

Our ref: 54496  
Contact officer: Ed Seymour  
Contact phone: (03) 9290 1886



**Australian  
Competition &  
Consumer  
Commission**

26 September 2014

Ms Jane van Beelen  
Executive Director Regulatory Affairs  
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Dear Ms van Beelen

**ACCC approval of Telstra's rectification proposal – Service qualification for LSS and ADSL services**

I am writing to inform you that the ACCC has approved the rectification proposal submitted by Telstra on 26 August 2014 in accordance with schedule 11 of Telstra's Structural Separation Undertaking (SSU).

The rectification proposal was submitted in response to a possible breach of the overarching equivalence commitment in clause 9(a) of the SSU.

The possible breach related to Telstra's systems and processes for handling service qualification requests for LSS or ADSL services over copper lines affected by excessive transmission loss. These systems and processes would function differently depending on whether the request was made by a wholesale or retail customer, which has led to Telstra provisioning some ADSL services in a manner that was not equivalent.

The ACCC intends to publish the unrestricted version of the rectification proposal on the ACCC's website, as provided on 5 September 2014.

Please contact Ed Seymour on (03) 9290 1886 if you would like to discuss this letter further.

Yours sincerely

A handwritten signature in blue ink that reads 'R. Wright'.

Robert Wright  
Executive General Manager (A/g)  
Infrastructure Regulation Division