



Our ref: 56558  
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Ms Jane van Beelen  
Executive Director Regulatory Affairs  
Telstra Corporation Limited

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Dear Ms van Beelen

**Re: Proposed transitional arrangements for Managed Disconnection timeframes during the Christmas and New Year period for 2015/16**

I am writing to advise that the Australian Competition and Consumer Commission (ACCC) has resolved not to take action under Telstra's Migration Plan that would prevent Telstra from implementing the proposed transitional arrangements for managed disconnections during the Christmas and New Year period for 2015/16.

The ACCC is supportive of arrangements that minimise disruption to consumers as they are migrated to the NBN. We note industry concerns that consumers facing managed disconnection may be more difficult to contact during the holiday period, and concerns about the high volume of disconnections falling on 15 January 2016.

We therefore support the proposed deferral outlined by Telstra in its correspondence dated 8 October 2015 for commencing and completing disconnection activities for Wave 18 and Wave 19 Rollout Regions.

The ACCC requests Telstra to submit a variation to the Migration Plan to reflect these changes, together with the transitional disconnection arrangements for Fire Alarm and Lift Phone Services (which the ACCC consented to on 25 September 2015) and, if necessary, other revised arrangements following completion of Telstra's review of the in-train order disconnection arrangements.

If you would like to discuss this matter, please contact Ed Seymour on (03) 9290 1886.

Yours sincerely

Sean Riordan  
General Manager  
Industry Structure and Compliance

