

**COMMUNICATIONS  
ALLIANCE LTD**



INDUSTRY CODE

C617:2017

CONNECT OUTSTANDING

## **C617:2017 Connect Outstanding Industry Code**

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## **EXPLANATORY STATEMENT**

This is the Explanatory Statement for the C617:2017 **Connect Outstanding** Industry Code (the Code). It outlines the background, scope, objectives, processes and procedures described in the Code and the anticipated costs and benefits.

### **Background**

One of the objectives of the *Telecommunications Act 1997 (the Act)* is that telecommunications is regulated in a manner that promotes the greatest practicable use of industry self-regulation and does not impose undue financial and administrative burdens on industry participants. The Act provides that bodies and associations that represent sections of the telecommunications industry may develop Industry Codes.

Since 1 July 1997, when Australia's communications industry (the Industry) became self-regulated, the Australian Communications Industry Forum (ACIF) was established to develop and administer industry, technical and operational arrangements that promote both the long-term interests of end-users and the efficiency and international competitiveness of the Australian communications industry.

ACIF's (now known as Communications Alliance) Connect Outstanding Working Committee developed the Code to specify the minimum requirements of Carriers and Carriage Service Providers (C/CSPs) to manage the timely connection of a New Occupant's basic access Standard Telephone Service when the Previous Occupant has not yet cancelled their Standard Telephone Service.

The Code does not apply when the Previous Occupant has cancelled their Connection Service with their C/CSP. In these cases, normal connection procedures and, where connecting a Standard Telephone Service, Customer Service Guarantee (CSG) timeframes will apply.

### **Pre-2005 Regulatory Arrangements**

The Industry maintained that for Connect Outstanding situations, the CSG Standard does not apply, as the infrastructure is not available for automatic reconnection. When a cancellation can be processed, the CSG Standard timeframes will apply to the subsequent connection where connecting a Standard Telephone Service.

In an attempt to address the customer dissatisfaction arising from the failure to cancel the previous Standard Telephone Service, Telstra voluntarily developed a Connect Outstanding process to facilitate disconnection activity between service providers. This voluntary procedure was applied by many service providers.

However given the absence of an Industry Code or legislation addressing the issue, the Telecommunications Industry Ombudsman (TIO) took the position as an interim solution with the support of then Department of Communications, IT and the Arts (DCITA), that the Gaining Service Provider should be liable to pay the equivalent of CSG rebates to the new customer where the connection had not been carried out within the timeframe agreed to by the industry under the procedure known as Connect Outstanding. A position was formed by the TIO that where a new customer in a Connect Outstanding situation experiences an unreasonable delay in the connection of their Standard Telephone Service, that customer ought to be entitled to the same sort of protection and compensation provided to other phone users under the CSG. Some industry members did not agree that CSG equivalent payments should apply in these circumstances. The

TIO maintains that the new customer should not be adversely disadvantaged because of a Connect Outstanding issue over which they have no control.

### **Why Pre-2005 Regulatory Arrangements were inadequate**

Despite the significant improvements achieved by the voluntary industry process over several years of operation, there continued to be concern from customers, the ACMA and the TIO about the delays in getting Standard Telephone Services connected where the previous Standard Telephone Service had not been cancelled. These extended delays often occurred when the service provider was unable to contact the Previous Occupant by telephone and it was necessary to write to them. Also, some industry members were not participating in the voluntary arrangements. It was for these reasons in 2005 that a decision was made to develop the Code.

### **How the Code Builds on and Enhances the Current Regulatory Arrangements**

The Code enhances the current regulatory environment by ensuring all industry participants abide to a standard minimum requirement for managing the connection of new Connection Services to existing infrastructure in a timely manner when the previous Connection Service has not been cancelled.

The Code sets minimum acceptable practices that do not necessarily limit industry's ability to improve on the minimum level.

The Code does not prevent two or more individual industry participants agreeing to different arrangements provided that those arrangements meet the minimum acceptable practices of the Code and do not prevent other industry participants from meeting their obligations under the Code.

### **What the Code has Accomplished**

The 2005 Code version ensured that C/CSPs established practices that reduced the waiting period for this type of access connection from an average of twelve days to eight days and hence reduced consumer detriment.

### **How the Objectives are Achieved**

The objectives of the Code are achieved by enhancing the data collection and order validation process and substantially reducing the time available for the Losing Service Provider (LSP) to object to a cancellation. This ensures that the New Occupant is connected in shorter timeframes. However, it must be recognised that this increases the risk of incorrectly disconnecting customers where address details may not be accurate. The Code specifies how to respond to these situations.

The Code also sets out agreed time frames to which the industry must adhere.

### **Benefits to Consumers**

From a consumer's perspective, the Code specifies processes to ensure that C/CSPs can cancel the existing Connection Service in the shortest possible time and therefore minimise the time taken to connect a New Occupant.

With the substantially reduced time available to check the Previous Occupant, there is a risk that a small number of customers may be incorrectly disconnected. The Code requires that prompt action be taken to reverse these situations.

## **Benefits to Industry**

The main benefit to the industry from the implementation of the Code is a more uniform and efficient approach to Connection Service connection with reduced timeframes. This will improve customer satisfaction and reduce costs.

## **Cost to Industry**

There are costs associated with the establishment and maintenance of the support systems and Bilateral Agreements that will be needed to implement this 2017 revision of the Code. However, these costs are expected to be outweighed by the benefits, which will be derived by the implementation of a standard industry approach.

## **Other Public Interest Benefits or Considerations**

The needs and expectations of customers have been taken into account in the formulation of the Code to ensure that broader public interest benefits accrue. The following considerations are therefore central to its framework:

- performance standards that meet the needs and expectations of the Australian community; and
- appropriate consumer safeguards.

## **Code Revision in 2016**

The Connect Outstanding Code C617:2017 replaces the registered Connect Outstanding Code ACIF C617:2005.

The changes made in 2016 were:

- updates to the relevant reference documents;
- inclusion of new acronyms and definitions to cover Legacy Services and new NBN access technologies;
- creation of three distinct processes dependent on the access infrastructure being used, taking into consideration Legacy Services, ULLS and NBN based services;
- development of new process flowcharts;
- development of a request for release process; and
- the creation of an access seeker FTTB/N migration contact list.

Craig Purdon  
Chair

**WC70 Connect Outstanding**

AUGUST 2016

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# 1 GENERAL

## 1.1 Introduction

- 1.1.1 Section 112 of the *Telecommunications Act 1997* (the Act) sets out the intention of the Commonwealth Parliament that bodies and associations representing sections of the telecommunications industry develop industry codes relating to the telecommunications activities of participants in those sections of the industry.
- 1.1.2 The development of the Code has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry and Government regulatory agencies.
- 1.1.3 The Code should be read in conjunction with related legislation, including:
- (a) the Act;
  - (b) the *Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth)*;
  - (c) the *Competition and Consumer Act 2010 (Cth)*; and
  - (d) the *Privacy Act 1988 (Cth)*.
- 1.1.4 The Code should be read in the context of other relevant Codes and Guidelines including the:
- (a) *Priority Assistance for Life Threatening Medical Conditions Industry Code (C609:2007)*;
  - (b) *NBN Access Transfer Industry Code (C647:2017)*; and
  - (c) *NBN FTTB/N Migration Processes Industry Guidance Note (IGN 008)*.
- 1.1.5 If there is a conflict between the requirements of the Code and any requirements imposed on a Supplier by statute, the Supplier will not be in breach of the Code by complying with the requirements of the statute.
- 1.1.6 Compliance with this Code does not guarantee compliance with any legislation. The Code is not a substitute for legal advice.
- 1.1.7 Statements in boxed text are a guide to interpretation only and not binding as Code rules.

## 1.2 Registration by the ACMA

The Code is registered by the Australian Communications and Media Authority under section 117 of the Act.

### **1.3 Scope**

1.3.1 The Code is applicable to the following sections of the telecommunications industry under section 110 of the Act. They are collectively referred to as:

- (a) Carriers; and
- (b) Carriage Service Providers.

1.3.2 The Code 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.

1.3.3 Subject to clause 1.3.4, the Code defines the process for the reuse of an existing Connection Service, or the infrastructure that is in use to supply a working Connection Service where the existing Connection Service has not been Cancelled and the New Occupant is able to warrant intended occupancy, or if requested establish Proof of Occupancy.

1.3.4 The Code does not cover the reuse of a Connection Service where the technology of the new Connection Service is not compatible or where the new Connection Service cannot utilise the existing network connected at the customer's premises.

### **1.4 Objectives**

1.4.1 The objectives of the Code are:

- (a) to set out procedures between Carriage Service Providers that provide timely connection of a New Occupant's Connection Service where a working Connection Service has not been Cancelled at the Service Address;
- (b) to ensure an appropriate balance between the rights of the New Occupant and the Previous Occupant;
- (c) to set out competitively neutral and non-discriminatory processes; and
- (d) to minimise disadvantage to the Previous Occupant or any third party where a reversal is necessary.

### **1.5 Commencement Date**

Except as provided in this clause 1.5, this Code will commence on the day of registration with the ACMA.

The obligations under clause 5.9.1 to 5.9.3 will not commence until that date which is 3 months after the date of registration of this Code with the ACMA.

## **1.6 Code review**

1.6.1 The Code will be reviewed every 5 years, or earlier in the event of significant developments that affect the Code or a chapter within the Code.

## **1.7 Powers of the Telecommunications Industry Ombudsman to handle complaints under the Code**

Under section 114 of the Act and subject to the consent of the TIO, the Code confers on the TIO the functions and powers of:

- (a) receiving;
- (b) investigating;
- (c) facilitating the resolution of;
- (d) making determinations in relation to;
- (e) giving directions in relation to; and
- (f) reporting on

complaints made by the end users of a Listed Carriage Service about matters arising under or in relation to the Code, including compliance with the Code by those industry participants to whom the Code applies.

## 2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

### 2.1 Acronyms

For the purposes of the Code:

**ACMA**

means the Australian Communications and Media Authority

**C/CSP**

means Carrier or Carriage Service Provider

**CSD**

means Connection Service Deliverer

**FTTB/N**

means Fibre to the Building or Fibre to the Node

**GSP**

means Gaining Service Provider

**HFC**

means Hybrid Fibre Coaxial

**LSP**

means Losing Service Provider

**NBN**

means National Broadband Network

**POD**

means Proof of Occupancy Document

**RFR**

means Request for Release

**TIO**

means the Telecommunications Industry Ombudsman

**TULL**

means ULLS Transfer

**ULLS**

means Unconditioned Local Loop Service.

## 2.2 Definitions

For the purposes of the Code:

### **Access Seeker**

means the party requesting services direct from a Connection Service Deliverer.

### **Act**

means the *Telecommunications Act 1997 (Cth)*.

### **Bilateral Agreement**

means any agreement between two parties.

### **Business Day**

means a day that is not a Saturday, Sunday or public holiday in the location of the Service Address.

### **Cancelled / Cancellation**

means the permanent cessation of a Connection Service by a C/CSP.

### **Connection Service**

means a broadband or Standard Telephone Service provided over single or mixed network infrastructures including copper (including ULL), fibre (including NBN), HFC, satellite and wireless networks.

### **Connection Service Deliverer**

means the head upstream Carriage Service Provider (CSP) which provides a Connection Service (directly or indirectly) to the Gaining Service Provider (GSP) and/or Losing Service Provider (LSP). The GSP or LSP may also be the CSD.

### **Carriage Service Provider**

has the meaning given by section 87 of the Act.

### **Carrier**

has the meaning given by section 7 of the Act.

### **Connect Outstanding**

means the reuse of an existing Connection Service, or infrastructure over which an existing Connection Service is provided by a New Occupant where the Previous Occupant's Connection Service has not been Cancelled.

### **Connect Outstanding Transition**

means the process described in clause 5.9.1.

### **Customer**

means the Rights of Use Holder of a Service Identifier number for a particular Connection Service at a given Service Address or the end user in whose name the account is established, or will be established, for the supply of Connection Services.

### **Customer Application**

is the process described in Section 5.2 of the Code.

### **Customer Authority**

means a written or electronic authorisation which is executed by or on behalf of a Customer for the purpose of authorising a GSP to place an order for the supply of a service on the NBN at the Service Address the subject of the authorisation.

### **Enhanced Site Qualification**

means a service qualification query for a Service Address performed by the GSP, or the Access Seeker on behalf of the GSP, with Customer Authority in respect of that Service Address to determine whether that Service Address is serviceable by the NBN.

### **Fibre to the Building**

means a Connection Service which is supplied on the NBN using fibre to the building access technology.

### **Fibre to the Node**

means a Connection Service which is supplied on the NBN using fibre to the node 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 5.6.

### **Gaining Service Provider**

means the CSP that provides or will provide the Connection Service to the New Occupant.

### **Invalid Connection, Cancellation or Transfer**

means a connection, cancellation or transfer made in conjunction with the Connect Outstanding process that was subsequently found to:

- not be properly authorised by the Previous or New Occupant; or
- be the result of a processing error by the LSP, GSP, CSD or any downstream provider who is not the LSP or GSP.

### **Legacy Services**

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

### **Losing Service Provider**

means the CSP that provides a Connection Service to the Previous Occupant.

### **Migration Plan**

means the Telstra Migration Plan, provided to the Australian Competition and Consumer Commission (ACCC) under section 577BDA of the Act as amended from time to time.

### **National Broadband Network**

means NBN Co's superfast broadband network with national coverage that is offered on a wholesale basis, and includes fibre, copper, wireless, HFC and satellite network elements.

### **NBN Access Transfer**

means the transfer of a Connection Service delivered over the NBN between the LSP and the GSP.

### **NBN Access Transfer Code**

means the Communications Alliance Code C647:2017 as amended from time to time.

### **NBN Access Transition**

means the transition of infrastructure from supporting the delivery of a Legacy Service to delivering a Connection Service over the NBN.

### **New Occupant**

means the new end user at the Service Address.

### **Previous Occupant**

means the previous end user at the Service Address.

### **Privacy Act**

means the *Privacy Act 1988* (Cth).

### **Proof of Occupancy Document**

means the document provided by the New Occupant to verify occupancy at the Service Address. Proof of Occupancy has the same meaning.

**Public Number**

has the same meaning as defined in the *Telecommunications Numbering Plan 2015*.

**Request for Release**

means the request from the GSP to the LSP as described in section 5.4.

**Reversal**

means the process described in section 5.10.

**Service Address**

means the location at which the Connection Service terminates or is to terminate.

**Service Identifier**

means a numeric or alpha-numeric number that identifies a particular Connection Service at a given Service Address. Service ID has the same meaning.

**Standard Telephone Service**

has the meaning given by section 6 of the *Telecommunications (Consumer Protection and Services Standards) Act 1999*.

**Transfer**

means the process described in section 5.8.

**ULLS**

has the same meaning as defined in the ULLS Code.

**ULLS Code**

means the Communications Alliance Code C569:2015 as amended from time to time.

**ULLS Transfer**

has the same meaning as defined 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 Code, 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 consolidations, 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) clear Business Day means that irrespective of the time of the Business Day that the request is received, the group responsible for the action has until the close of the following Business Day to complete the action;
- (h) words and expressions which are not defined have the meanings given to them in the Act; and
- (i) a reference to a person includes a reference to the person's executors, administrators, successors, officer, employee, volunteer, agent and/or subcontractor (including but not limited to, persons taking by novation) and assigns.

### **3 PRIVACY AND BILATERAL AGREEMENTS**

#### **3.1 Non-Discrimination**

- 3.1.1 In implementing the Code, each C/CSP must act in a competitively neutral and non-discriminatory manner.

#### **3.2 Privacy and Use of Information**

- 3.2.1 The Privacy Act applies to C/CSPs who would not otherwise be required to comply with the Privacy Act, as if those C/CSPs were an organisation within the meaning of Privacy Act, to the extent that the activities of the C/CSPs under this Code relate to Personal Information.
- 3.2.2 Information provided in transactions between C/CSPs for the purposes of the Code must only be used for the disconnection and reconnection of a Connection Service in association with delivery of carriage services and must not be used for any other purposes. For example, such information must not be used for marketing purposes.
- 3.2.3 C/CSPs should take all practicable steps to avoid the collection and storage of irrelevant information.
- 3.2.4 Where there is any inconsistency between the Code and Part 13 of the Act, the Act prevails. Where there is any inconsistency between the Code and the *Privacy Act 1988*, the *Privacy Act 1988* prevails.

#### **3.3 Bilateral Agreements**

- 3.3.1 C/CSPs may enter into Bilateral Agreements in relation to Connect Outstanding arrangements provided these agreements meet the requirements of the Code.

## **4 PRINCIPLES**

1. The GSP is responsible for:
  - (a) managing all relevant contact/issues with the New Occupant during the Connect Outstanding process; and
  - (b) obtaining and validating all necessary information from the New Occupant for the purposes of this process.
2. The CSD is responsible for managing the disconnection and reconnection of the Connection Service under instruction from an authorised party.
3. The LSP is responsible for acting on behalf of the Previous Occupant including objections to the Cancellation.
4. The Previous Occupant's Public Number will not be issued to the New Occupant unless no other number is available.
5. C/CSPs should endeavour to improve on the timeframes specified in the Code wherever practicable.
6. LSPs, CSDs, and GSPs should make every effort to avoid a delay between disconnection and reconnection of a Connection Service.

## 5 CODE RULES

### 5.1 General

- 5.1.1 If there are no objections from the LSP or CSD during the Connect Outstanding process, a GSP must ensure that the New Occupant's service is connected within eight clear Business Days once the service is released in accordance with this Code or the New Occupant's requested connection date, if that is later. CSD, GSP and LSP obligations in the Connect Outstanding process are set out in this Code.

NOTE: 1. See Appendix A for a flowchart of the process.

2. This Code has three different processes that may apply, depending on the access infrastructure that will be used in the new connection.

Clauses 5.2 and 5.4 to 5.5 apply to all service types.

Clauses 5.3 and 5.6 to 5.9 only apply as follows;

- For movement between Legacy Services unless the existing Connection Service is ULLS, the cancellation procedure in clauses 5.6 and 5.7 applies.
- For movement between Legacy Services where the existing Connection Service is ULLS, and for movement between NBN based services, the Transfer Process in clause 5.8 applies.
- For movement from Legacy Services to the NBN (using the FTTB/N network), the Transition Process in clauses 5.3 and 5.9 applies.

Clause 5.10 for reversals applies to all service types.

### 5.2 Customer Application

- 5.2.1 When a New Occupant applies for connection of a Connection Service and the existing service has not been Cancelled, the GSP must initiate the processes outlined in the Code.
- 5.2.2 Should clause 5.2.1 apply, the GSP must inform the New Occupant that:
- (a) the Connection Service of the Previous Occupant has not been Cancelled;
  - (b) if the release by the LSP is challenged or if the Connection Service is not released, the application can only be processed if a POD is provided or the service is Cancelled before the New Occupant's requested connection date;

NOTE: In a Connect Outstanding situation, when a New Occupant has contacted the GSP in advance of their requested connection date, the GSP should inform the New Occupant of the possible scenarios and the consequences of either providing or not providing a POD before the requested connection date.

- (c) A POD must include the date on which the New Occupant takes up occupancy;
- (d) A POD must satisfy the minimum criteria set out below:
  - 1. Lease; or
  - 2. Rental Agreement; or
  - 3. Contract of Sale; or
  - 4. Statutory declaration from the New Occupant and a utility bill eg. rates, power, water; or
  - 5. Statutory declaration from the property owner and the rent receipt from the New Occupant; or
  - 6. Statutory declaration from the property owner and the bond payment receipt; or
  - 7. Documentation from the real estate agent and the rent receipt from the New Occupant; or
  - 8. Documentation from the real estate agent and the bond payment receipt;
- (e) once a POD has been validated and if there are no further objections, the Connection Service must be connected within eight clear Business Days or on the New Occupant's requested connection date, if this is later.

5.2.3 If the existing service is Cancelled before the New Occupant's requested connection date, the GSP will follow the normal provisioning procedures for that Connection Service and no further obligations under the Code apply.

### **5.3 Identification of the LSP**

5.3.1 Where the CSD is a provider of Legacy Services, and the Customer has requested an NBN service, the Legacy Services CSD will provide the identifier of the downstream LSP for the Legacy Service to NBN Co.

5.3.2 NBN Co will provide:

- the identifier of the LSP for Legacy Services; and
- where there is an NBN Access Transfer request in accordance with the NBN Access Transfer Code, the identifier of the LSP or its Access Seeker for NBN based services,

to the GSP, (or if it is not an Access Seeker, the relevant upstream Access Seeker with NBN Co, who will provide the identifier of the LSP to the GSP) in order to facilitate timely validation of activities between the LSP and GSP.

NOTE: The information in 5.3.2 is only available to Access Seekers who have submitted an Enhanced Service Qualification enquiry. An Enhanced Service Qualification enquiry can only be submitted for a premises where an Access Seeker has obtained valid Customer Authority. NBN Co is only able to include in its systems, information to which it has access and any necessary disclosure consent.

## 5.4 Application Processing

5.4.1 Once the GSP has validated that the prospective customer is a New Occupant of the premises where the outstanding service is located, a RFR is sent by the GSP to the LSP via email.

5.4.2 The RFR must contain, as a minimum:

- Service Address; and
- date of proposed connection.

Further detail of the RFR format and response codes are set out in Appendixes B – E.

5.4.3 Where the RFR recipient is an upstream provider, they shall forward the RFR to the applicable LSP. Any responses will likewise be forwarded to the GSP.

NOTE:

1. An upstream provider may arrange to manage these functions on behalf of the downstream CSP.
2. NBN Co is not an upstream provider in the context of Clause 5.4.3.

5.4.4 Where the LSP has not provided a valid contact point for receipt of an RFR, the GSP may elect to obtain and validate a POD in order to bypass the RFR and proceed with the Customer Application.

5.4.5 The LSP must validate the RFR against their records, including contacting the Previous Occupant if required.

5.4.6 Once validated, the LSP must respond to the GSP within two clear Business Days of receipt of the RFR.

The LSP may advise the GSP within two clear Business Days of the receipt of advice of the RFR that it objects to the proposed release because:

- (a) the LSP has spoken with the Previous Occupant and confirmed that they are still in residence at the time Cancellation is required; or
- (b) the LSP has a record of contact with the Previous Occupant confirming that they remain the occupant at the time the proposed connection is required; or
- (c) the service is cancelled or pending cancellation; or
- (d) the Service Address is not found in the CSD or LSP records.

NOTE: A future dated pending cancellation should not override a POD by the New Occupant. It is not reasonable for the Previous Occupant to maintain a live service at a premises no longer occupied by them.

- 5.4.7 If a positive response to the RFR is received, or no response to release is received within two clear Business Days, the GSP will follow the normal provisioning process for ordering that Connection Service.
- 5.4.8 If a response is received from the LSP that indicates an alternate date of departure for the Previous Occupant, the GSP must re-contact the New Occupant to verify the proposed connection date.  
  
If the alternate date is agreed, the GSP does not need to submit a new RFR, but may follow the normal provisioning process for that Connection Service using the date provided by the LSP.
- 5.4.9 If a response is received from the LSP requesting additional time because of difficulties contacting the Previous Occupant, the GSP will suspend any processing for an additional three clear Business Days from receipt of the LSP response.  
  
The GSP may elect instead to obtain a POD from the New Occupant in order to expedite the process.  
  
If the New Occupant is able to provide a POD, the GSP will source this from the New Occupant and advise the LSP.
- 5.4.10 If a response is received from the LSP indicating that the Previous Occupant is not vacating the premises, the GSP must re-contact the New Occupant to query this.  
  
If the New Occupant is able to provide a POD, the GSP will source this from the New Occupant and advise the LSP.
- 5.4.11 Where the GSP has elected in accordance with clauses 5.4.4, 5.4.9 or 5.4.10 to obtain a POD, and has not been able to verify the POD is valid in accordance with clause 5.4.13 the GSP will suspend processing of the application until the POD is received.
- 5.4.12 Where the GSP has not received a valid POD within 14 days, the GSP or CSD may at its discretion withdraw the application order.

- 5.4.13 Once the GSP has received a POD, the GSP must validate the POD by checking that:
- (a) the POD complies with clauses 5.2.2 (c) and (d);
  - (b) the New Occupant's name and Service Address specified on the application order corresponds to the Name and Service Address stated in the POD; and
  - (c) the requested connection date falls on or after the date on which the New Occupant takes up occupancy.
- 5.4.14 Where a POD is received but is not successfully validated under clause 5.4.13, the GSP must, within one clear Business Day of receipt of the POD, make reasonable attempts to contact the New Occupant to explain why validation was unsuccessful and to provide the New Occupant an opportunity to supply additional information to enable validation.
- 5.4.15 Where the GSP has successfully validated the POD under clause 5.4.13, the GSP must advise the LSP that a valid POD has been sighted and request release. This advice should be provided within one clear Business Day of receipt of a valid POD.
- 5.4.16 Where an RFR has been received from the GSP under clause 5.4.15 the LSP has one clear Business Day from receipt of the RFR to confirm release otherwise release is assumed.

NOTE: In the event of an objection made by an LSP, if no successful or clear resolution can be made even with a POD or a known Service ID (for example if shared premises and there are disputes over the departing end users), the GSP may need to order a new service from the relevant CSD.

## 5.5 CSD Validation

- 5.5.1 Once the CSD has received advice that the RFR is complete or bypassed in accordance with section 5.4, and received an order for connection, the CSD must check the order to ensure that there are no problems in relation to the connection of that service, e.g. conflicting orders, discrepancy in records, technology incompatibilities.
- 5.5.2 If a problem is found under clause 5.5.1, the CSD must advise the GSP and provide the relevant details. This advice must be provided within one clear Business Day of receipt of advice that the RFR is complete.
- 5.5.3 Upon receipt of advice from the CSD pursuant to clause 5.5.2, the GSP must determine whether further information is required from the New Occupant in order to resolve the problem and enable the CSD to validate the order under clause 5.5.1.
- (i) If the GSP deems that no further information is required from the New Occupant, the GSP must initiate contact with the CSD and the two entities must co-operate to resolve the

problem. The GSP and CSD should endeavour to resolve the problem within one Business Day of receipt of advice under clause 5.5.2 or as soon as possible.

- (ii) If the GSP deems that further information is required from the New Occupant, the GSP must within one Business Day of receipt of advice under clause 5.5.2 make reasonable attempts to contact the New Occupant and advise of the additional information that is required.

- 5.5.4 If there are no problems found under clause 5.5.1, the order can be progressed and the CSD or former CSD (as applicable, being the provider for the Connection Service being cancelled) must advise the LSP (or upstream Access Seeker) of the loss. This advice must be provided to the LSP; 90% within one clear Business Day and 99% in two clear Business Days of the order being completed.

NOTE: Notice from the CSD to the LSP of a loss can take a number of forms, including but not limited to a daily CSP data feed, a Field Completion Notification, a ULLS\* Transfer loss, or an NBN\* Access Transfer loss.

\* Both ULLS and NBN processes utilise their respective Transfer functionality to support Connect Outstanding.

## 5.6 Cancellation Procedure

- 5.6.1 The Cancellation procedure applies to movement between Legacy Services (unless the existing Connection Service is ULLS).
- 5.6.2 Where the LSP advises the CSD either that there was no objection from the LSP or where there was no response to the RFR within the timeframe required by clause 5.4, the CSD must, within one clear Business Day, proceed with the Cancellation or new order as relevant, and advise the GSP and LSP that the Cancellation or new order has been actioned.
- 5.6.3 If the outstanding service is not associated with a loss advice pursuant to section 5.5.4 within 10 Business Days, the LSP may fully cancel the outstanding service.

NOTE: The LSP may issue a Cancellation of the Previous Occupant's Connection Service at any stage of the Connect Outstanding process pursuant to section 5.6.1 and 5.6.3.

## 5.7 GSP to implement the connection order

- 5.7.1 Following the Cancellation of the Previous Occupant's Connection Service, the GSP should ensure that the connection order proceeds within timeframes specified in the *Telecommunications (Customer Service Guarantee) Standard 2011* for in-place services if required by the CSG Standard.

NOTE: A Customer Service Guarantee only applies to the connection of a Standard Telephone Service.

## 5.8 Transfer Process

- 5.8.1 This section applies to movement between Legacy Services where the existing Connection Service is provided over ULLS and to movement between NBN based services.
- 5.8.2 After confirming release of the service by the LSP, or where the GSP has obtained and verified a POD in accordance with section 5.4, the GSP may submit a:
- ULLS Transfer (TULL) request in accordance with the ULLS Code and ULL IT Guidelines; or
  - NBN Access Transfer request, with a Connect Outstanding indicator, in accordance with the NBN Access Transfer Code.

NOTE: A Transfer has the effect of enabling the change from Previous Occupant to New Occupant, as well as changes to the service, without any significant downtime.

## 5.9 Transition Process

- 5.9.1 This section applies to Legacy Services where the New Occupant requires connection through the NBN using the copper network.

NOTE: When using technologies such as FTTB and FTTN.

- 5.9.2 After confirming release of the service by the LSP in accordance with section 5.2 to 5.5 the GSP may submit a NBN Access Transition request, with a Connect Outstanding indicator.
- 5.9.3 A Connect Outstanding Transition must not be placed requesting Voiceband Pass Through with the order.
- 5.9.4 The Service Identifier is not required to be passed to NBN Co by the GSP for validation.

## 5.10 Reversals

- 5.10.1 This section applies if an Invalid Connection, Cancellation or Transfer of a Connection Service has occurred as a result of the Connect Outstanding process.
- 5.10.2 Where a GSP or LSP becomes aware of an Invalid Connection or Cancellation, (in a case referred to in section 5.6 or 5.9) that GSP or LSP must immediately advise the relevant CSD and / or the other party.
- 5.10.3 Once the relevant CSD has received advice as per clause 5.10.2, the CSD must take immediate steps to facilitate the restoration of the Connection Service of the Previous Occupant and advise its Customer, the GSP, LSP or Access Seeker as relevant, that a reversal has taken place.

- 5.10.4 Following the receipt of the advice that a reversal has taken place pursuant to clause 5.10.3, within one clear Business Day:
- (a) the GSP must make reasonable attempts to contact the New Occupant to advise of the reason for the reversal;
  - (b) the LSP must make reasonable attempts to contact the Previous Occupant to advise of the reason for the reversal.

<p>NOTE: If an Invalid Connection, Cancellation or Transfer has occurred requiring Reversal, but the Telstra copper path has been permanently disconnected in accordance with the Migration Plan, then no Reversal to copper can be processed and the service can only be reconnected via the NBN.</p>
--

- 5.10.5 Where a GSP or LSP becomes aware of an Invalid Transfer (in a case referred to in section 5.8), that GSP or LSP must immediately advise the other party and seek to process a Transfer reversal.

The Transfer reversal is triggered by the LSP and results in a loss notification to the former GSP.

- 5.10.6 The CSD, GSP and LSP must co-operate to initiate action for matters within their control, to permit compliance with the New Occupant and the Previous Occupant's requirements.

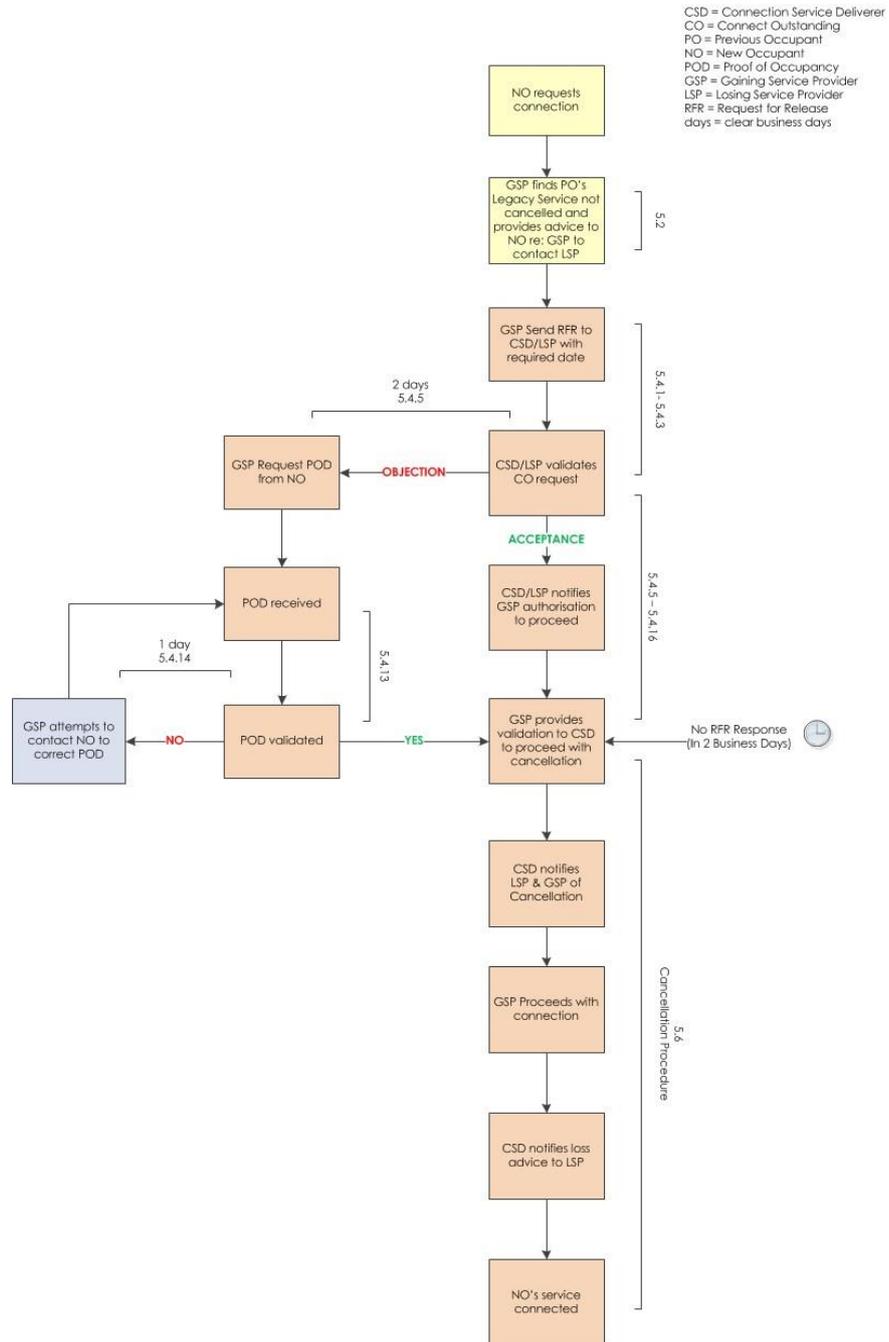
## 6 REFERENCES

<b>Publication</b>	<b>Title</b>
<b>Industry Codes</b>	
C609:2007	Priority Assistance for Life Threatening Medical Conditions
C647:2017	NBN Access Transfer
C569:2015	Unconditioned Local Loop Service – Ordering, Provisioning and Customer Transfer
<b>Industry Guidelines</b>	
G587:2002	Unconditioned Local Loop Service – IT Specification Transaction Analysis
<b>Industry Documents</b>	
IGN 008	NBN FTTB/N Migration Processes
<b>Legislation</b>	
<i>Competition and Consumer Act 2010</i>	
<i>Privacy Act 1988</i>	
<i>Telecommunications Act 1997</i>	
<i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i>	
<i>Telecommunications (Customer Service Guarantee) Standard 2011</i>	
<i>Telecommunications Numbering Plan 2015</i>	

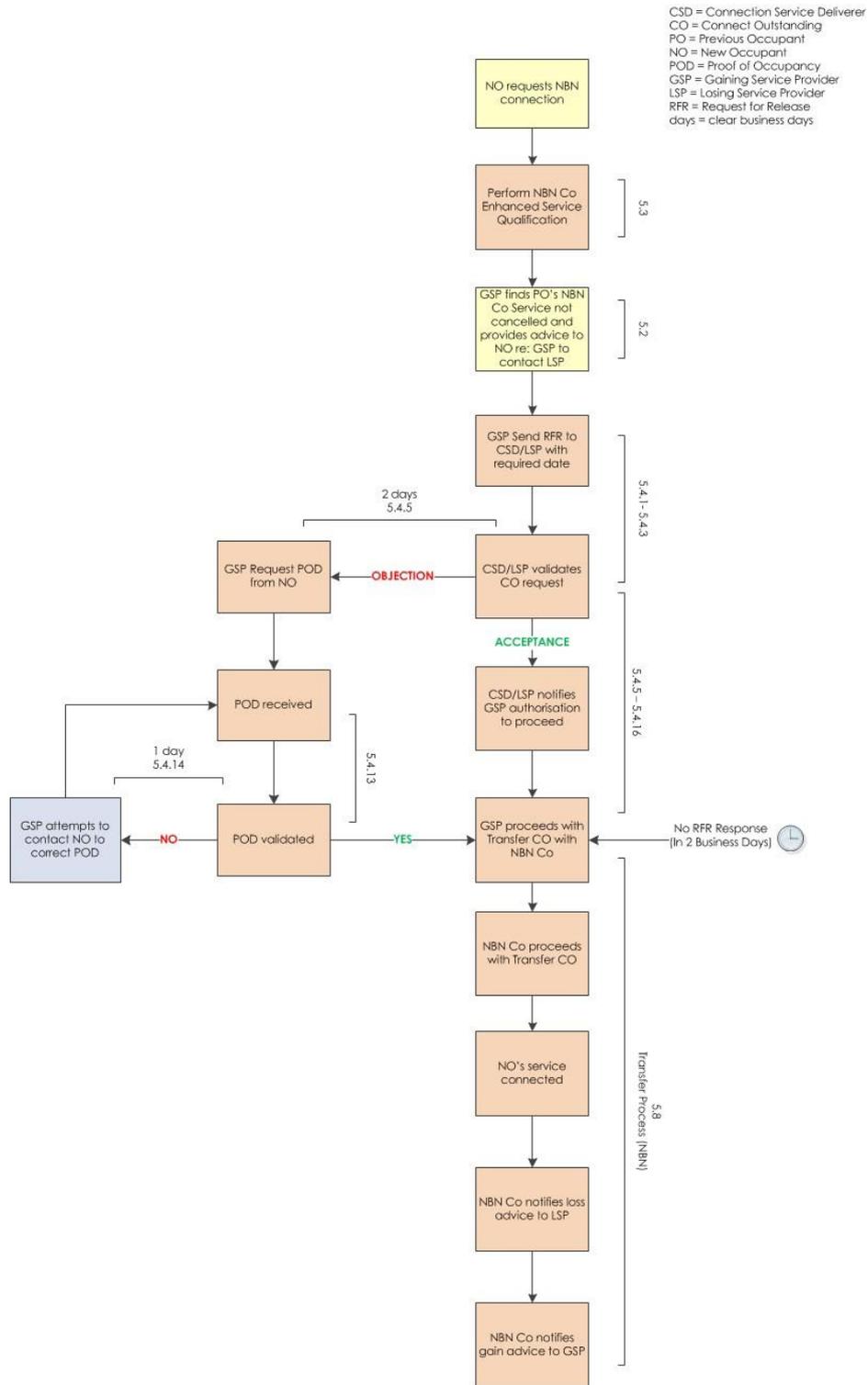
# APPENDIX

## A CONNECT OUTSTANDING PROCESS FLOWCHARTS

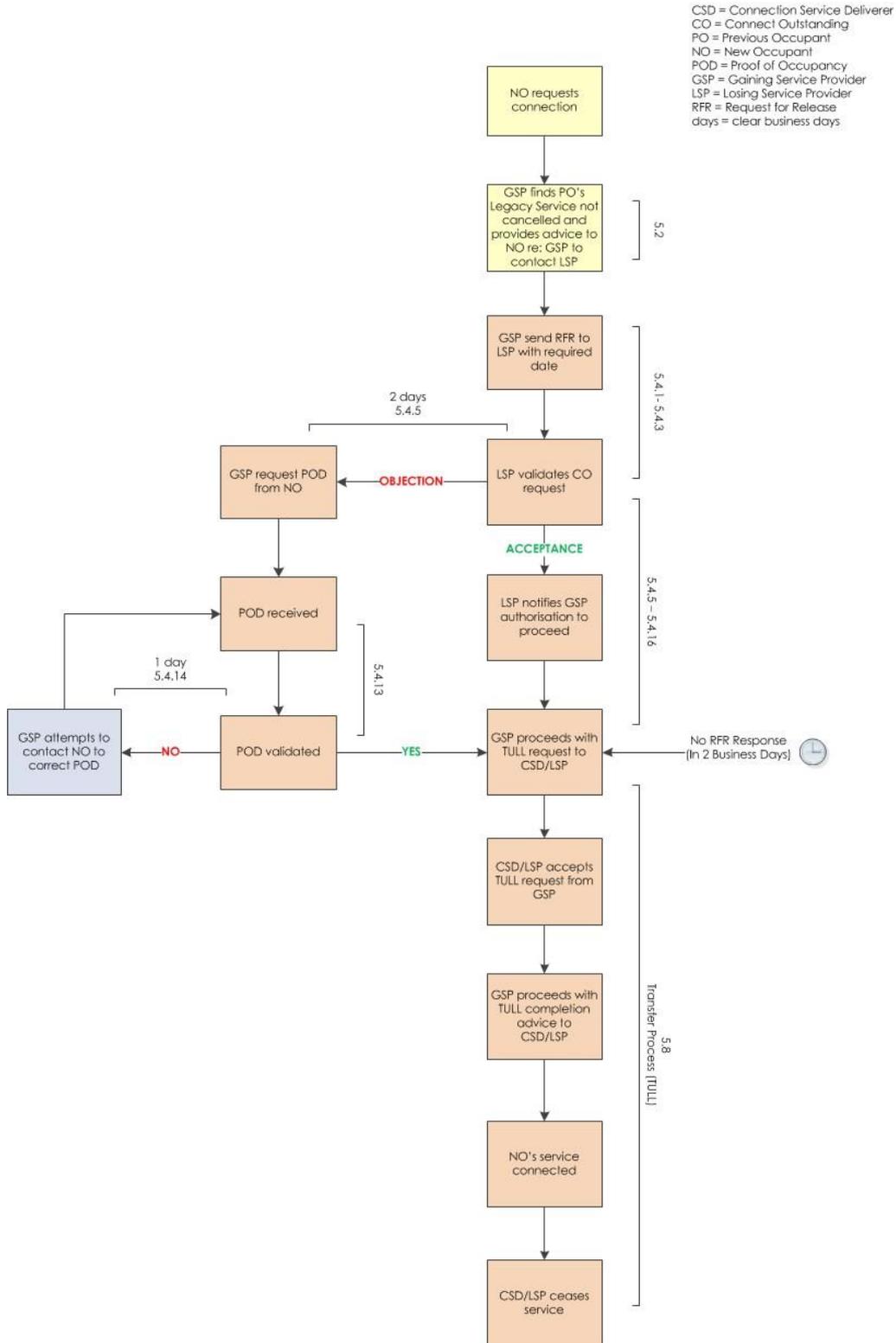
### A1 CANCELLATION PROCEDURE FLOWCHART



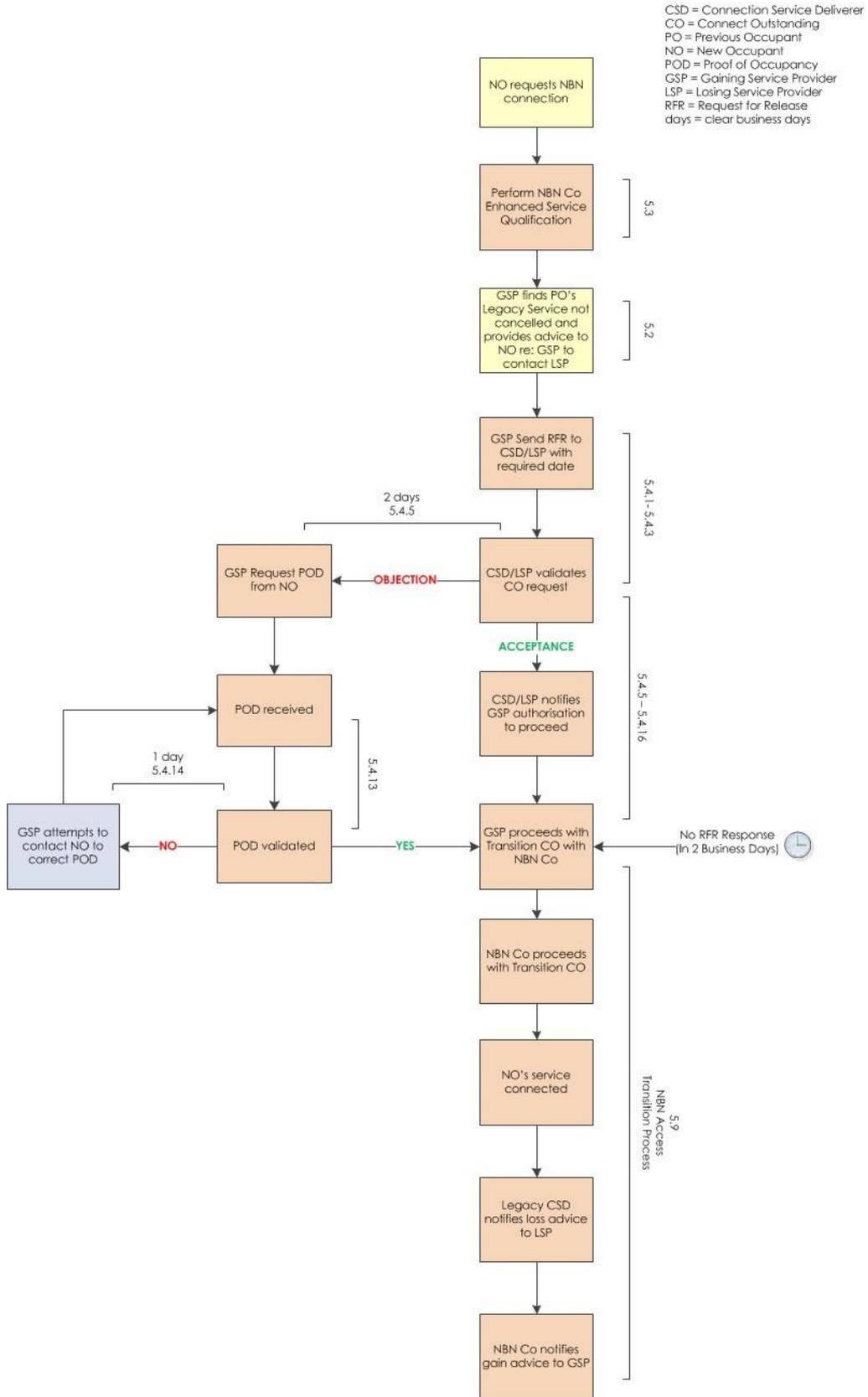
## A2 TRANSFER PROCESS NBN – NBN FLOWCHART



### A3 TRANSFER PROCESS TULL FLOWCHART



## A4 TRANSITION PROCESS NBN FLOWCHART



## B REQUEST FOR RELEASE SPECIFICATIONS

An RFR notification is sent from GSP to LSP to request for the release of the Connection Service.

An RFR notification below shows the required information the GSP submits to LSP. This can be done by email with an attached excel spreadsheet (comma separated values-csv, or similar format).

- (a) The spreadsheet must include a header row.
- (b) Files must be sent as a batch file once per Business Day at 12.00pm NSW time, unless there are no instances of Connect Outstanding applicable for such Business Day.
- (c) Separate emails must be sent for:
  - (i) RFR as a GSP; and
  - (ii) Response(s) to an RFR as a LSP.

LSPs are required to fill in the necessary response code on the RFR notification within the required timeframe to advise GSP of approval or objection of the Connection Service, see response codes in Appendix E.

To assist with file processing, characters that:

- (a) are acceptable include:

ABCDEFGHIJKLMNOPQRSTUVWXYZ

!@#\$%^&()\_+1234567890-='{}[]

- (b) are not acceptable are:

\/:\*?"<>|

Blank rows must not be included.

Blank columns must not be included. Blank values within columns are only allowed for Optional fields (see Appendix C).

The address format must be as per Appendix C.

The email subject line must be <GSP Optus Request For Release 20160108>, to include:

- (a) The originating SP
- (b) That the email contains either:
  - (i) An RFR file from a GSP, or
  - (ii) Responses to a RFR from a LSP;
- (c) The date of the RFR batch file;
- (d) The technology type that the RFR is in relation to; and

- (e) A unique reference ID which identifies the RFR attached to the email.

NOTE: Examples of a unique reference ID for GSP and LSP are:

- (a) GSPOptus20150430ULLRFR0002 and
- (b) LSPOptus20150430NBNFTTPRFRR0004.

The RFR filename must:

- (a) use 3 letter EPID title and keep variable at the end for sorting e.g.  
GSP\_Opt\_RFR\_20160108.xls
- (b) add character suffix if a second file required  
GSP\_Opt\_RFR\_20160108a.xls

## C RFR NOTIFICATION

The information required on the spreadsheet is:

<b>Attribute Name</b>	<b>Length</b>	<b>Comment</b>	<b>Mandatory</b>
Reference number (to be filled out by GSP for their reference)	CHAR (10)	eg '00000000001'	Y
Date of proposed connection	CHAR (8)	Format 'YYYYMMDD'	Y
Location ID	CHAR (15)		Y (if available, otherwise full address)
Additional address info (blank if none)	CHAR (18)	eg 'ABA TOWERS'	O
Sub address type (blank if none)	CHAR (6)	eg 'UNIT'	O
Sub address number (blank if none)	CHAR (6)	eg 'A'	O
Street number	CHAR (5)	eg '75'	M
Street name	CHAR (25)	eg 'WOOD'	M
Street type	CHAR (8)	eg 'ST'	M
Street suffix	CHAR (6)	eg 'NORTH'	O
Locality	CHAR (40)	eg 'ST KILDA'	M
Postcode	NUM (4)	eg '5038'	M
Response code (filled out by LSP)	NUM 2)	eg '01'	M
Vacancy / availability date (filled out by LSP if required)	CHAR (8)	Format 'YYYYMMDD'	O
Cancellation order (filled out by LSP if required)	CHAR (13)	eg '1234567890123'	O
Date POD sighted by GSP	CHAR (8)	Format 'YYYYMMDD'	O
NTD Port ID (if known)			O

## D RFR RESPONSE

The LSP chooses the appropriate response code depending on approval or objection of the RFR and adds this to the spreadsheet for the RFR response to GSP.

Reference Number	New Occupancy Date	Location ID	Additional Addr Info	Sub Addr Type	Sub Addr No	Str No	Street Name	Str Type	Str Suffix	Locality	Postcode	Date POD Sighted by GSP	Response Code	Denial Reason	Vacancy/Availability Date	Cancellation Order
SAMPLE	28/02/2016	NBN00000000	Building 1	Unit	1	367	Railway	Pde	5th	North Hampton	3258	16/02/2016	002	Current Customer is ill and not moving until a later date	15/03/2016	12345678
<b>Key</b>																
GSP Completes													LSP Completes			

## E RESPONSE CODES

<b>Code</b>	<b>Reason</b>
01	Customer not moving (if customer is moving at a later date and this is known by the LSP, LSP will fill in the field in the spreadsheet so GSP can update their request and resend RFR when/if required)
02	Service Address not found. (Service Address provided by CSD is not found in CSD or LSP records).
03	Incorrect Service ID (Service ID provided by CSD is inconsistent with the Service ID recorded by the LSP (Not in use).
04	Possible churn
05	Cancellation order has been submitted or service has been cancelled
06	Additional time required to contact End User
07	Transfer request required (ULL transfer loss or NBN access transfer loss notification required)

## **F ACCESS SEEKER FTTB/N MIGRATION CONTACT LIST**

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

Example format:

<b>Access Seeker Name</b>	<b>Migration Query Type</b>	<b>Phone</b>	<b>Email</b>	<b>Technical Contact</b>	<b>1st level Escalation</b>	<b>2nd level Escalation</b>
	Cancellation / Transition / Transfer / RFR / Reversal Query					

## **PARTICIPANTS**

The Working Committee responsible for the revisions made to this Code consisted of the following organisations and their representatives:

<b>Organisation</b>	<b>Membership</b>	<b>Representative</b>
Australian Communications and Media Authority (ACMA)	Non-voting	Gerry O'Reilly
Department of Communications and the Arts	Non-voting	Tennille Calloway
iiNet	Voting	Jerry Smyth
iiNet	Non-voting	Gregory Tulin
NBN Co	Voting	Kim Summers
Optus	Voting	Brett Williams
Telstra	Voting	Craig McAinsh
Telstra	Non-voting	Robert Clark
Vocus	Voting	Chris Kulpa

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.



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Care should be taken to ensure the material used is from the current version of the Standard or Industry Code and that it is updated whenever the Standard or Code is amended or revised. The number and date of the Standard or Code should therefore be clearly identified. If in doubt please contact Communications Alliance