

---

TELSTRA CORPORATION LIMITED

**RECTIFICATION PROPOSAL  
FOR SYSTEMS AND PROCESSES FOR THE  
RETEST OF LINE FAULT PROCESS**

---

Telstra unrestricted

# RECTIFICATION PROPOSAL

## 1. Background

Telstra has identified a potential issue with its existing systems and processes for handling fault reports for Basic Telephone Service (**BTS**) submitted by Telstra Wholesale Customers, for which Result of Test (**ROT**) results indicate that a field visit is required, and subsequent retesting of the line fault (**ROLF**) indicates there is No Fault Found (**NFF**).

Under the ROLF process, if a BTS fault report generates certain ROT codes and a requirement for a Telstra field visit, a subcase is created for Telstra to undertake a commitment or an appointment. The same ROT codes and ROLF process apply to Wholesale and Retail BTS faults, and it is understood they operate equivalently.

However, we have identified that where the ROLF returned a NFF result:

- Retail Customers' fault tickets were placed in the ROLF 'ring-back queue' and Retail Customers were contacted to confirm the service was operational before the fault subcase was closed. If customers were not contacted, or indicated their service still had a fault, then Telstra proceeded with the commitment or appointment.
- Wholesale Customers' fault tickets were not placed in the same 'ring-back queue'. Instead:
  - Where Wholesale Customers had requested to be contacted via email upon closure of the fault, they were notified that the fault subcase had been closed, and if they did not respond within 24 hours, the fault case was closed. Where Wholesale Customers advised us that a fault still existed within 24 hours, Telstra proceeded with a rescheduled commitment or appointment.
  - Where Wholesale Customers had not requested to be notified about the closure of the fault, they were not advised of the fault subcase closure, and the fault case would remain open for 7 days prior to closing. Wholesale Customers were also able to track the progress of their faults via LOLs.

## 2. Rectification

### 2.1 Goal of Rectification Proposal

The Rectification Proposal is considered to provide an effective means of remedying the potential issue. It quickly implements a permanent solution, while minimising potential disruption to Telstra Wholesale Customers' business operations and any potential impact upon end-users.

### 2.2 Steps Undertaken

#### (a) System and process changes

Telstra commits to implement system and/or process changes that may be required to ensure the ROLF process operates for Retail and Wholesale Customers equivalently, by ensuring Retail and Wholesale Customers have an equivalent opportunity to advise whether a BTS fault which has returned a NFF result is still a fault before the fault ticket is closed by Telstra.

Telstra has already implemented the solution outlined below to give effect to this commitment, and has advised Wholesale Customers of the amended process. Telstra believes that in undertaking these steps, it is providing an equivalent process to Retail and Wholesale Customers. In the event Telstra needs to make changes to the ROLF process as outlined below during the operation of this Rectification Proposal, Telstra will advise Wholesale Customers where they are impacted by the change.

*Change to ROLF Implemented on Thursday, 8 May 2014*

On Thursday, 8 May 2014, Telstra implemented a change to the ROLF process to address the potential issue notified to the ACCC. That solution included a redesign of the ROLF process to ensure that Telstra will not close any fault that has returned a NFF result unless the Wholesale Customer has advised us to do so, as per Telstra's Retail customers. This solution has been developed and implemented ahead of the mid-June timeframe that was anticipated initially.

## RECTIFICATION PROPOSAL

### *The new ROLF Process for Wholesale Customers*

Once a fault has returned a result of NFF in ROLF, the fault ticket will either be directed into the ROLF 'ring-back queue' to contact the Wholesale Customer by phone, or an email will be sent directly to the Wholesale Customer. The method of contact will be based on the contact information provided by the Wholesale Customer, and the timing of the scheduled appointment or commitment. When the Wholesale Customer is contacted, we request they undertake the following actions:

- If the Wholesale Customer confirms the service is still faulty: the ticket remains open and the existing appointment or commitment remains unchanged, and will proceed as planned;
- If the Wholesale Customer confirms there is no longer a fault on the service: the Wholesale Customer can withdraw the fault ticket or request Telstra Wholesale to withdraw the ticket; or
- The Wholesale Customer can request modification of the ticket with further tests to be completed to isolate the fault.

The fault ticket remains open pending a response from the Wholesale Customer. If the Wholesale Customer does not respond by the ticket due date, then the ticket of work remains in the normal work queue, i.e., the default procedure is that the appointment or commitment proceeds if no response is received from the Wholesale Customer.

In this way, the amended process will now give the Wholesale Customer an opportunity to contact their end-user prior to the closure of the fault ticket (or the sub-case), to confirm whether the service remains faulty.

Regardless of whether a fault ticket is processed through ROLF, Wholesale Customers are able to request closure notification via email or SMS.

Telstra will also implement any necessary changes to ancillary processes and process documentation to support the IT system and process changes listed above.

If Telstra becomes aware of the need to implement a change to the ROLF process outlined above at any time during the operation of this Rectification Proposal, it will ensure any change implemented is equivalent for Telstra's Retail and Wholesale customers, and will advise Wholesale Customers where they are impacted by the change.

#### **(b) Communicate with Telstra Wholesale Customers about the issue**

Telstra has advised its Wholesale Customers about this matter by written communication sent to all Wholesale Customers on 15 May 2014. This communication also advised Wholesale Customers of the format and content of the email which will be sent when they select to be notified via email.

### **2.3 Expiry of Rectification Proposal**

This Rectification Proposal expires 18 calendar months after the date that it is filed with the ACCC.

## **3. Conclusion**

Telstra believes that by undertaking the steps set out above, it has addressed any potential issue that may have arisen.