



8 November 2019

Mr Robert Wright  
General Manager, Insurance, Water and Wireline Markets Infrastructure Regulation  
Australian Competition and Consumer Commission  
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Melbourne VIC 3000  
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Dear Mr Wright,

**Proposed transitional arrangements for Managed Disconnection timeframes during the Christmas and New Year period for 2019/20**

We are writing to inform you of transitional arrangements that we have agreed with nbn co to minimise the impacts of managed disconnection activity scheduled to occur over the upcoming 2019/20 Christmas and New Years period, and to request the ACCC's approval for these arrangements. We have adopted similar arrangements in previous years to reflect the low availability of key staff to manage migrations and disconnections within customers, RSPs, nbn co and Telstra, and to minimise the risk of impacted customers facing extended periods of no service during this period.

The proposed arrangements are set out below.

Disconnection Wave	Milestone	Current	Proposed
<b>Wave 63</b> <b>(Disconnection Date – 9 August 2019)</b>	Service Disconnection for Phase 1 In Train Orders (ITO) (DD+90 to DD+95)	Commence 18 December 2019 and complete by 27 December 2019	Commence 6 January 2020 and complete by 13 January 2020
<b>Wave 66</b> <b>(Disconnection Date – 8 November 2019)</b>	Service Disconnection (DD+30 to DD+35)	Commence 20 December 2019 and complete by 31 December 2019	Commence 6 January 2020 and complete by 13 January 2020
	Completion of Managed Disconnection (DD+55)	30 January 2020	6 February 2020



<b>White Paper 2 - Customnet Spectrum (Special Service Disconnection Date – 29 April 2019)</b>	Disconnection commencement for Special Service ITOs (SSDD+170)	Commence 31 December 2019	Commence 24 January 2020
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#### **Next Steps:**

Once the ACCC confirms it is comfortable with the proposed changes, Telstra will advise wholesale customers and our retail business units as soon as practicable to allow them to plan for the Christmas and New Year period appropriately.

Please do not hesitate to contact Matthew Scott on (03) 8649 7651 if you would like to discuss our approach to this issue or if you have any concerns with this proposal.

Yours sincerely

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Corporate Affairs  
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