement document to IGN008.

Chris Slater

Chair WC68 NBN FTTB/N and Other Migration Processes
December 2017

1 GENERAL

1.1 Introduction

1.1.1 The development of the Guideline has been facilitated by Communications Alliance through a working committee comprised of representatives from the telecommunications industry and Government regulatory agencies.

1.1.2 This Guideline should be read in conjunction with related Industry Codes and Industry Guidelines, including:

(a) the Telecommunications Consumer Protections (TCP) Code (C628:2015) or as amended from time to time;

(b) the Local Number Portability Code (C540:2013) Incorporating Variation No.1/2016 or as amended from time to time;

(c) the Unconditioned Local Loop Service – Ordering, Provisioning and Customer Transfer Code (C569:2015);

(d) the NBN Migration Management Guideline (G652:2016); and.

(e) the Customer Authorisation Guideline (G651:2017).

1.1.3 This Guideline should be read in conjunction with related legislation and documents including:

(a) the *Telecommunications Act 1997 (Cth)* (Act);

(b) the *Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth)*;

(c) the *Competition and Consumer Act 2010 (Cth)*;

(d) the *Privacy Act 1988 (Cth)*;

(e) the *Telecommunications (Migration Plan Principles) Determination 2015* and the *Telecommunications (Migration Plan - Specified Matters) Instrument 2015*;

(f) Telstra's Migration Plan, approved by the ACCC in February 2012 and as subsequently varied;

(g) **nbn**'s Wholesale Broadband Agreement;

(h) **nbn**'s Special Access Undertaking, approved by the ACCC in December 2013; and

(i) Revised Statement of Expectations issued to **nbn** by the Minister for Communications and Minister for Finance on 8 April 2014.

1.2 Scope

1.2.1 The Guideline applies to the Carriage Service Providers section of the telecommunications industry under Section 110 of the Act.

1.2.2   It deals with the following telecommunications activities as defined in Section 109 of the Act:

(a)   carrying on business as a Carrier; or

(b)   carrying on business activities as a Carriage Service Provider; or

(c)   supplying Goods or Service(s) for use in connection with the supply of a Listed Carriage Service.

1.2.3   In line with the terms of reference of the working committee, this Guideline specifically relates to the Migration and Parallel Migration to NBN services, and involves consideration of:

(a)   steps governing the connection of FTTB/N services by **nbn** (including interactions between **nbn** and Telstra upon the jumpering of a new service);

(b)   information required by **nbn** and the Gaining RSP to correctly identify the copper pair to be transitioned;

(c)   steps governing product removal and disconnection of services on the copper network after a Customer's FTTB/N service has been connected;

(d)   information required by the Losing RSP and protection of this information;

(e)   steps governing the operation of Amendments, Reinstatements, Reversals or Restoration for PSTN and ULL services; and

(f)   limiting service disruption for Special Services.

1.2.4   For the avoidance of doubt, the scope of this Guideline relates to all Migrations including those where there is no change of Retail Service Provider (RSP). For Migrations where there is no change of RSP, the Gaining RSP and the Losing RSP will be the same, and the processes described in this Guidance Note will be applied accordingly.

> *NOTE: A number of the processes described in this Guideline contain steps that are only necessary where there is a change of RSP.*

1.3   Guideline review

1.3.1   With the proposed launch of **nbn**'s FTTC access technology in March 2018, the working committee will review the Guideline for inclusion of FTTC migration processes. In particular, the working committee will continue to consider whether migration processes applicable to third party networks that are involved in FTTB/FTTN/FTTP/HFC migration processes, not only the NBN and Telstra networks, should be captured in the Guideline.

1.3.2   The Guideline will be reviewed after 2 years of the Guideline being published, or earlier in the event of significant

developments that affect the Guideline or a chapter within the Guideline.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

For the purposes of the Guideline:

CA

means Customer Authorisation

CSP

means Carriage Service Provider

FNN

means Full National Number

FTTB/N

means Fibre to the Building or Fibre to the Node

FTTP

means Fibre to the Premises

HFC

means Hybrid Fibre-Coaxial

LNP

means Local Number Portability

NBN

means National Broadband Network

NVPT

means No Voiceband Pass Through

PSTN

means Public Switched Telephone Network

RSP

means Retail Service Provider

SSS

means Spectrum Sharing Service

ULLS

means Unconditioned Local Loop Service

VPT

means Voiceband Pass Through

2.2 Definitions

For the purposes of the Guideline:

Act

means the *Telecommunications Act 1997 (Cth).*

Access Provider

means a Carrier or Carriage Service Provider who supplies declared services to itself or other persons under Part XIC of the Competition and Consumer Act 2010 (Cth). For avoidance of doubt, **nbn** is an Access Provider.

Access Seeker

means the party requesting services direct from an Access Provider and has the meaning set out in Section 152AG of the *Competition and Consumer Act 2010 (Cth)*.

Amendment

means the reconnection of a Customer's Legacy Service which has been disconnected due to a Telstra error in processing the Transition Notification.

Business Day

means a day commencing at 8.00 am and ending at 5.00 pm, other than:

(a)   a Saturday or Sunday; or

(b)   a day which is a public holiday in the place where work is required.

Business Hours

means the hours commencing at 8.00 am and ending at 5.00 pm on any Business Day. Except for times associated with installation work, which are specified as local time at the place where the work is taking place, all times specified in this Guideline are based on Eastern Standard Time, or on Eastern Standard Daylight Savings Time for NSW.

Carriage Service Provider

has the meaning given by Section 7 of the Act.

Carrier

has the meaning given by Section 7 of the Act.

Customer

is the end user or the end user's authorised agent or representative, in whose name the account is established, or will be established, with an RSP for the supply of products or services for which the RSP requires the NBN.

Customer Authorisation

means a written or electronic authorisation which is executed by or on behalf of a Customer for the purpose of authorising a Migration or Parallel Migration, containing the minimum mandatory requirements specified in section 4.1.

Disconnection

means the cancellation of the voice and broadband services associated with a Legacy Service that has Migrated with VPT or NVPT or the cancellation of the voice and broadband services associated with a Legacy Service at a premises following Parallel Migration of an NBN service. Disconnected has a similar meaning.

Disconnection Date

means the date on which the existing HFC and copper Legacy Services are to be disconnected in accordance with Telstra's Migration Plan.

Fibre to the Building

means a carriage service which is supplied on the NBN using fibre-to-the-building access technology.

Fibre to the Node

means a carriage service which is supplied on the NBN using fibre-to-the-node access technology.

Fibre to the Premises

means a carriage service which is supplied on the NBN using fibre-to-the-premises access technology.

Field Completion Notification

means the notification that Telstra places on its Telstra Wholesale Portal to identify those Legacy Services that have been disconnected in accordance with section 6.5.

Gaining Access Seeker

means the Carrier/Carriage Service Provider who is acquiring the NEBS product from **nbn** that is used to supply the Customer with an FTTB/FTTN/FTTP/HFC service. A Gaining Access Seeker may also be the Gaining RSP.

Gaining RSP

means the RSP who is supplying the new FTTB/FTTN/FTTP/HFC service directly to the Customer. A Gaining RSP may also be the Gaining Access Seeker.

Hybrid-Coaxial Fibre

means a carriage service which is supplied on the NBN using a hybrid-coaxial fibre technology.

In Flight Order

means an order for a Legacy Service that has been accepted by Telstra and which has not been completed at the time a Migration is completed with **nbn**.

Invalid Disconnection

means a Disconnection that was not properly authorised by the Customer, or that resulted from a processing error following Parallel Migration.

Invalid Migration

means a Migration that was not properly authorised by the Customer, or that resulted from a processing error.

Legacy Network Provider

means the provider of Legacy Services that currently operate over the copper network. For the purpose of ULLS, Telstra is the Legacy Network Provider.

Legacy Services

means services that currently operate over the copper network, and are acquired by a Customer prior to migration to the NBN (including Parallel Migration). This includes traditional voice and data services supplied using the public switched telephone network (PSTN) bandwidth and over the top services.

Local Number Portability

means the porting of Telephone Number(s) associated with the provision of a local service, from a Losing Carrier network to a Gaining Carrier network (but not any service or features associated with the Telephone Number(s)).

Losing RSP

means the RSP that supplied the Customer with their Legacy Services immediately prior to the Customer's Migration or Parallel Migration to an NBN service. The Losing RSP may also be the Losing Access Seeker.

Losing Access Seeker

means the Carrier/Carriage Service Provider that supplied the Customer with services (including a ULLS Access Seeker) immediately prior to Migration or Parallel Migration. A Losing Access Seeker may also be the Losing RSP.

Loss Advice

means a notice to the Losing RSP associated with a Single Step Parallel Migration in accordance with section 11.4.

Migration

means a Customer acquiring an FTTB/N service on the NBN and the correlating disconnection of the Customer's Legacy Service(s) supplied over the same infrastructure.

NBN Location ID

means the unique identifier for a premises in the **nbn** address database.

Parallel Migration

means a migration from a Legacy Service at a premises to a FTTN, FTTB, FTTP, HFC, Satellite or Fixed Wireless NBN service where the Legacy Service is capable of working in parallel with the NBN service connection.

Port Order

means an order for the movement of Telephone Numbers between Carriers and RSPs using LNP processes.

Product Removal

means the cancellation of the broadband service associated with a Legacy Service that has Migrated with VPT.

Reinstatement

means the reinstatement of the voiceband component of a Customer's Legacy Service (with the Losing Access Seeker) during the Reinstatement Period which has been disconnected due to:

(a)   an **nbn** error in processing the Transition Notification; or

(b)   an incorrect request for a NVPT Migration to the NBN.

Reinstate and Reinstated have corresponding meanings.

Reinstatement Period

means the period commencing on the completion of cutover to an FTTB/N service and ending 8 Business Days after cutover.

Restoration

means the reconnection of a Customer's Legacy Service(s) with the Losing Access Seeker and RSP following Parallel Migration that is requested during the Restoration Period due to an Invalid Disconnection. Restore has a corresponding meaning.

Restoration Period

means the period up to five business days from Legacy Service disconnection.

Reversal

means the reconnection of a Customer's Legacy Service(s) with the Losing Access Seeker and RSP during the Reversal Period due to an Invalid Migration. Reverse has a corresponding meaning.

Reversal Period

means the period commencing on the completion of cutover to an FTTB/N service and ending 8 Business Days after cutover.

Rollout Region

has the meaning given by Telstra's Migration Plan.

Service Identifier

means the FNN/ PSTN ID, or ULL ID (as applicable) associated with a Customer's service.

Single Step Migration

means a Parallel Migration where the disconnection of the Legacy Service is coordinated by the Gaining RSP to be processed immediately after the connection of a working NBN Service. It only applies where the Legacy Network Provider is the same entity as the Gaining Access Seeker, however does not apply to ULLS.

Special Service

has the meaning given to the term in the Telstra Migration Plan, approved by the Australian Competition and Consumer Commission (ACCC) in February 2012 as amended from time to time.

Transition Notification

means a notification provided by **nbn** to Telstra in accordance with section 5.4.

Telephone Number

has the meaning given to that term in the LNP Code.

Unconditioned Local Loop Service

has the meaning given to that term in the ULLS Code.

Voiceband Pass Through

refers to a Customer maintaining the voiceband component of their Legacy Service when migrating to an FTTB/N service.

2.3 Interpretations

In the Guideline, unless the contrary appears:

(a)   headings are for convenience only and do not affect interpretation;

(b)   a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidation, amendments, re-enactments or replacements of any of them;

(c)   words in the singular includes the plural and vice versa;

(d)   words importing persons include a body whether corporate, politic or otherwise;

(e)   where a word or phrase is defined, its other grammatical forms have a corresponding meaning;

(f)   mentioning anything after include, includes or including does not limit what else might be included;

(g)   words and expressions which are not defined have the meanings given to them by the Act; and

(h)   a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

3   GENERAL

3.1   Privacy and Use of Information

A Carrier or Carriage Service Provider who receives any type of information as described in this Guideline should use this information only in accordance with Part 13 of the Act and the *Privacy Act 1988*.

Where there is any inconsistency between the Guideline and Part 13 of the Act or the *Privacy Act 1988*, Part 13 or the *Privacy Act 1988* prevails.

Information provided for the purposes of Migration or Parallel Migration should only be used in accordance with the following:

- Transactions that are provided between Access Providers, Access Seekers and RSPs should only be used for Migration, Parallel Migration or Disconnection, for Customer and network fault management and complaint handling, but should not be used for any other purposes. Any other purposes includes marketing purposes.

- The disclosure of the Gaining Access Seeker identity is provided for the purposes of communications between Access Seekers where an Amendment, Reinstatement or Reversal is required, but should not be used for any other purposes. Any other purposes includes marketing purposes.

3.2   Timeframes in this Guideline

The timeframes captured in this Guideline are expected maximum timeframes.

3.3   Rollout Regions approaching Disconnection Date

The processes captured in this Guideline, particularly in relation to Reinstatements, Reversals and Restorations will be impacted by Telstra's disconnection obligations under the Migration Plan. Where a premises is in a Rollout Region that is approaching (or has passed) its Disconnection Date, Telstra may be prevented from reconnecting Legacy Services at that premises.

3.4   Escalation Process

Where a party needs to escalate a matter in relation to this Guideline (including where a Reinstatement, Reversal or Restoration is required outside of the Reinstatement, Reversal or Restoration Period), the matter should be escalated via the contact list maintained by Communications Alliance in accordance with Appendix C.

*NOTE: Where a Gaining RSP's contact details are not available via the contact list or no response is received from the Gaining RSP, then a LSP may contact **nbn** directly in respect of an Invalid Migration. **nbn** can then engage the Gaining RSP (or upstream Access Seeker) to assist in the reinstatement or reversal process as appropriate.*

Once the reversal has been validated by the LSP, the GSP should respond to the LSP request within two clear Business Days of receipt of the Reversal request.

If no response to the request is received within two clear Business Days, the LSP may escalate to NBN directly to assist in the reinstatement or reversal process as appropriate.

For Parallel Migrations, in cases where the new NBN service has been successfully activated, any challenge of Customer Authorisation or request to Restore should not involve NBN Co. If an NBN service is required to be disconnected, the GSP should follow standard processes under the WBA.

4 FTTB/N MIGRATION AND PARALLEL MIGRATION CUSTOMER AUTHORISATION

4.1 Customer Authorisation

Before commencing the Migration or Parallel Migration process, the Gaining RSP should obtain the Customer's consent via a CA and provide the Customer with information as required in the *Telecommunications Consumer Protections Code (C628:2017)*.

For a Migration, if a Gaining RSP offers the Customer the option to retain their existing narrowband voice service following the activation of the NBN service, and the Customer selects that option, the Gaining RSP should inform the Customer that whether the existing narrowband voice service will continue to be supplied would depend on the supplier of that service deciding to continue its supply. A Gaining RSP does not need to provide this information where it knows that the RSP of the existing narrowband service will continue to supply that service, e.g. as a consequence of also being the RSP of the existing narrowband voice service.

If a Gaining RSP does not offer the Customer the option to retain their existing narrowband voice service following the activation of the NBN service, or it offers that option to the Customer, but it is not accepted, the Gaining RSP should inform the Customer that the Customer will need to arrange a replacement voice product on the NBN if they wish to retain access to a voice service.

*NOTE: RSPs should develop scripting that advises the Customer (when the Gaining RSP is ordering VPT from **nbn**) that Voiceband Pass Through may not be available, and even if Customers elect to maintain their existing voice service when placing an order for an FTTB or FTTN service, their voice service may still be disconnected. Customers should be advised that a potential alternative is to order a voice service over the FTTB or FTTN connection provided through VOIP technology.*

Where a Customer Authority is sought to use the Single Step Parallel Migration process, the Gaining RSP should advise the Customer that:

- any services previously provided on the Legacy Service, including over the top services such as alarms, will be disconnected as part of the Parallel Migration.

Alternatively, the Customer may opt to maintain the Legacy Service in parallel with the NBN service to allow services to be tested on the NBN. In these circumstances:

- a subsequent step will be required to transfer the customer's FNN from the Legacy Service to the NBN service (if retaining the FNN is required); and

- the Customer will still be liable to pay for the Legacy Service until it is separately cancelled.

Upon request from the Customer, the Losing RSP should inform the Customer what costs, including termination payments, and any other contractual obligations that may apply.

Guide to Requirements for Customer Authorisation

Consent is required via a CA from the Customer, covering each service to be migrated.

A CA includes, but is not limited to, paper based, electronic, internet pages or voice authorisations recorded on audio media. The Gaining CSP should ensure that the CA contains the following minimum information;

- Customer's details including title, name or business name and address and (where applicable) authorised representative;
- Name of the Gaining RSP;
- Name of the Losing RSP (if different to the Gaining RSP);
- Customer's authorisation for the Migration or Parallel Migration to take place and consent to the disconnection or interruption of those services being supplied on the affected copper line which will be disconnected or interrupted as a consequence of the Migration or Parallel Migration;
- Whether the Customer wishes to maintain their existing narrowband voice service (where this is technically possible); and
- An acknowledgement by the Customer that they have been advised by the Gaining RSP that:
  o by Migrating (via Migration or Parallel Migration) the legacy service(s), some services which are associated with that network may be altered or terminated;
  o by Migrating (via Migration or Parallel Migration) the service(s), there may be costs, and obligations incurred, including but not limited to, termination;
  o during the cutover, there may be a period where service is disrupted; and
  o if the Gaining RSP is ordering VPT from **nbn**, VPT may or may not be supported by the Legacy Service Provider.

4.1.1   CA Validation by Gaining RSP

Upon obtaining a CA from a Customer, the Gaining RSP should perform validation checks:

(a)   for Migrations, obtaining and recording the Service Identifier for the Customer; and

(b)   confirming that the date of the CA is not more than 45 calendar days old.

If a CA cannot be validated as required, the Gaining RSP should not process the Migration or Parallel Migration.

> *NOTE: An extended validity period of 90 calendar days has been suggested in WC68 (in line with clause 4.1.5(c) of the LNP Code). The Working Committee will monitor the validity period of 45 calendar days to identify if this period remains appropriate or if changes are required to be made to this Guideline.*

4.1.2   CA Validation Enquiries

Enquiries may be raised by a RSP in relation to claims of unauthorised porting.

4.1.3   CA Enquiries, Disputes and Complaints

If a Customer raises a dispute regarding a CA, the Losing RSP may request a copy of the written CA or details contained within the electronic CA from the Gaining RSP (via the Gaining Access Seeker) to resolve the Customer's complaint.

The Gaining Access Seeker should provide a copy of the written CA or details contained within the electronic CA within two Business Days of receipt of a request by a Losing RSP, unless a longer period is agreed between the Gaining Access Seeker and the Losing RSP.

4.1.4   Invalid Customer Authorisation

As a result of a Customer dispute regarding the authorisation of a Migration or Parallel Migration, the CA is deemed to be invalid if any of the following criteria are satisfied:

(a)   the Gaining RSP who initiated the Migration or Disconnection is unable to provide on request a CA or where appropriate, authorisation for the agent to act on the Customer's behalf within the timeframes specified in clause 4.1.3;

(b)   information supplied is indecipherable;

(c)   the authorisation date of the CA is more than 45 calendar days before receipt of the order placed by the Gaining Access Seeker with **nbn** in clause 5.1; or

(d)   the Customer validly rescinds or cancels a contract within the cooling off period in accordance with the applicable fair-trading legislation.

4.1.5   If any of the criteria in clause 4.1.4 applies, the Losing RSP may, with the agreement of the Customer, request Reversal of the Migrated service(s) back to the Losing RSP or request Restoration of the disconnected Legacy Service(s).

5   FTTB/N MIGRATION ACTIVATION PROCESS

5.1   Gaining Access Seeker FTTB/N order

Before placing an FTTB/N order with **nbn**, the Gaining Access Seeker should:

(a)   ensure the Gaining RSP has obtained the appropriate CA from the Customer; and

(b)   identify the valid Service Identifier related to the pair to be Migrated.

In order to assist with the correct migration of existing active copper based services to FTTB/N, **nbn** will provide a service qualification system that will enable a Gaining RSP to validate and determine the correct Service Identifiers relating to copper pairs at a given NBN Location ID.

nbn is only able to include in its service qualification system information to which it has access and any necessary disclosure consent. At the date of the Guideline, **nbn** is able to include in its service qualification system:

- Service Identifiers of active copper pairs (ULL ID or match response for FNNs submitted by an Access Provider)

- EPID code where available; and

- the last active date of the inactive copper pair where these dates are provided by the Access Provider.

This information is only available to Access Seekers who have submitted an enhanced service qualification enquiry. An enhanced service qualification enquiry can only be submitted at a premises where an Access Seeker has a valid CA.

For FTTB premises, **nbn** has implemented a manual process to verify service identifiers where these are not available in **nbn**'s service qualification system.

Where there is no existing active Service Identifier validated at an **nbn** Location ID, Gaining RSPs will need to revert to a new FTTB/N connection order.

5.2   FTTB/N Cutover

Following verification of the FTTB/N order, **nbn** will jumper the relevant copper line at a premises to supply an NBN FTTB/N service.

If VPT has been selected by the Customer, and a voice service is currently offered by the Customer's existing voice RSP, **nbn** will split the voice and data bands so that the voice service can continue to be supplied over the Telstra network by the existing RSP.

nbn may undertake the following testing as part of the FTTB/N cutover:

- **nbn** may test the line from the pillar to the node before moving jumpers.

- Where an FNN is available and VPT is selected on the order, **nbn** may perform testing to validate the FNN. If the FNN is not validated (different number) when testing is performed, **nbn** will reject the order and not perform the install.

- If the above two steps are satisfied, **nbn** will perform jumpering to migrate the Legacy Service to an FTTB/N service.

- **nbn** will record the electrical characteristics of the copper line prior to order completion for baseline testing.

- If all above steps are satisfied, the FTTB/N service will be activated. **nbn** will complete the order and undertake the necessary notifications set out in sections 5.3 and 5.4.

5.3   Completion Advice

Once **nbn** completes an FTTB/N order and finalises necessary testing, it will notify the Gaining Access Seeker of the completed order.

Completion advices are normally sent during standard Business Hours, however for those Migrations which occur towards the end of or after standard Business Hours completion advices may be sent outside standard Business Hours.

nbn will aim to provide completion advices in the following timeframes:

(a) 50% or more of the total of all **nbn** Customers' completion advices delivered within 30 minutes from the time of completion of the Customer connection;

(b) 90% or more of the total of all **nbn** Customers' completion advices delivered within 1 hour from the time of completion of the Customer connection; and

(c) 99% or more of the total of all **nbn** Customers' completion advices delivered by 5:00pm on the next Business Day after the time of completion of the Customer connection.

5.4 Daily Transition Notification

At least once every Business Day, **nbn** will send Telstra a Transition Notification file containing information of recent **nbn** jumpering activity which requires disconnection of copper products or services. The Transition Notification will identify the following information for each active copper pair:

- each Legacy Service that has ceased to be provided to a premises as a result of **nbn** removing a Telstra jumper, including;

  o the licence ID associated with that Telstra jumper; and

  o the FNN/ PSTN ID or ULL ID (as applicable) associated with that Legacy Service;

- whether **nbn** has granted a VPT licence or not to Telstra at that Premises; and

- the identity of the Gaining Access Seeker that has placed an FTTB/N order with **nbn** for the Customer's broadband service, and voice service where VPT has not been applied. This information will be provided by Telstra to Losing RSPs so that the Losing RSP is able to contact the Gaining Access Seeker where an issue arises after the connection of the FTTB/N service – and an Amendment, Reinstatement or Reversal is required. As noted in section 5.1, this is the only purpose for which this information may be used by a recipient.

5.5 Interaction with Legacy Service Disconnection Process

Appendix A sets out examples of the interaction of the FTTB/N activation processes undertaken by **nbn** and the Legacy Service disconnection processes undertaken by Telstra.

6   LEGACY SERVICE DISCONNECTION PROCESS FOR FTTB/N MIGRATION

6.1   Overview

The Telstra disconnection process for FTTB/N deployment differs from the disconnection process in a NBN FTTP deployment which (because the NBN FTTP generally provides a parallel connection to the premises) usually allows the Telstra Legacy Services to continue until an order for service cancellation is placed by the Customer.

In the context of FTTB/N connections, following the placement of a FTTB/N order and **nbn**'s notification of successful field jumpering activity on the relevant copper line, Telstra will be responsible for the Product Removal or Disconnection process for retail and wholesale Legacy Services.

The practical effect of the jumpering activity undertaken by **nbn** is that the Telstra Legacy Services provided over the copper line (or over the broadband part of the spectrum in the case of VPT) will cease. By the time Telstra receives the notification of jumpering activity from **nbn**, the Telstra legacy products or services will already have been physically disconnected.

Telstra's Product Removal or Disconnection process ensures that:

- Telstra ceases billing the Losing RSP, Losing Access Seeker or Customer for the relevant products or services;

- notice can be given to the Losing RSP or the relevant Legacy Services that Migration has occurred;

- an opportunity exists to check that the correct copper line has been jumpered to the NBN and, if not, for a process of Amendments, Reinstatements or Reversals to deal with errors (see sections 7 to 9).

6.2   Validation of Transition Notification

On the same or next Business Day of receipt of the Transition Notification from **nbn**, Telstra will validate the file to ensure completeness of the data, and check for duplicates and other anomalies. Telstra will also check whether the supplied NBN Location ID is within the relevant NBN fixed network footprint. Records will be rejected if any discrepancies are detected.

Telstra will undertake necessary validation steps to ensure that the Service Identifier and address combination received from **nbn** are correct before proceeding with a Disconnection or Product Removals for the service listed in the Transition Notification.

6.3   Additional Steps Prior to Product Removal

Before removing a product over a jumpered copper line, Telstra will also:

- confirm that the service is still active;

- identify existing Legacy Services provided over the active line which are to be removed. Initially, where a Special Service exists on the identified line, delays to the Disconnection or Product Removal may occur to ensure the Migration proceeds correctly;

- check for any In Flight Orders for Legacy Services so that appropriate action can be taken. If an In Flight Order is future dated it will be withdrawn to allow the Disconnection to be processed; and

- check for any outstanding Port Orders on PSTN services (refer section 7).

6.4 Product Removal and Disconnection

Telstra's processes and systems will determine the Product Removal or Disconnection action required based on the following criteria:

- <u>Criteria 1: PSTN Service with NVPT</u> – The retail or wholesale PSTN service will be Disconnected, which will also result in the removal of any xDSL service on that PSTN Service (relevant to both retail and wholesale services) or the SSS will be removed (relevant to wholesale services only).

- <u>Criteria 2: PSTN with VPT</u> – The xDSL service will be removed (relevant to both retail and wholesale services) or the SSS will be removed (relevant to wholesale services only).

- <u>Criteria 3: ULL with VPT</u> – The ULLS will be Disconnected (relevant to wholesale services only). If the ULLS Access Seeker has chosen to acquire VPT narrowband services over the former ULLS from Telstra, then they will be notified only of the jumpering activity.

- <u>Criteria 4: ULL with NVPT</u> – The ULLS will be Disconnected (relevant to wholesale services only).

Telstra will monitor timeframes for Disconnection or Product Removal orders, ensuring that all orders are issued within 2 Business Days from receipt of the Transition Notification from **nbn**. However, where, a service is subject to a pending PSTN Port Order, Telstra will wait 5 Business Days before issuing the relevant disconnection order.

6.5 Notification to Wholesale Customers

Telstra will create a Field Completion Notification report for each Losing RSP or Losing Access Seeker capturing each of the Losing RSP's or Losing Access Seeker's services which has been subject to Disconnection or Product Removal as a result of an FTTB/N activation. The Field Completion Notification will include:

- details sufficient to identify the impacted Service Identifier – Full National Number (service number) or ULL ID;

- the date **nbn** notified Telstra of the jumpering activities having taken place;

- whether VPT has been provided (not applicable to ULLS if **nbn** jumpering has been on the basis of VPT but the Losing Access Seeker does not acquire VPT on a former ULLS); and

- Eligible party identification (EPID) code of the Gaining Access Seeker.

> *NOTE: An example of the Field Completion Notification provided to Losing Access Seekers is set out at Appendix B.*

Telstra will load the report on the Telstra Wholesale Customer Portal to notify the affected Losing RSP of their disconnected services. Telstra will aim to have the process completed in time for the Field Completion Notifications to be usually uploaded within one Business Day of the Telstra order being completed.

> *NOTE: WC68 will continue to monitor the effectiveness of this process whereby Losing RSPs are required to manually review the Field Completion Notification on a daily basis to identify which of their services have been disconnected. The Working Committee will identify whether improvements can be made to the process for increased efficiency.*

6.6 Outstanding Port Orders

Before proceeding with a Disconnection, Telstra will confirm if there are any outstanding Port Orders on PSTN services provided over NBN jumpered lines with NVPT. This is necessary because if the Disconnection is processed, the Port Order cannot be completed. Holding the Disconnection will allow completion of the porting of the number associated with the legacy service to the NBN service.

Losing Access Seekers receiving a Field Completion Notification, as a Losing RSP, should likewise check for outstanding Port Orders for the same reasons.

If any Port Orders are detected, Telstra and Access Seekers will wait for 5 Business Days for the Port to complete. If the Port Order is still outstanding after 5 Business Days, the Port Order will be withdrawn and any Telstra Disconnection or Access Seeker disconnection will be processed.

This is a 'fail safe' process as the standard porting processes should allow NBN RSPs to co-ordinate the timing of Port Orders with NBN connection times. It is important that Gaining RSPs lodge Port Orders as soon as possible (following a Customer's order) to allow maximum time for the port to complete.

In accordance with the LNP Code, Gaining Access Seekers and RSPs should be able to identify complex porting scenarios and engage with Telstra or their Carrier as early as possible to ensure that appropriate time is allocated for complex port completion.

6.7 Migration with Change of Provider

The steps taken by Telstra in section 6.5 above are generally the same whether there is a Migration with or without change of provider. However,

where the suppliers of voice and broadband services were different prior to Migration, Telstra will supply a Field Completion Notification as relevant for that service, to each applicable RSP.

7 REINSTATEMENT PROCESSES FOR FTTB/N MIGRATION

7.1 Overview

A Reinstatement occurs when a Gaining Access Seeker or **nbn** does not indicate that an end user requires VPT, or where **nbn** makes an error in completing the Migration. For example: **nbn** flags NVPT on the Field Completion Notification despite VPT being required by the end user. Reinstatement refers to the reinstatement of the PSTN voiceband service, and these scenarios may require communication between the Losing and Gaining Access Seekers and RSPs to clarify and confirm the order received.

> *NOTE: Where a ULL service needs to be Reinstated, and the activity is outside the reversal period from the ULLS Code, the ULL Access Seeker needs to send a new ULL request (eVULL) to Telstra.*

The tables below detail the process steps and timeframes involved in the key Reinstatement scenarios and assume that the Customer will contact the Losing RSP in the first instance. Where the Customer contacts the Gaining RSP in relation to a Reinstatement, the Gaining RSP will need to consider whether it is appropriate to direct the Customer back to the Losing RSP or initiate the Reinstatement process themselves (i.e. where the Gaining RSP identifies an error and confirms that Reinstatement is required).

> *NOTE: Where the service to be reinstated is a Special Service the reinstatement timelines will be relevant to the complexity of the individual services being reinstated.*

TABLE 1
PSTN Reinstatement where nbn flag NVPT on Transition Notification but VPT required by Customer (no Port)

Process Step	Information Initiator	Information Recipient	Timeframe
1.Contact Gaining RSP to advise of unintended loss of PSTN	Losing RSP	Gaining RSP	Within 8-10 days of **nbn** jumpering
2.Validate query and provide details to **nbn** that Reinstatement required	Gaining RSP	**nbn**	Within 4 Business Hours of notification from Losing RSP
3.Provide request (including licence) to Telstra to reinstate PSTN Service	**nbn**	Telstra	Within 4 Business Hours of notification from Gaining RSP

4.Validate request	Telstra	**nbn**	Validate request within 2 Business Hours of request from **nbn**
5.Reinstate number (if required) and raise order to reprovision service disconnected in error to Losing RSP	Telstra	**nbn**	Raise order & notify **nbn** within 4 Business Hours of request from **nbn**
6.Raise truck roll, reconnect PSTN service & advise reconnection (if required)	**nbn**	Telstra	4 Business Days Urban to do truckroll for jumpering, 9 Business Days, Major Rural, 14 Business Days Minor Rural
7.Advise Losing RSP of reconnection	Telstra	Losing RSP	Within 4 Business Hours of reconnection completion
8.Advise Gaining RSP that reinstatement request completed	**nbn**	Gaining RSP	Within 4 Business Hours of reconnection completion

TABLE 2
PSTN Reinstatement where nbn flag NVPT on Transition Notification but VPT required by Customer (with Port)

Process Step	Information Initiator	Information Recipient	Timeframe
1.Contact Gaining RSP to advise of unintended loss of PSTN	Losing RSP	Gaining RSP	Within 8-10 days of **nbn** jumpering
2.Validate query and provide details to **nbn** that Reinstatement required	Gaining RSP	**nbn**	Within 4 Business Hours of notification from Losing RSP
3.Provide request (including licence) to Telstra to reinstate PSTN Service	**nbn**	Telstra	Within 4 Business Hours of notification from Gaining RSP
4.Validate request	Telstra	**nbn**	Validate request within 2 Business Hours of request from **nbn**
5.Identify Donor, recipient or 3rd party port	Telstra		Raise order & notify **nbn** within 4 Business hours of request from **nbn**
6.Advise Losing Carrier of port back or Reversal	Telstra and third party carrier (if relevant eg. if a third party port)	Losing Carrier	Notify Losing Carrier within 4 Business hours of request from **nbn**
7.Raise order to reprovision service disconnected in error to Losing RSP	Telstra	**nbn**	Raise order & notify **nbn** within 4 Business Hours of request from **nbn**

8.Raise truck roll, reconnect PSTN service & advise reconnection (if required)	**nbn**	Telstra	4 Business Days Urban to do truckroll for jumpering, 9 Business Days Major Rural, 14 Business Days Minor Rural
9.Complete port back to reprovisioned service	Telstra		Within 4 Business Hours of reconnection completion
10.Advise Losing RSP of reconnection	Telstra	Losing RSP	
11.Advise Gaining RSP that reinstatement request completed	**nbn**	Gaining RSP	Within 4 Business Hours of reconnection completion

TABLE 3
ULLS Reinstatement where nbn flag NVPT on Transition Notification but VPT required by Customer

Process Step	Information Initiator	Information Recipient	Timeframe
1.Contact Losing Access Seeker to advise of unintended loss of PSTN	Losing RSP	Losing Access Seeker	Within 8-10 days of **nbn** jumpering
2.Contact Gaining RSP to advise of unintended loss of PSTN	Losing Access Seeker	Gaining RSP	Within 4 Business Hours of notification from Losing RSP
3.Contact **nbn** to advise of error	Gaining RSP	**nbn**	Within 2 Business Hours of notification from Losing Access Seeker
4.Provide request (including licence) to Telstra to reinstate ULLS	**nbn**	Telstra	Within 4 Business Hours of notification from Losing Access Seeker
5.Validate request	Telstra	**nbn**	Validate request within 2 Business Hours of request from **nbn**
6.Raise order to provision narrowband ULLS disconnected in error to Losing RSP (may need transactions with Losing Access Seeker)	Telstra	**nbn**	Raise order & notify **nbn** within 4 Business Hours of request from **nbn**
7.Raise truck roll, reconnect VPT service & advise	**nbn**	Telstra	4 Business Days Urban to do truckroll for jumpering, 9 bus days Major Rural, 14 bus days Minor Rural
8.Advise Losing Access Seeker of reconnection	Telstra	Losing Access Seeker	Within 4 Business Hours of reconnection completion
9.Advise Gaining RSP that reinstatement request completed	**nbn**	Gaining RSP	Within 4 Business Hours of reconnection completion
10.Advise Losing RSP	Losing Access Seeker	Losing RSP	Within 4 Business Hours of reconnection notification

7.2   Transactions outside the Reinstatement Period

Where an RSP identifies that a Reinstatement should occur and the Reinstatement Period has passed, the matter should be escalated via the contact list to be maintained by Communications Alliance in accordance with Appendix C.

8 REVERSALS PROCESSES FOR FTTB/N MIGRATION

8.1 Overview

A Reversal involves a service being fully disconnected from the NBN and restored to its original state. This scenario occurs when an end user disputes a Migration and it is found to be an Invalid Migration.

NOTE: Where a ULLS needs to be Reversed, and the activity is outside the reversal period from the ULLS Code, the ULL Access Seeker needs to send a new ULLS request (eVULL) to Telstra.

The tables below detail the process steps and timeframes involved in the key Reversal scenarios and assume that the Customer will contact the Losing RSP in the first instance. Where the Customer contacts the Gaining RSP in relation to a Reversal, the Gaining RSP will need to consider whether it is appropriate to direct the Customer back to the Losing RSP or initiate the Reversal process themselves (i.e. where the Gaining RSP identifies an error and confirms that a Reversal is required).

NOTE: Where the service to be reversed is a Special Service the reversal timelines will be relevant to the complexity of the individual services being reinstated.

TABLE 4
PSTN Reversal where incorrect service number specified on an order or Customer migrated without 'full consent'

Process Step	Information Initiator	Information Recipient	Timeframe
1.Contact Gaining RSP to advise of unintended loss of service, requesting confirmation of CA	Losing RSP	Gaining RSP	Within 8 Business Days of **nbn** jumpering
2.Validate query and provide details to **nbn** that Reversal required	Gaining RSP	**nbn**	Within 4 Business Hours of notification from Losing RSP
3.Provide request (including licence) to Telstra to undertake Reversal and reprovision PSTN service	**nbn**	Telstra	Within 4 Business Hours of notification from Gaining RSP
4.Validate request	Telstra	**nbn**	Validate request within 2 Business Hours of request from **nbn**
5. Reinstate number and raise order to reprovision service disconnected in error to Losing RSP (unless outstanding Port Order, then leave intact).	Telstra	**nbn**	Raise order & notify **nbn** within 4 Business Hours of request from **nbn**

6.Raise truck roll, reconnect PSTN service & advise reconnection (if required)	**nbn**	Telstra	4 Business Days Urban to do truckroll for jumpering, 9 Business Days, Major Rural, 14 Business Days Minor Rural
7.Advise Losing RSP of reconnection	Telstra	Losing RSP	Within 4 Business Hours of reconnection completion
8.Advise Gaining RSP that Reversal request completed	**nbn**	Gaining RSP	Within 4 Business Hours of reconnection completion

TABLE 5

ULLS Reversal Process where incorrect service number specified on an order or Customer migrated without 'full consent'

Process Step	Information Initiator	Information Recipient	Timeframe
1.Contact Losing Access Seeker to advise of unintended loss of service	Losing RSP	Losing Access Seeker	Within 8 days of **nbn** jumpering
2.Contact Gaining RSP to advise of unintended loss of service, requesting confirmation of CA	Losing Access Seeker	Gaining RSP	
3.Validate query and provide details to **nbn** that Reversal required	Gaining RSP	**nbn**	Within 4 Business Hours of notification from Losing RSP
4.Provide request (including licence) to Telstra to undertake Reversal and reprovision ULL service	**nbn**	Telstra	Within 4 Business Hours of notification from Gaining RSP
5.Validate request	Telstra	**nbn**	Validate request within 2 Business Hours of request from **nbn**
6. Raise order to reprovision service disconnected in error to Losing Access Seeker.	Telstra	**nbn**	Raise order & notify **nbn** within 4 Business Hours of request from **nbn**
7.Raise truck roll, reconnect ULL service & advise reconnection (if required)	**nbn**	Telstra	4 Business Days Urban to do truckroll for jumpering, 9 Business Days, Major Rural, 14 Business Days Minor Rural
8.Advise Losing Access Seeker of reconnection	Telstra	Losing Access Seeker	Within 4 Business Hours of reconnection

9.Advise Losing RSP reconnection	Losing Access Seeker	Losing RSP	Within 4 Business Hours of notification
10.Advise Gaining RSP of Reversal completion	**nbn**	Gaining RSP	Within 4 Business Hours of reconnection

8.2   Transactions outside the Reversal Period

Where an RSP identifies that a Reversal should occur and the Reinstatement Reversal Period has passed, the matter should be escalated via the contact list to be maintained by Communications Alliance in accordance with Appendix C.

NOTE: Where a Gaining RSP's contact details are not available via the contact list or no response is received from the Gaining RSP, then a LSP may contact **nbn** *directly.* **nbn** *can then engage the Gaining RSP (or upstream Access Seeker) to assist in the reinstatement or reversal process as appropriate.*

9   AMENDMENTS PROCESSES FOR FTTB/N MIGRATION

9.1   Overview

Amendments relate to the scenario where the information in an NBN Order and the Transition Notification is correct, but due to a Telstra error, a Customer's Legacy Service is incorrectly disconnected and needs to be restored. Distinct from Reinstatements and Reversals, an Amendment is effectively an assurance process undertaken by Telstra.

The tables below detail the process steps and timeframes involved in key Amendment scenarios.

> *NOTE: Where the service to be amended is a Special Service the amendment timelines will be relevant to the complexity of the individual services being reinstated.*

TABLE 6
PSTN Amendment Process – disconnection in error

Process Step	Information Initiator	Information Recipient	Timeframe
1.Notify Telstra that incorrect service disconnected	Impacted RSP	Telstra	Within 8 days of **nbn** jumpering
2.Confirm that error made through incorrect processing of Field Completion Notification	Telstra	N/A	Validate request within 2 Business Hours of request from Losing RSP
3.Raise order to reprovision service disconnected in error to impacted RSP.	Telstra	N/A	Raise order within 4 Business Hours of request from Impacted RSP
4.Advise impacted RSP of Amendment completion	Telstra	Impacted RSP	Within 4 Business Hours of reconnection
5.Advise **nbn** of Amendment completion	Telstra	**nbn**	

TABLE 7
ULLS Amendment Process – disconnection in error

Process Step	Information Initiator	Information Recipient	Timeframe
1.Notify ULL Access Seeker that incorrect service disconnected	Impacted RSP	Impacted ULL Access Seeker	Within 8 days of **nbn** jumpering
2.Notify Telstra that incorrect service disconnected	Impacted ULL Access Seeker	Telstra	

3.Confirm that error made through incorrect processing of Field Completion Notification	Telstra	N/A	Validate request within 2 Business Hours of request from Losing RSP
4.Raise order to reprovision service disconnected in error to impacted RSP.	Telstra	N/A	Raise order within 4 Business Hours of request from Impacted ULL Access Seeker
5.Advise impacted ULL Access Seeker of Amendment completion	Telstra	Impacted ULL Access Seeker	Within 4 Business Hours of reconnection
6.Advise impacted RSP of Amendment completion	Impacted ULL Access Seeker	Impacted RSP	Within 4 Business Hours of reconnection
7.Advise **nbn** of Amendment completion	Telstra	**nbn**	Within 4 Business Hours of reconnection

10 PARALLEL MIGRATION

10.1 Overview

Parallel Migration allows Legacy Services to continue until an order for service cancellation is placed by the Customer, or is pre-authorised by the Customer under a Single Step Parallel Migration.

10.2 Single Step Parallel Migration

Where the Gaining RSP for the NBN service is also the Legacy Network Provider, there is an opportunity to coordinate the activation of the NBN service with the disconnection of the Legacy Service, as authorised by the Customer.

This process is to be used for retention of telephone numbers between Legacy Services and the NBN, and not for broadband only services provided over the NBN.

In this case the disconnection should occur after the Gaining RSP confirms that their NBN based service is working (so as not to inconvenience the Customer with prolonged periods without service if there is an issue with the activation process).

A Loss Advice should be provided by the Legacy Network Provider to the Losing RSP, if the Losing RSP is different to the Gaining RSP.

The Legacy Network Provider's processes and systems will determine the Disconnection action required following the successful completion of a Parallel Migration as part of a Single Step Parallel Migration.

> *NOTES:*
> *1. Gaining RSP should confirm a Customer's service is working and not rely solely on **nbn** completion notifications before disconnecting a Legacy Service.*
>
> *2.The working committee understands that the Single Step Parallel Migration process set out in this section 10 is intended to benefit Customers who do not want to place a separate disconnection order for their Legacy Service and enable carriers such as Telstra to replicate the single step process available to CSPs under the LNP Code. If service continuity issues are identified as a consequence of the Single Step Migration Process, the working committee will review the application of this section 10.*

10.3 Parallel Migration with Disconnection

For Parallel Migrations where the Gaining RSP can disconnect the associated Legacy Service by notifying the Legacy Network Provider, the disconnection should occur after the Gaining RSP confirms that their NBN based service is working (so as not to inconvenience the Customer with prolonged periods without service if there is an issue with the activation process).

NOTE: Gaining RSPs should confirm a Customer's service is working and not rely solely on nbn completion notifications before disconnecting a Legacy Service.

10.4   Notification to Losing RSP

The Legacy Network Provider will create a Loss Advice for each Losing RSP capturing each of the Losing RSP's services which has been subject to Disconnection. The Loss Advice will include details sufficient to identify the impacted Service Identifier – Full National Number (FNN) (service number).

11   RESTORATION PROCESSES FOR PARALLEL MIGRATION

11.1   Overview

A Restoration occurs when a Parallel Migration or Single Step Parallel Migration is found to be associated with an Invalid Disconnection. The Legacy Network Provider is to provide details to RSPs and Access Seekers on how to initiate a Restoration.

The tables below detail the process steps and timeframes involved in the key Restoration scenarios and assume that the Customer will contact the Losing RSP in the first instance. Where the Customer contacts the Gaining RSP in relation to a Restoration, the Gaining RSP will need to consider whether it is appropriate to direct the Customer back to the Losing RSP or initiate the Restoration process themselves (i.e. where the Gaining RSP identifies an error and confirms that Restoration is required).

NOTES:

1. A Legacy Service Restoration may be associated with a Reversal of a ported number under the LNP Code. It is up to the original provider to coordinate the required porting and Restoration activities to fully restore the Legacy Service.

2. Where the service to be restored is a Special Service the restoration timelines will be relevant to the complexity of the individual services being restored.

3. When notifying Telstra of an Invalid Disconnection, Losing RSPs should follow the processes set out in Telstra's Disconnection Handbook.

TABLE 8
Telstra Copper Service (e.g. PSTN) Restoration (no Port)

Process Step	Information Initiator	Information Recipient	Timeframe
1.Notify Telstra of Invalid Disconnection and Request Restoration	Impacted RSP	Telstra	Within 5 Business Days of disconnection
2.Confirm disconnection	Telstra	N/A	Validate request within 2 Business Hours of request from Losing RSP

| 3.Raise order to reprovision service to impacted RSP | Telstra | | Standard lead-times for PSTN activation apply |
| 4.Advise impacted RSP of Restoration completed | Telstra | Impacted RSP | Within 4 Business Hours of reconnection |

TABLE 9
Telstra Copper Service (e.g. PSTN) Restoration (with Port)

Process Step	Information Initiator	Information Recipient	Timeframe
1.Notify Telstra of Invalid Disconnection and request Restoration	Impacted RSP	Telstra	Within 5 Business Days of disconnection
2.Confirm disconnection	Telstra	N/A	Validate request within 2 Business Hours of request from Losing RSP
3.Identify Donor, recipient or 3rd party port	Telstra		
4.Advise Losing Carrier of port back or Reversal	Telstra and third party carrier (if relevant eg. if a third party port)	Losing Carrier	Notify Losing Carrier within 4 Business hours of request Losing RSP
5.Raise order to reprovision service to impacted RSP	Telstra		Standard lead-times for PSTN activation apply
6.Complete port back to reprovisioned service	Telstra		Within 4 Business Hours of reconnection completion
7.Advise impacted RSP of Restoration completed	Telstra	Impacted RSP	Within 4 Business Hours of reconnection

TABLE 10
ULLS Restoration (no Port)

Process Step	Information Initiator	Information Recipient	Timeframe
1.Notify ULL Access Seeker of service disconnected	Impacted RSP	Impacted ULL Access Seeker	Within 5 days of disconnection
2.Notify Telstra of Invalid Disconnection	Impacted ULL Access Seeker	Telstra	
3.Confirm disconnection	Telstra	N/A	Validate request within 2 Business Hours of request from Losing RSP

4.ULL Access Seeker submit new ULL Request (eVULL)	Impacted ULL Access Seeker	Telstra	Standard lead-times for ULLS activation apply
5.Advise impacted ULL Access Seeker of Restoration completion	Telstra	Impacted ULL Access Seeker	Within 4 Business Hours of reconnection
6.Advise impacted RSP of Restoration completion	Impacted ULL Access Seeker	Impacted RSP	Within 4 Business Hours of reconnection

TABLE 11
ULLS Restoration (with Port)

| Process Step	Information Initiator	Information Recipient	Timeframe
1.Notify ULL Access Seeker of service disconnected	Impacted RSP	Impacted ULL Access Seeker	Within 5 days of disconnection
2.Notify Telstra of Invalid Disconnection	Impacted ULL Access Seeker	Telstra	
3.Confirm disconnection	Telstra	N/A	Validate request within 2 Business Hours of request from Losing RSP
4.ULL Access Seeker submit new ULL Request (eVULL)	Impacted ULL Access Seeker	Telstra	Standard lead-times for ULLS activation apply
5.Advise Losing Carrier of port back or Reversal	Gaining Carrier and third party carrier (if relevant eg. if a third party port)	Losing Carrier	Notify Losing Carrier within 4 Business hours of request Losing RSP
6.Advise impacted ULL Access Seeker of Restoration completion	Telstra	Impacted ULL Access Seeker	Within 4 Business Hours of reconnection
7.Advise impacted RSP of Restoration completion	Impacted ULL Access Seeker	Impacted RSP	Within 4 Business Hours of reconnection

12   REFERENCES

Publication	Title
Industry Codes and Guidelines	
C540:2013 Incorporating Variation No.1	Local Number Portability Code
C628:2015	Telecommunications Consumer Protections (TCP) Code
C569:2005	Unconditional Local Loop Service – Ordering, Provisioning and Customer Transfer Code
G651:2017	Customer Authorisation Guideline
G652:2016	NBN Migration Management Guideline
IGN 004	Industry Guidance Note – Migration of Back to Base Medical and Security Alarms to Fibre to the Premises (FTTP) Open Access Networks - Considerations
Legislation	
Telecommunications Act 1997	
Telecommunications (Consumer Protection and Service Standards) Act 1999	
Competition and Consumer Act 2010	
Privacy Act 1988	
Industry Documents	
Telecommunications (Migration Plan Principles) Determination 2011 and the Telecommunications (Migration Plan – Specified Matters) Instrument 2011	
Telstra's Migration Plan approved by the Australian Competition and Consumer Commission (ACCC) in February 2012	
nbn's Wholesale Broadband Agreement and Special Access Undertaking which was approved by the ACCC in December 2013	
nbn's Wholesale Broadband Agreement	

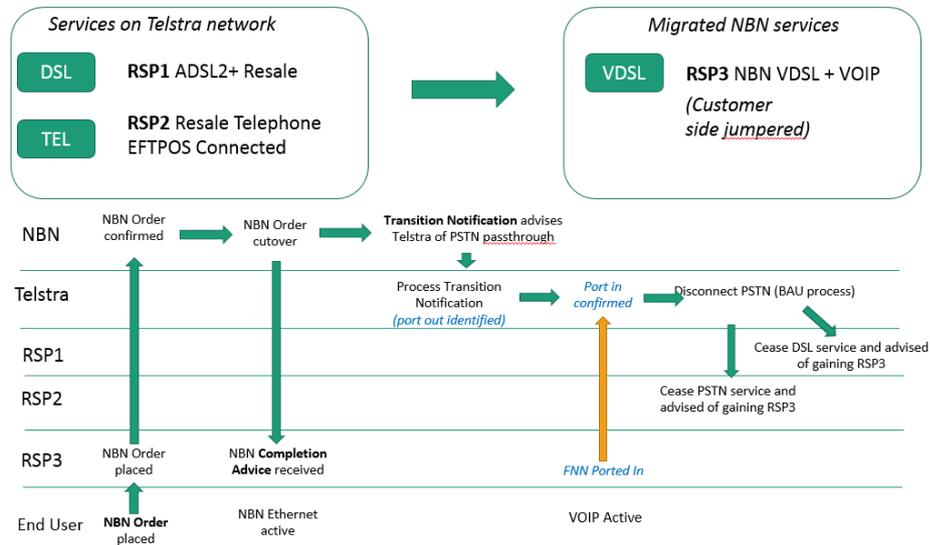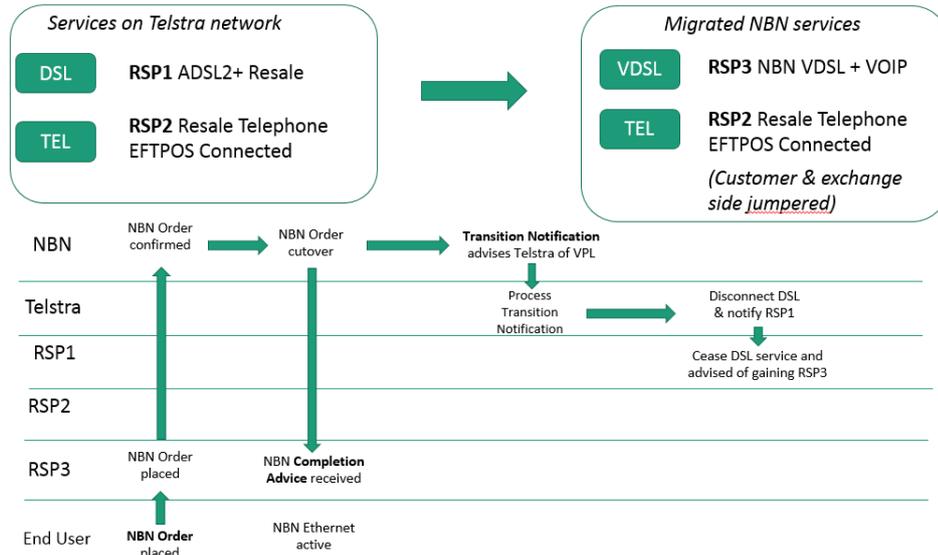# APPENDIX

A EXAMPLE OF FTTB/N MIGRATION SCENARIOS

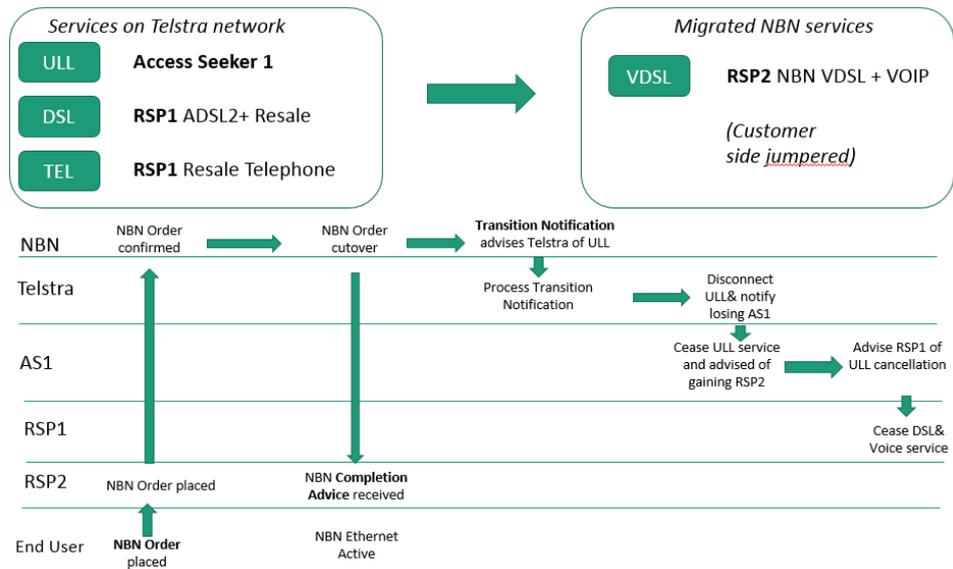## A1 Scenario 1: Customer requests NBN VDSL from new RSP without VPT
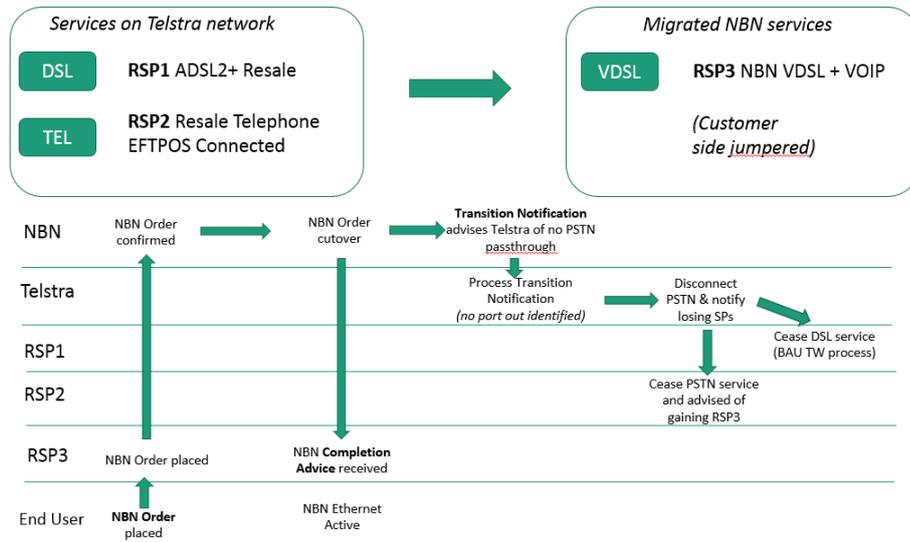
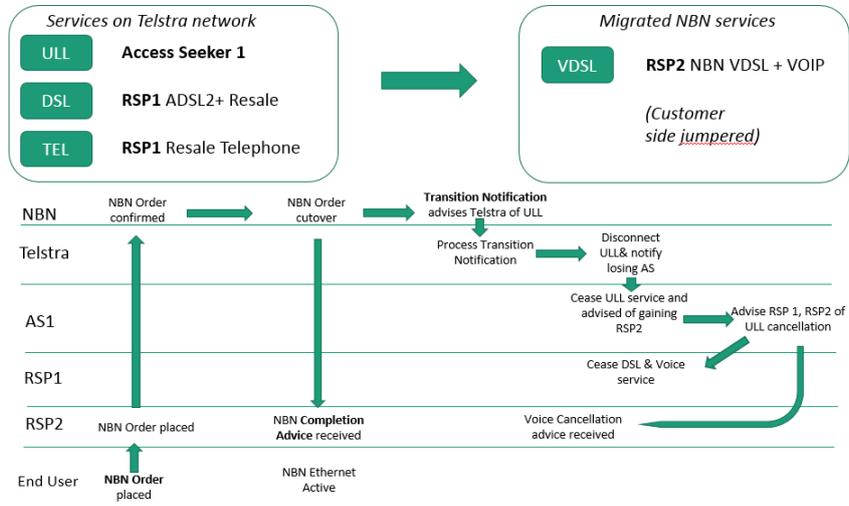## A2 Scenario 2: Customer requests NBN VDSL from new RSP without VPT (port identified)

A3 Scenario 3: Customer requests NBN VDSL from new RSP with VPT

A4 Scenario 4: ULL Customer requests NBN VDSL from new RSP without VPT

A5 Scenario 5: ULL Customer requests NBN VDSL from new RSP with VPT

APPENDIX

B DRAFT FIELD COMPLETION NOTIFICATION

Example format

[EXAMPLE] NBN Field Completion Notification																						
Wholesale Customer name:	A N Other Telco																					
*Legend:																						
PSTN Disconnection Completion: NBN jumpering complete - copper service cancelled																						
Product Removal Competion: NBN Jumpering complete. Copper Voice Pass through intact - Broadband Products removed																						
ULL Disconnection Completion: NBN Jumpering complete - ULL Service disconnected																						
Customer Name	**NBN Jumpering Date**	**Notification Effective Date**	**Completion Report Loaded Date**	**Rollout Region ID**	**NBN_Location_ID**	**Property Name**	**Sub Address Type**	**Sub Address Number**	**Street Number**	**Street Name**	**Street Type**	**Suburb**	**Post code**	**State**	**FNN / ULLS ID**	**Product**	**eBill FID**	**Account Number**	**Gaining Provider**	**Voice Pass Through**	**Action Type***
A N Other Telco	24/04/2015	28/04/2015	29/04/2015	2BAM-04-00-MPS-001	LOC000000169613	Telstra House	Unit	12	25	Matthews	Avenue	Parkville	3052	VIC	334555555	PSTN	123456	789101121	Telco #2	N	PSTN Disconnection Completion
A N Other Telco	24/04/2015	28/04/2015	29/04/2015	2BAM-04-00-MPS-001	LOC000000169614	Telstra House	Unit	13	25	Matthews	Avenue	Parkville	3052	VIC	334555556	DSL	123456	789101121	Telco #3	Y	Product Removal Competion
A N Other Telco	24/04/2015	28/04/2015	29/04/2015	2BAM-04-00-MPS-001	LOC000000169615		Flat	15	27	Matthews	Avenue	Parkville	3052	VIC	161678909	ULL			Telco #4	N	ULL Disconnection Completion
A N Other Telco	24/04/2015	28/04/2015	29/04/2015	2BAM-04-00-MPS-001	LOC000000169616		Flat	18	27	Matthews	Avenue	Parkville	3052	VIC	161678990	ULL			Telco #4	Y	ULL Disconnection Completion

APPENDIX

C ACCESS SEEKER FTTB/N MIGRATION CONTACT LIST

Overview

Access Seekers should complete this matrix and provide to Communications Alliance. Access Seekers should maintain and keep the contacts current. Communications Alliance will maintain the contact matrix on their website – www.commsalliance.com.au, as updated from time to time. Updates will be made within 1 Business Day of notification of the change. The contact list is password protected.

Example format:

Access Seeker Name	Migration Query Type	Phone	Email	Technical Contact	1st level Escalation	2nd level Escalation
	Reinstatement / Reversal / Amendment					

*NOTE: Where a Gaining RSP's contact details are not available via the contact list or no response is received from the Gaining RSP, then a LSP may contact **nbn** directly. **nbn** can then engage the Gaining RSP (or upstream Access Seeker) to assist in the reinstatement or reversal process as appropriate.*

PARTICIPANTS

The Working Committee that developed the Guideline consisted of the following organisations and their representatives:

Organisation	Membership	Representative
Australian Competition and Consumer Commission (ACCC)	Non-voting	Sean Riordan
Australian Communications and Media Authority (ACMA)	Non-voting	Silvia Superina
Department of Communications and the Arts (DoCA)	Voting	Jay Reid
Department of Communications and the Arts (DoCA)	Non-voting	Scean Kearns
NBN Co	Non-voting	Chris Slater
NBN Co	Voting	Kim Summers
Optus	Voting	Mark Kubale
Optus	Non-voting	Daniel Salama
Optus	Non-voting	Adriel Neal-Ogilvie
Telstra	Voting	David Fabbian
Telstra	Non-voting	Mark Podzuweit
Telstra	Non-voting	Matthew Scott
Vocus	Voting	John Sexton

This Working Committee was chaired by Chris Slater. Craig Purdon of Communications Alliance provided project management support.

Communications Alliance was formed in 1997 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the *Telecommunications Act 1997* - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.