ACIF C569:2005

AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM

INDUSTRY CODE

UNCONDITIONED LOCAL LOOP SERVICE – ORDERING, PROVISIONING AND CUSTOMER TRANSFER

Industry Code – ***Unconditioned Local Loop Service – Ordering, Provisioning and Customer Transfer***

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EXPLANATORY STATEMENT

This Explanatory Statement is to be read in conjunction with the ACIF ***Unconditioned Local Loop Service (ULLS) – Ordering, Provisioning and Customer Transfer*** Code (the "Code").

This Explanatory Statement outlines the background, processes and procedures described in the Code, the anticipated benefits and costs of the Code and interdependencies with other processes or Codes.

Expressions used in this Explanatory Statement have the same meaning as in the Code.

Background

On 19 March, 1998, the Australian Competition and Consumer Commission (ACCC) began a public enquiry into whether to declare, under part XIC of the *Trade Practices Act 1974*, particular services, then described as "local call" and "local interconnection" services.

The ACCC can declare certain services (known as eligible services) where it is satisfied that the long-term interests of end users will be promoted by such a declaration. In their consideration, the ACCC must have regard to the likely impact of the declaration on competition, any-to-any connectivity and economic efficiency.

To assist the consideration of matters in the ACCC inquiry, the ACCC released a discussion paper, held a public hearing, undertook market enquiries and released papers on technical feasibility and pricing issues.

From information received over the course of the inquiry and from feedback on the December 1998 draft report, the ACCC declared the following services:

- an unconditioned local loop service, which involves the use of unconditioned Communications Wire between the network boundary (on the end user's side) and a point at which the wire terminates;
- local PSTN originating and terminating services, which involve the carriage of communications between customer premises equipment and a point on the trunk side of the local switch; and
- a local carriage service, which involves the supply of an end-to-end telephone call between two points within a standard zone.

Following the Declaration, an ACIF Working Committee was established to develop this operational Code for Unconditioned Local Loop Service Ordering, Provisioning and Customer Transfer processes.

Processes and Procedures

The processes and procedures described in this Code include:

(a) Pre-order feasibility request from Access Seekers;

(b) Ordering and provisioning of ULLS;

(c) ULLS Transfers;

(d) ULLS reversals; and

(e) ULLS Handbacks.

Benefits to Consumers and the Industry

This Code is expected to provide benefits to telecommunications consumers and the industry through the implementation of non-discriminatory, standard industry practices to support the ordering, provisioning and customer transfer of ULLS.

Estimated Costs to the Industry of Complying with Code Provisions

There are costs associated with the establishment and maintenance of the operational support systems and bilateral arrangements required to implement the processes outlined in the Code. It is expected that these costs will be outweighed by the benefits derived from the implementation of standard industry practices.

Terms and conditions of access to ULLS are a matter for commercial agreement between Parties to this Code, as per Part XIC of the *Trade Practices Act 1974*.

Other Matters Requiring Specific Comments

In developing this Code, the Working Committee identified a number of issues and interdependencies with other processes and Codes. Access Seekers need to be aware of such issues and cross impacts with other processes, including the following:

- Local Number Portability (LNP)
- Third party Porting
- Commercial churn
- Multi-carrier pre-selection (MCP) associated with LNP; and
- Wholesale Billing

<u>ULLS Operational and Systems Process Implementation</u>

It is recommended that the implementation of Ordering, Provisioning and Customer Transfer Processes associated with Unconditioned Local Loop Services be managed in three phases. This recommendation results from the need to introduce processes (which may be manual in the interim) to achieve base requirements so that Customers can request a ULLS where an existing number is associated as well as Port existing numbers (see Local Number Portability, above).

The proposed phases are as follows.

Phase one – ULLS Implementation

Inclusions:

(f) Automated File Transfers to and from the Access Provider.

(g) Managing Customer requests for ULLS and cancellation of existing Service Number.

(h) Provision of ULLS Call Diversion post cancellation.

(i) Ability to Port Service Numbers on ULLS Call Diversion (category D Porting).

(j) Services which can be obtained using automated processes. (The provision of services where such provision involves some degree of manual processing will be agreed bilaterally).

(k) Provision of Call Diversion post cancellation is also required of AS by AP.

(l) In-Use ULLS - Simple Telephone Services only.

Exclusions:

(i) Services that are prime numbers (e.g., directory number of a line hunt group).

(ii) alternate Deployment Classes in a single notification.

(iii) Complex Service (eg PSTN services that are prime numbers).

Note: Exclusions from Phase 1 may be applicable to Phases 2 and 3. Exclusions from Phase 1 will be subject to industry review upon commencement of subsequent phases.

Phase two - Process Automation

Proposed Inclusions (but not limited to):

(i) Automated File Transfers between all industry participants.

(ii) Process automation with respect to Phase 1 manual processes.

Phase three - Maximum Automation of Processes

Proposed Inclusions (but not limited to):

(i) Combining of ULLS and Porting requests in a single transaction.

(ii) Further automation from Phase two.

(iii) Third party Porting.

General Exclusions (all phases)

(i) Requests associated with working Service Numbers where those numbers are exchange or network based associated with the AP's network.

Target Timeframes

Phase 1 benchmark September 2000

Code publication date – June 2001

Phase 1 review – October 2001

Agree Phase 2 deliverables – September 2001

Phase 2 build, implement and test – April 2002.

Requirements for Phase two and Phase three will be developed by appropriate industry consultation. It is assumed that being process related, these requirements will have minor, if any, impact on the Code.

Change control process for ACIF ULLS Transactional Specification

It was agreed that ACIF will collate and maintain a ULLS Change Request Register. Issues and suggested changes to be made to the ACIF G587:2002 ***Unconditioned Local Loop Service IT Specification - Transaction Analysis*** Industry Guideline will be raised on a change request register template and forwarded to ACIF.

A unique change request number will be allocated to the change request and the change request register will be updated accordingly.

The OCRP will be the forum to discuss and evaluate change requests. Reference to the IT Working Group may be required. All participants at such meetings will discuss change requests, vote to determine the action to be taken and determine appropriate implementation timeframes.

Timing of the OCRP change request discussions will be determined by the urgency of individual change requests and the overall volume of change requests raised.

Handback Tracking Management

Parties to the Code agree to jointly progress a method of managing vacant ULLS held by an AS and to jointly develop the associated operational and IT processes and to detail required changes to IT systems. This work should commence immediately upon publication of this Code.

Real Time Interface

Parties to this Code agree to jointly progress the development and implementation of an real time IT interface (e.g. XML) in relation to the IT transactions specified in the ACIF G587:2002 ***Unconditioned Local Loop Service IT Specification - Transaction Analysis*** Industry Guideline. This work must commence immediately upon publication of the Code and should be completed by the beginning of Phase two. Parties understand that in order to move to a real time IT interface solution that there will be a requirement to cease all operational and IT activity for an agreed period of time to enable the new interfaces to be brought into operation. Furthermore, Parties to this Code understand that there will only be one interface operational at any point in time, meaning the implementation of a real time IT interface solution will require all Parties to successfully test prior to any changes being implemented.

John Pack
Chairman
OCRP/WC15 – ***Ordering, Provisioning and Customer Transfer for ULL Services*** Working Committee

2005 Revision

This version of the Code was updated to modify clauses affected by fair trading legislation.

GENERAL OVERVIEW

This Code describes the minimum processes between Access Seekers (AS) and Access Providers (AP) for ordering, provisioning and customer transfer of the Unconditioned Local Loop Service. ULLS specific file formats are contained in the IT specification, ACIF G587:2002 ***Unconditioned Local Loop Service IT Specification - Transaction Analysis*** Industry Guideline and must be used for all ordering, provisioning and customer transfer requests between ASs and APs. The mode for document transfer will be electronic. As a minimum E-mail must be used.

PARTICIPANTS

The group that developed this Industry Code consisted of the following organisations and their representatives:

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1 SCOPE

1.1 This Code applies to the ordering, provisioning and customer transfer processes for the ULLS. This Code does not cover customer, network, ULLS fault management or interference management processes. Processes for the reporting and restoration of faults are covered under ACIF G572:2001 ***Unconditioned Local Loop Service Fault Management*** Industry Guideline. Conditions for deployment of systems using ULLS are covered in ACIF C559:2003 ***Unconditioned Local Loop Service – Network Deployment Rules*** Industry Code.

1.2 This Code imposes obligations on C/CSPs in their roles as APs and ASs in relation to ULLS.

1.3 This Code must be read in conjunction with ACIF C559:2003 ***Unconditioned Local Loop Service – Network Deployment Rules*** Industry Code and ACIF G572:2001***Unconditioned Local Loop Service Fault Management*** Industry Guideline.

1.4 This Code imposes minimum operational requirements on C/CSPs in the ordering and provisioning of a ULLS and ULLS Transfers.

1.5 This Industry Code covers:

(a) Pre-order feasibility request from Access Seekers;

(b) Ordering and provisioning of ULLS;

(c) ULLS Transfers;

(d) ULLS reversals; and

(e) ULLS Handbacks.

2 OBJECTIVES

2.1 The objectives of the Code are to:

(a) establish operational principles which will enable an AS to be supplied with a ULLS to provide carriage and/or content services to Customers.

(b) set out principles for the implementation and operation of ULLS in accordance with the *Trade Practices Act 1974* and the ACCC *Declaration of Local Telecommunications Services*.

3 REFERENCES

(a) ACIF C515:2005 ***Pre-selection*** Industry Code

(b) ACIF C531:2005 ***Commercial Churn*** Industry Code

(c) ACIF C540:2005 ***Local Number Portability*** Industry Code

(d) ACIF C559:2005 ***Unconditioned Local Loop Service – Network Deployment Rules*** Industry Code

(e) ACIF G572:2001 ***Unconditioned Local Loop Service Fault Management*** Industry Guideline

(f) ACCC *Declaration of Local Telecommunications Services*

(g) ACIF G562:2000 ***Electronic Customer Authorisation*** Industry Guideline

(h) ACIF G587:2002 ***Unconditioned Local Loop Service IT Specification - Transaction Analysis*** Industry Guideline

4 REGISTRATION

4.1 ACIF does not intend to submit this Code for registration by the ACA pursuant to Part 6 of the *Telecommunications Act 1997* (Cth).

5 TERM

5.1 This Code commences on the date of publication.

5.2 A review of this Code will be conducted

(i) 12 months after publication; or

(ii) earlier if, as a result of field experience, Parties become aware of gaps or inadequacies in this Code. Where gaps or inadequacies are identified, the Parties will develop relevant agreed processes or solutions, as required, within 3 months of identifying the gap or inadequacy; or

(iii) earlier if an inconsistency arises between the standard access obligations in the *Trade Practices Act 1974* (Cth) or where there is a fundamental process failure.

6 DEFINITIONS AND ABBREVIATIONS

For the purposes of this Industry Code, the following definitions and abbreviations apply:

6.1 Abbreviations

ACA means the Australian Communications Authority.

ACCC means the Australian Competition and Consumer Commission.

ADSL means Asymmetrical Digital Subscriber Line.

AP means Access Provider.

AS means Access Seeker.

CA means Customer Authorisation.

CAM means Customer Access Module.

CAN means Customer Access Network.

C/CSP means Carrier/Carriage Service Provider.

ISDN means Integrated Services Digital Network.

IT means Information Technology.

LNP means Local Number Portability.

MCP means Multi-carrier Pre-selection.

NBP means Network Boundary Point.

POI means Point of Interconnection.

PSTN means Public Switched Telephone Network.

ULLS means Unconditioned Local Loop Service.

6.2 Definitions

Access Provider is a Carrier or Carriage Service Provider who supplies Declared Services to itself or other persons under Part XIC of the *Trade Practices Act 1974* (Commonwealth).

Access Seeker has the meaning set out in s.152AG of the *Trade Practices Act 1974* (Commonwealth).

Bridged Tap means sections of unterminated Communications Wire connected in parallel across a Communications Wire.

Building Distributor means a distributor in which the building backbone cable(s) terminate(s) and at which connections to the campus backbone cable(s) may be made. (Formerly known as the main distribution frame).

Business Day means any day from Monday to Friday (inclusive) from 8:00am to 5:00pm, other than a day which is gazetted or otherwise declared or made a public holiday in the State or Territory in which work is required to progress the ULLS order.

Campus Distributor means the distributor at which the campus backbone cabling terminates.

Carriage Services means carriage services as defined in section 7 of the *Telecommunications Act 1997* and may include content services as defined in section 15 of the Act.

Carriage Service Provider has the same meaning as given to a carriage service provider under section 87 of the *Telecommunications Act 1997* (Commonwealth).

Carrier is the holder of a carrier licence in accordance with the *Telecommunications Act 1997* (Commonwealth).

Clear Business Day means a Business Day commencing at 8:00 a.m. on the next or preceding Business Day.

Communications Wire is a copper or aluminium based wire, forming part of a Public Switched Telephone Network. For the avoidance of doubt, Communications Wire generally means a copper or aluminium cable pair.

Completion Advice means a notification that the provisioning of a ULLS pursuant to a ULLS Request or ULLS Transfer Request has been completed by the AP.

Complex Service means any service which is not a simple telephone service.

Customer is the end user or the end user's authorised agent or representative, in whose name the account is established, or will be established, with the Access Seeker for the supply of Carriage Services for which the Access Seeker requires the ULLS. To aoid doubt, the Access Seeker may supply the ULLS or Carriage Services to a wholesale customer of the Access Seeker provided that the wholesale customer is an authorised agent or representative of an end user.

Customer Access Module is a device that provides ring tone, ring current and battery feed to customers' equipment. Examples are remote subscriber stages, remote subscriber units, integrated remote integrated multiplexers and non-integrated remote integrated multiplexers and the customer line module of a local switch.

Customer Access Network is the network which enables the connection of Customer equipment to switching equipment in a telecommunications network. It consists of a network of conduits and pipes with a mixture of cables.

Customer Authorisation means a written or electronic authorisation which is executed by or on behalf of a Customer for the purpose of authorising a ULLS Request or ULLS Transfer. The Customer Authority is valid for a period of 30 Clear Business Days from the date of authorisation. A valid Customer Authority can be extended for a further 30 Clear Business Days (which can be triggered at any point in the initial 30 day period) if the Acquirer has received verbal or other confirmation from the Customer that the service is still required.

Cutover means the action taken by the AP to complete the provisioning of the ULLS.

Deployment Class means a set of specifications applying to deployable systems as defined in the ACIF C559:2003 ***Unconditioned Local Loop Service – Network Deployment Rules*** Industry Code.

Effective Date of Transfer means the completion date as stated by the Access Provider in the Completion Advice for a ULLS Transfer.

Extension means an increase to the expiry timeframe associated with a ULLS Request by a period of five Clear Business Days.

Gaining Access Seeker means the Carrier/Carriage Service Provider identified on a CA that will provide the Customer with services over the ULLS immediately after the Effective Date of Transfer. For the avoidance of doubt, the Gaining AS may also be the Access Provider.

Handback means the process for returning a cancelled ULLS to the AP.

In Use ULLS means a ULLS that is currently being used by a Party to supply services to a Customer**.**

Invalid ULLS Transfer means a transfer which:

(a) resulted from a processing error;

(b) was made without the authorisation of the Customer or their agent; or

(c) is the result of a Customer rescinding or canceling a transfer request within the cooling off period in accordance with the applicable fair trading legislation.

Lead-in Cable means a cable which originates at a joint in a distribution cable and connects the distribution network in the CAN to the Network Boundary Point.

Losing Access Seeker means the Carrier/Carriage Service Provider which will cease providing the Customer with services over the ULLS immediately after the Effective Date of Transfer (for the avoidance of doubt, this may include the Access Provider).

Loss Report means the notification by the AP to the Losing AS where a valid ULLS Transfer has been completed.

Network Boundary Point ("boundary of a telecommunications network") is the point ascertained in accordance with section 22 of the *Telecommunications Act 1997* (Cth).

Network Deployment Rules are the constraints, prohibitions or permissions applying to systems which meet the requirements of a Deployment Class as defined in the ACIF C559:2003 ***Unconditioned Local Loop Service – Network Deployment Rules*** Industry Code.

Party means a participant or participants in the section(s) of the telecommunications industry to which this Code applies. The word Parties has a corresponding meaning.

Pending ULLS Handback is a notification by the AS to the AP that all carriage / content services over the In-Use ULLS have been cancelled by the Customer and the ULLS is to be cancelled by the AP in five Clear Business Days.

Point of Interconnection is a physical point of connection between a network operated by the AP and another network operated by the AS, located at or associated with a Customer Access Module and located on the end user side of a Customer Access Module.

POI-ULLS is an agreed physical point of connection between a network operated by an AP and another network operated by an AS located at or associated with the Customer Access Module.

Porting means the transfer of telephone numbers between C/CSPs using Local Number Portability processes. The words Ported and Port have corresponding meanings.

Property Boundary Point means the point between the NBP and cable pit associated with the Customer's property over which the Lead-in Cable crosses.

Public Switched Telephone Network is a telephone network accessible by the public providing switching and transmission facilities utilising analogue and digital technologies. For the avoidance of doubt, a Public Switched Telephone Network is understood to mean a network capable of telephony.

Receipt Advice means a transaction from the AP to acknowledge receipt of a transaction from the AS.

Request Identification Number means a unique number supplied by the AS to identify a ULLS Request.

Reversal means the re-instatement of the ULLS to its original status. Reversed and Reverse have corresponding meanings.

Service Number means the Customer's fixed network billing service number which is identifiable by a full national number, but excludes virtual extensions, in-dial non-access lines and any subsidiary extensions, channels or lines which are not charged for separately but which may have a full national number. For the avoidance of doubt, Service Numbers may be associated with voice and data services.

Service Qualification is a desktop process where the AP checks:

(a) the availability of the ULLS from the end user side of the CAM to the end user's Property Boundary Point; and

(b) that the use on that ULLS of the AS-nominated Deployment Class complies with the Network Deployment Rules.

Simple Telephone Service means a fixed service comprising:

(a) connection from a C/CSP network boundary to the local exchange;
(b) a telephone number;
(c) access to other kinds of telecommunication services which is indicated by dial-tone;
(d) access to simple Network based facilities; and
(e) Porting capability using Porting processes as specified in this Code.

For the avoidance of doubt, a Simple Telephone Service has a one to one relationship between the Service Number and the relevant access line and no other relationship between that number and any other number or line. Thus, even though a service may have additional features, provided those features do not create an association between the Service Number and another number or access line, the service will still be regarded as a Simple Telephone Service for the purposes of the Code.

ULLS Call Diversion is an exchange based facility that enables calls to a telephone number to be diverted to another number (for example, a geographic or mobile number) for a period of up to 30 calendar days.

ULLS Confirmation means an advice that a ULLS Request has been accepted by the AP.

ULLS Cutover Notification means a request from the Gaining AS to the AP to complete a ULLS Request or a ULLS Transfer Request.

ULLS Expiry Notification is a request from the AP to the AS detailing that the ULLS Request has been cancelled as the timeframe of five Clear Business Days has expired and the ULLS Cutover Notification has not been received.

ULLS Extension Notification is a request from the AS to the AP detailing that the ULLS Request needs to be expanded by five Clear Business Days from receipt of this transaction.

ULLS Identifier means a unique number allocated by the AP to an individual ULLS.

ULLS Loop Trace is a list of all the lengths, types, gauges and dispositions of all the Communication Wire segments, both in line and bridge taps, pertaining to the ULLS.

ULLS Query Confirmation means an advice from the AP to the AS that a ULLS Query Transaction has been accepted. This advice will contain the ULLS Identifier and current AS. The coded explanations can be found in Appendix C.

ULLS Query Rejection means an advice from the AP to the AS that a ULLS Query Transaction has been rejected and contains a coded explanation of the specific reason for rejection. The coded explanations can be found in Appendix C.

ULLS Query Transaction is a request from the Gaining AS to the AP to determine the In Use ULLS associated with an address. It also supplies the ULLS Identifier, whether the ULLS is active or Pending ULLS Handback, and the incumbent AS.

ULLS Rejection means an advice from the AP to the AS of a ULLS Request that has been rejected and contains a coded explanation of the specific reason for that rejection. . The coded explanations can be found in Appendix C.

ULLS Request means a specific request from the Gaining AS to the AP for a Vacant or In Use ULLS or ULLS Transfer Request.

ULLS Request Expiry Period is a period of five Clear Business Days from the time the AP sends the AS the ULLS notification confirmation advice.

ULLS Request Identification Number is a request from the Gaining AS to the Losing AS to determine what Service Number or Service Numbers are associated with an In Use ULLS.

ULLS Reservation Period is a period of five Clear Business Days from the date of confirmation given by the AP for a ULLS Request or ULLS Transfer Request.

ULLS Retarget Notification is a request from the AS to the AP detailing that the Cutover date and time has changed.

ULLS Status Rejection means an advice that a ULLS Status Transaction has been accepted by the Losing AS. This advice will contain a coded explanation of the specific reason for that rejection. The coded explanations can be found in Appendix C.

ULLS Status Transaction is a request from the Gaining AS to the Losing AS to determine whether a ULLS Transfer is required and will contain the ULLS Identifier. The coded explanations can be found in Appendix C.

ULLS Transfer means the successful transfer of a ULLS between the Losing AS and the Gaining AS.

ULLS Transfer Request is a request from the Gaining AS to the AP to process a ULLS Transfer.

Unconditioned Communications Wire is understood to mean Communications Wire capable of DC continuity irrespective of the presence or absence of Bridged Taps. To avoid doubt:

(a) the existence of loading coils or CAN electronics (eg. pair gain systems) is the conditioning of a Communications Wire and these would need to be removed (if requested by the AS) in order for a Communications Wire to be unconditioned; and

(b) while a ULLS Identifier and Service Qualification or other processes of selection may be required to supply a ULLS under this Code, they do not amount to conditioning of Communications Wire.

Unconditioned Local Loop Service means the use of Unconditioned Communications Wire between the boundary of a telecommunications network at an end user's premises and a point on a telecommunications network that is a potential Point of Interconnection located at or associated with a Customer Access Module and located on the end user side of the Customer Access Module. (Refer Appendix A). The term ULLS can be taken as being both singular and plural.

Vacant ULLS means a ULLS that is not an In Use ULLS.

Wholesale Billing means an electronic interface between an Access Provider and an Access Seeker that allows the delivery of billing information on a daily basis.

7 BILATERAL AGREEMENTS

7.1 This Code sets minimum acceptable practices, which do not unnecessarily limit industry's ability to improve on the minimum level. This Code does not constrain two or more individual industry participants agreeing to different arrangements provided that those arrangements meet the minimum level defined in this Code.

7.2 Parties to this Code recognise that two or more individual participants will, as provided for under the *Trade Practices Act 1974* (Cth) enter into bilateral agreements in relation to matters covered by this Code or the *Trade Practices Act*.

7.3 Parties to this Code recognise that such bilateral agreements should include, but are not limited to, the following matters:

(a) operational arrangements; and

(b) service reviews; and

(c) systems requirements; and

(d) product related issues/cross impacts; and

(e) customer related issues; and

(f) billing arrangements; and

(g) contractual requirements; and

(h) removal of line conditioning (e.g., pair gain systems, loading coils); and

(i) removal of Bridged Taps; and

(j) Porting arrangements; and

(k) the supply of standard telephone services to a particular Customer or the discharge of any other relevant legislative obligations where the ULLS requested for supply to the AS is the last Communications Wire into the particular customer's premises; and

(l) testing, acceptance and escalation processes associated with the provision of the ULLS; and

(m) provision of ULLS Call Diversion; and

(n) forecasting and volume management; and

(o) provision of Lead-in Cable; and

(p) manual processes for the provision of ULLS pending development of automated processes; and

(q) ULLS Transfers.

8 ULLS PRINCIPLES

8.1 The ordering and provisioning of ULLS will be treated in a non-discriminatory manner in accordance with Section 152AR of the *Trade Practices Act 1974*.

8.2 In order to prevent hoarding of ULLS, an AS must be certain or reasonably certain that it will use the ULLS to supply a carriage and/or content service within a reasonable timeframe.

8.3 A ULLS Cutover Notification can only be made if it is supported by a valid Customer Authorisation (CA).

8.4 A CA can only be completed by the Customer who has authority to transfer, cancel or otherwise deal with the ULLS. This does not prevent an Access Seeker being authorised to transfer, cancel or otherwise deal with the ULLS as the Customer's agent.

8.5 This Code does not limit the commercial purposes for which a ULLS may be used by an Access Seeker to supply carriage and/or content services including the use of a single ULLS to supply carriage and/or content services to multiple end-users.

8.6 This Code applies only to existing Communications Wires available in an AP's network at the time of request.

8.7 The Gaining AS must manage all Customer requirements and the interdependencies of ordering, provisioning and transferring ULLS and relevant ACIF Codes (e.g. LNP, commercial churn and multi-carrier preselection).

8.8 This Code does not modify or diminish any statutory obligations imposed on the AP or AS under the *Telecommunications Act 1997* (Cth) or the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cth) or the *Trade Practices Act 1974* (Cth). It is the responsibility of the AP and the AS to manage their compliance with any applicable statutory obligations.

8.9 Transactions associated with the ordering, provisioning and customer transfer of ULLS must be in accordance with the ACIF G587:2002 ***Unconditioned Local Loop Service IT Specification - Transaction Analysis*** Industry Guideline.

8.10 The AP will cancel any pending orders in order to facilitate the provision of a ULLS.

8.11 This Code is intended to be consistent with the principles set out in the *Trade Practices Act 1974* (Cth) and, in particular, the standard access obligations. If a Party believes that a provision of this Code is not consistent with the standard access obligations, an AP and AS may agree or seek to agree alternative or additional ordering and provisioning arrangements to those contained in this Code.

9 ULLS NOTIFICATION AND AUTHORISATION

9.1 Authorisation for a ULLS Request

9.1.1 The Gaining AS must collect the information contained in Appendix B from a Customer for authorisation of a ULLS Request.

9.1.2 The Gaining AS must obtain a valid CA from the Customer prior to notifying the AP of a ULLS Cutover Notification. If the CA is obtained from the Customer prior to the ULLS Request being sent, the AS must notify the AP of the date the CA was signed by the Customer.

9.1.3 If the valid CA is not obtained from the Customer prior to the ULLS Request being sent, the AS must ensure that the date the CA was signed by the Customer falls between the ULLS being sent and the ULLS Cutover Notification being received.

9.1.4 The Gaining AS must ensure a valid CA is obtained prior to notifying the AP of a ULLS Query Transaction.

9.1.5 On receipt of a valid ULLS Request or ULLS Transfer Request the AP must provide a Receipt Advice to the Gaining AS within one Clear Business Day.

9.1.6 On receipt of a valid ULLS Request or ULLS Transfer Request the AP must also provide a ULLS Confirmation advice or ULLS Rejection advice to the Gaining AS within three Clear Business Days.

9.2 Retention and Supply of Authorisation

9.2.1 An AS must store CAs for a minimum of two years. A CA that has been properly authorised by a Customer is valid for processing by the AP for a period of 30 Clear Business Days from the date of authorisation.

9.2.2 If a dispute exists regarding a ULLS Transfer, an AS may request a Gaining AS to retain a CA for a period longer than two years. If such a request is made, the Gaining AS must retain the CA for the period that the dispute exists.

9.2.3 Where the Losing AS believes on reasonable grounds that the ULLS Transfer may be an Invalid ULLS Transfer, the Gaining AS must provide a copy of the CA to the Losing AS within two Clear Business Days of the Losing AS requesting the copy.

9.2.4 If requested by the Customer or the Losing AS acting on behalf of the Customer, the Gaining AS must supply a CA to the Customer or the Losing AS acting on behalf of the Customer within two Clear Business Days of the request.

9.3 Authorisation of Losing Access Seeker

9.3.1 Subject to Clause 9.4.2, the Losing AS must not prevent the AP from:

(a) accessing and using Communications Wire information directly relating to the ULLS Identifier listed in a ULLS Transfer Request for the purposes of processing a ULLS Transfer; and

(b) otherwise implementing any ULLS Transfer Request received by the AP from a Gaining AS.

9.4 Notification and Validation of Transfers between Access Seekers

9.4.1 Unless otherwise agreed in a bilateral agreement between the Losing AS and the Gaining AS, the Gaining AS must (in accordance with Clauses 9.4.2 to 9.4.8) notify the Losing AS for each proposed ULLS Transfer by forwarding to the Losing AS by e-mail a spreadsheet containing the Customer's ULLS Identifier, name and any other relevant information.

9.4.2 Within two Clear Business Days of receipt by the Losing AS of the notification from the Gaining AS pursuant to Clause 9.4.1, the Losing AS must advise the Gaining AS if:

(a) the transfer is not a simple ULLS Transfer (e.g., multiple ULLS, multiple carriage and/or content services over a ULLS to a single Customer or multiple end users or where the ULLS Cutover requires project management to ensure continuity of service to Customers); or

(b) the Losing AS believes, on reasonable grounds, that the transfer may be an Invalid ULLS Transfer.

9.4.3 Where, pursuant to Clause 9.4.2, the Losing AS does not advise the Gaining AS within two Clear Business Days the Gaining AS may forward ULLS Transfer Requests which correspond to a duly executed CA to the AP.

9.4.4 Where the Losing AS advises the Gaining AS pursuant to Clause 9.4.2, the Gaining AS and Losing AS must co-operate to the extent required to permit compliance with the Customer's requirements.

9.4.5 Where the Losing AS advises the Gaining AS pursuant to Clause 9.4.2, the Gaining AS:

(a) may forward ULLS Transfer Requests to the AP which correspond to duly executed CAs:

(i) within the timeframe agreed between the Losing AS and the Gaining AS; or

(ii) if there is no timeframe agreed, no later than five Clear Business Days of receipt by the Losing AS of the notification from the Gaining AS pursuant to Clause 9.4.1; and

(b) must not forward the ULLS Transfer Request where the Gaining AS has reasonable grounds to believe that it will result in an Invalid ULLS Transfer.

9.4.6 If requested by the Gaining AS, the Losing AS must, within five Clear Business Days of that request, provide the Gaining AS with evidence of the basis upon which the Losing AS is asserting the matters referred to in Clause 9.4.2.

9.4.7 The AP must, within one Clear Business Day of completion of a ULLS Transfer, provide a Completion Advice to the Gaining AS advising that the ULLS Transfer has been completed and stating the Effective Date of Transfer.

9.4.8 The AP must, within one Clear Business Day of the completion of the ULLS Transfer provide a Loss Report to the Losing AS advising:

(a) that the ULLS Transfer Request has been completed;

(b) the name of the Gaining AS; and

(c) the Effective Date of Transfer.

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The AP and the Losing AS may agree to a different timeframe for the provision of this Completion Advice.

9.5 Invalid ULLS Requests

9.5.1 If an Invalid ULLS Request is established, all relevant Parties to the Invalid ULLS Request must take immediate action to Reverse the Invalid ULLS Request so that carriage and/or content services supplied to the Customer by the Losing AS via the ULLS can be restored so that the Customer is not disadvantaged.

9.5.2 The Losing AS must, immediately upon becoming aware of the Invalid ULLS Request, advise the Customer of the Invalid ULLS Request.

9.5.3 The Gaining AS must, within one Clear Business Day of establishing that there has been an Invalid ULLS Request advise the Losing AS and request the AP to Reverse the Invalid ULLS Request.

9.5.4 The AP must unless otherwise agreed with the Losing AS complete the Reversal of the Invalid ULLS Request within the timeframes specified for the provisioning of a Vacant ULLS.

9.5.5 Once the Invalid ULLS Request has been Reversed, the Customer must be able to access carriage and/or content services as enjoyed prior to the Invalid ULLS Request. This does not apply when products are discontinued or pricing has changed.

9.5.6 The AP must within one Clear Business Day of completion of the Reversal of an Invalid ULLS Request advise:

(a) the Losing AS and the Gaining AS of the completion of the Reversal; and

(b) the Losing AS or the Gaining AS, as appropriate, of the ULLS Identifier associated with the Reversal.

9.6 ULLS Transfer Rejections

9.6.1 The AP must, within three Clear Business Days of receipt of a ULLS Transfer Request, notify the Gaining AS of any transfer rejection including details of the reasons for the transfer rejection.

9.6.2 The Gaining AS may only resubmit the original ULLS Transfer Request if:

(a) the incorrect, incomplete or inconsistent information has been rectified; or

(b) in respect of electronic files, the incorrect electronic format has been rectified.

9.7 Information to be Provided to Customers

9.7.1 Before a Customer authorises a CA, the Gaining AS must advise the Customer:

(a) that the same incentives and benefits (for example, discount plans and charity concessions) available from the Losing AS may not be available from the Effective Date of Transfer;

(b) that the Losing AS will continue to supply carriage and/or content services to the Customer via the ULLS until the Effective Date of Transfer;

(c) of the liability arrangements between the Customer and Losing AS (for debt incurred and/or billed) and the Customer and Gaining AS;

(d) that the Customer must continue to contact the Losing AS in relation to the provision of services and any faults until the ULLS Transfer has been completed;

(e) that the Customer may have rights and obligations under any existing contracts for the supply of carriage and/or content services.

(f) that the Customer has the ability to alter their existing preselection arrangements as per ACIF C515:2005 ***Pre-selection – Single Basket/Multi Service Deliverer*** Industry Code;

(g) that AP or AS staff or representatives may need to access the Customer's premises for the purposes of installation or maintenance work; and

(h) that any pending orders in relation to their existing service will be cancelled.

9.7.2 The Gaining AS must advise the Customer during the ULLS Transfer process if there is any significant delay in the progress of the ULLS Transfer.

10 ULLS TRANSACTIONS

10.1 ULLS Query Transaction

10.1.1 The Gaining AS may only forward a ULLS Query Transaction to the AP if authorised by a Customer at the same address as that of the ULLS Query Transaction. The AS must maintain a copy of the CA and make it available to the AP upon request.

10.1.2 The Gaining AS may forward a ULLS Query Transaction to the AP to determine if there is an In-Use ULLS or there is a Pending ULLS Handback. The AP will process the request within two Clear Business Days and notify the Gaining AS of a ULLS Query Confirmation or ULLS Query Rejection.

10.1.3 The ULLS Query Transaction will be included in the daily ULLS notification file. The ULLS Query Confirmation will contain the current ULLS AS, the ULLS Identifier and the status of the ULLS ie either "working" or "pending cancellation".

10.1.4 The Gaining AS may then forward a ULLS Status Transaction to the Losing AS to determine any services linked to that ULLS and what arrangements would need to be made for the ULLS to be transferred.

10.1.5 In the case where a ULLS Transfer is required the processes detailed in Clauses 9.4 to 9.7 are applicable.

10.2 ULLS Status Transaction

10.2.1 The ULLS Status Transaction enables a Gaining AS to send a request to the Losing AS to determine any services currently linked to the specific ULLS.

10.2.2 The Gaining AS must only forward a ULLS Status Transaction to the Losing AS when holding a CA and following receipt of a ULLS Query Confirmation from the AP. The Gaining AS must also ensure that ULLS Status Transactions are forwarded within 30 calendar days of the authority being signed by the Customer.

10.2.3 The Gaining AS must forward the ULLS Status Transaction by facsimile, unless otherwise agreed in bilaterals.

10.2.4 The Losing AS must process the ULLS Status transaction within two Clear Business Days and respond to the Gaining AS with a ULLS Status Confirmation detailing all services linked to the ULLS and an indication of whether a ULLS Transfer is required. If the Losing AS has no record of the ULLS Identifier, it will forward a ULLS Status Rejection to the Gaining AS.

10.2.5 If there is a dispute in relation to whether a ULLS Transfer is required both the Losing AS and Gaining AS must undertake appropriate escalations to ensure that the Customer's request is implemented at the earliest possible time or as per the Customer's requirements.

10.2.6 The Losing AS must also advise whether the ULLS Transfer involves multiple end users. In the case that multiple end users are involved the ULLS Transfer cannot proceed unless all end users are advised of this impending change and make arrangements to transfer or cancel their existing services.

11 ULLS ORDERING PROCEDURE

The ULLS ordering procedure is the process by which the AS makes a request to the AP for a ULLS pair(s).

11.1 Types of ULLS Orders

11.1.1 The AS must specify the type of ULLS Request required. The types of requests are:

(a) Vacant ULLS - This process covers the provision of a ULLS on a Communications Wire currently not being used for any other purpose.

(b) In-Use ULLS - This process covers the provision of a ULLS on an existing Communications Wire currently being utilised by the Customer. There are two specific types with the ULLS Request detailing whether the Service Number associated with the In-Use ULLS is cancelled by the AP or ULLS Call Diversion is provided as well as the ULLS Transfer Request.

(c) ULLS Transfer Request - This process covers the transfer of ULLS between two ASs when the Customer transfers from one AS to another AS. The Gaining AS may have a different use for the ULLS.

(d) Request for change of ULLS Deployment Class - This process occurs when the AS changes the use of the ULLS (eg ISDN to ADSL).

(e) ULLS Handback - This process occurs when the Customer cancels their service which in turn causes the AS to cancel the ULLS. In these cases the AP cancels the ULLS on receipt.

(f) Pending ULLS Handback - This process occurs when the Customer cancels their service which in turn causes the AS to cancel the ULLS. In these cases the AP cancels the ULLS in five Clear Business Days from receipt.

11.2 Request for VACANT ULLS

11.2.1 Request for Vacant ULLS

When the AS requests a Vacant ULLS from the AP, the AS must, as a minimum, provide the AP with the following information:

(a) A ULLS Request Identification Number (if applicable).

(b) The NBP address.

(c) Customer's service address.

(d) POI location and name.

(e) POI cable pair details.

(f) The requested Deployment Class.

(g) AS contact details (name, telephone number).

11.3 Request for In-Use ULLS

11.3.1 Request for In-Use ULLS – Cancellation of Service Number required

When the AS requests an In-Use ULLS from the AP, the AS must as a minimum, provide the AP with the following information:

(a) A ULLS Request Identification Number(s).

(b) The NBP address.

(c) Customer's service address.

(d) Service Number.

(e) POI location and name.

(f) POI cable pair details.

(g) The requested Deployment Class.

(h) AS contact details (name, telephone number).

11.3.2 Request for In-Use ULLS – Cancellation of Service Number and ULLS Call Diversion required

When the AS requests an In-Use ULLS from the AP, the AS must as a minimum, provide the AP with the following information:

(a) A ULLS Request Identification Number(s).

(b) The NBP address.

(c) Customer's service address.

(d) Service Number.

(e) POI location and name.

(f) POI cable pair details.

(g) The requested Deployment Class.

(h) AS contact details (name, telephone number).

(i) ULLS Call Diversion nominated number.

11.4 Transfer ULLS between ASs

11.4.1 The transfer of the ULLS from Losing AS to the Gaining AS will involve:

(a) Provision of ULLS pair to the Gaining AS (e.g. AP to jumper nominated cable pair to POI cable pair).

(b) AP must confirm completion of ULLS provisioning to the Gaining AS.

(c) AP must provide a Loss Report to the Losing AS.

11.4.2 Request for ULLS Transfer between ASs

(a) The Gaining AS must advise the AP that the ULLS is to be transferred from the Losing AS to the Gaining AS.

(b) The POI location of the Gaining AS must be the same POI location of the Losing AS.

(c) The AP must notify the Losing AS in accordance with Section 9.4.8 of this Code.

(d) The Gaining AS is responsible for all coordination required to effect the ULLS Transfer between itself, the AP and the Losing AS.

(e) The Gaining AS must provide:

(i) Requested Deployment Class.

(ii) POI location and name.

(iii) Customer's service address.

(iv) POI cable pair details.

(v) NBP address.

(vi) Original ULLS Identifier.

11.5 AP Receipt and Initial Validation of Request from AS

11.5.1 Upon receipt of a request from the AS, the AP will check and validate the details of the AS's request.

11.5.2 If the AS's request is in the correct format, the AP will accept the request and provide a receipt to the AS within one Clear Business Day.

11.5.3 If the AS's request is incorrect in format, the AP will reject the request. The AP must provide the AS with notification of the ULLS Rejection and reasons.

11.5.4 If the AS's request has been rejected pursuant to 11.3.3, the AS must re-submit the request in the correct format to progress the order.

11.6 Service Qualification

11.6.1 When the AS's ULLS request has been receipted, the AP will perform a Service Qualification for the purposes of determining availability of the ULLS and of ensuring compliance with the Network Deployment Rules.

11.6.2 The AP must take all reasonable steps to ensure that the technical and operational quality of the information supplied to the AS as part of the Service Qualification results is equivalent to that which the AP provides to itself.

11.6.3 Service Qualification is performed from the pit associated with the Property Boundary Point, excluding Lead-in Cable. Refer to Section 11.6.1.

11.6.4 In performing a Service Qualification for a Firm ULLS Order, the AP must:

(a) determine the availability of the requested ULLS from the end user side of the Customer Access Module (ie the MDF for exchange based CAMs) to the pit associated with the Property Boundary Point; and

(b) confirm that the ULLS terminates at the AS's nominated POI-ULLS associated with the MDF; and

(c) check if the use on that ULLS of the AS nominated Deployment Class complies with the network Deployment Rules.

11.6.5 The ULLS Loop Trace information which is provided to the AS does not include information on the lead-in cable segment. The AS, for the purpose of its own system design, may use the following typical lengths for the Lead-in Cable segment:

Classification	Length
CBD	50 metres
Commercial	100 metres
Residential	30 metres
Rural	the AS to contact the Customer to obtain the distance

11.7 Lead-in Cable

11.7.1 If an AS requests a Vacant ULLS and there is no Lead-in Cable or the Lead-in Cable requires an upgrade, the following arrangements will be followed.

11.7.2 The AP must, in a non-discriminatory manner and using facilities it considers appropriate:

(a) Provide any Lead-in Cable required; and

(b) Provide conduit (up to a maximum of 50 metres), if required; and

(c) Provide the first socket, if it is the NBP; or

(d) Provide a network termination device; or

(e) Provide and terminate A side modules; and

(f) Provide conduit, trenching and backfill between the pit and Property Boundary Point, if required.

11.7.3 The AS must, using facilities it considers appropriate:

(a) Provide and backfill any trenching required between the Property Boundary Point and the NBP; and

(b) Provide any building entry point, if required; and

(c) Provide internal support for Lead-in Cable (cable trays); and

(d) Provide B side modules and accommodation for Campus Distributor/Building Distributor; and

(e) Provide cabling beyond the NBP.

11.8 AP Procedure to Advise AS of Results of ULLS Request

11.8.1 The AP must provide as a minimum the following information, regardless of the type of ULLS service order:

(a) The ULLS Request Identification Number.

(b) ULLS Identifier (except in the case of a ULLS Rejection).

(c) Location of the AP exchange or Customer Access Module at which the ULLS terminates.

(d) Date that the Service Qualification was performed.

(e) Provision of Service Qualification results including ULLS Loop Trace segments (excluding the lead-in cable segment) where appropriate.

(f) Reasons for rejecting a ULLS request if ULLS is unavailable or not suitable according to Network Deployment Rules. The AS may request the AP to investigate other ULLS options (as per bilateral agreement).

11.8.2 The AP must provide a ULLS Confirmation or a ULLS Rejection within 3 Clear Business Days of a ULLS Request.

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11.9 AS Design and Confirmation to Proceed with ULLS

11.9.1 The AS is responsible for designing its system to comply with the Network Deployment Rules.

11.9.2 Within five Clear Business Days of receipt of the AP's confirmation advice (as per Section 10.5.1), the AS must advise the AP to proceed with the Cutover of the ULLS or extend the order for up to five Clear Business Days or withdraw the order. The AS must advise the AP of an Extension request at least one Clear Business Day prior to the expiration of the reservation period.

For a Cutover, the AS must provide as a minimum:

(a) AS's ULLS Request Identification Number.

(b) Date upon which the AS requires the ULLS (refer to sections 11.10.2 and 11.10.3).

(c) Timezone of the Cutover site.

For an extension or Withdrawal, the AS must provide as a minimum the AS's ULLS Request Identification Number.

11.9.3 If the AS decides to withdraw a ULLS Transfer, the ULLS will revert to its original status. If the AS decides to withdraw an order for a Vacant ULLS, the ULLS will revert to Communications Wire not in use.

11.9.4 When an AS decides to proceed with the ULLS, the AS must maintain a record of ULLS information, including all POI locations and POI cable pairs.

11.9.5 ULLS Expiry Notification

11.9.5.1 The AP will provide a ULLS Expiry Notification to the AS when the ULLS Cutover Notification has not been received within five Clear Business Days of the ULLS Request or ULLS Transfer Request being confirmed by the AP.

11.9.5.2 If the AP has confirmed a ULLS Extension Notification, the ULLS Expiry Notification will not be provided unless the ULLS Reservation Period has lapsed.

11.9.5.3 Once the ULLS Expiry Notification has been initiated by the AP, the AS will need to re-apply for a ULLS Request or ULLS Transfer Request without a valid CA.

11.9.6 ULLS Retarget Notification

11.9.6.1 The AS may request a change to the agreed Cutover date and time by forwarding a ULLS Retarget Notification at least one Clear Business Day prior to the scheduled ULLS Cutover.

11.9.6.2 There is a maximum of one ULLS Retarget Notification per ULLS Request or ULLS Transfer Request.

11.10 ULLS Cutover Notification

11.10.1 Once the AS has received a confirmation from the AP for a ULLS Request of ULLS Transfer Request the AS will determine the appropriate Cutover date and time and notify the AP.

11.10.2 In areas agreed between the parties as rural or remote, the Access Seeker must nominate a time and date for Cutover which is between 10 - 30 Clear

Business Days from the date on which the Cutover Notification is sent, unless otherwise agreed.

11.10.3 In all other areas, the Access Seeker must nominate a time and date for Cutover which is between 5 - 30 Clear Business Days from the date on which the Cutover Notification is sent, unless otherwise agreed.

11.10.6 On receipt of a valid ULLS Cutover Notification, the AP will make the necessary arrangements to meet the Cutover date and time. If the AP cannot meet the requirements, the AP will notify the AS and make suitable alternative arrangements.

11.10.7 The AS has a maximum of five Clear Business Days from receipt of the confirmation from the AP for a ULLS Request or ULLS Transfer Request to send the ULLS Cutover Notification. ULLS Cutover Notifications received prior to ULLS Confirmations will be rejected.

11.11 ULLS Extension Notification

11.11.1 The AS may request an Extension of the five Clear Business Day ULLS Reservation Period by forwarding a ULLS Extension Notification prior to the ULLS expiry.

11.11.2 The AS must advise the AP of the ULLS Extension Notification at least one Clear Business Day prior to the end of the ULLS Reservation Period.

11.11.3 There is a maximum of one ULLS Extension Notification per ULLS Request or ULLS Transfer Request.

11.12 ULLS Reservation Period

11.12.1 The AP will reserve plant associated with a valid ULLS Request or ULLS Transfer Request for a period of five Clear Business Days. The ULLS Reservation Period will commence from the date the confirmation of a ULLS Request or ULLS Transfer Request is sent by the AP.

11.12.2 The ULLS Reservation Period may be extended on receipt of a valid ULLS Extension Notification. On receipt of a valid ULLS Extension Notification the AP will extend the ULLS Reservation Period by five Clear Business Days.

11.12.3 The AP will ensure that all plant is reserved during the period that the ULLS Request has been confirmed until the Cutover has been completed or the request has expired or been withdrawn.

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12 ULLS PROVISIONING

12.1 AP Provisioning Initiation

12.1.1 Upon receiving a ULLS order, the AP must process the ULLS order in its provisioning system(s).

12.1.2 The AP must provide an acknowledgment together with the ULLS Identifier or in the case of a request for an Extension, provide the AS with acknowledgment of a ULLS Extension Notification of reservation for a further five Clear Business Days.

12.2 ULLS Provisioning

12.2.1 The provisioning of a ULLS will involve the following activities:

(a) AP must provision the ULLS (e.g., AP runs jumper between cable pair and nominated POI cable pair).

(b) Coordination of provisioning work between the AP and the AS, if required.

(c) Unless otherwise agreed, an identification tone must be provided by the AS to facilitate testing by the AP.

(d) Upon ULLS provisioning being completed, the AP must confirm to AS that:

(i) ULLS provisioning has been completed;

(ii) The AP is on site; and

(iii) The ULLS is ready for immediate testing.

(e) Upon AP confirming to the AS that the ULLS is ready for testing in accordance with subclause 12.2.1(d), the AS may undertake immediate remote testing with the AP's on-site assistance. If the testing reveals that the ULLS does not meet the minimum specification set out in Appendix D, the AP will remain on-site and assist to identify the fault and take whatever remedial action is reasonably practicable to immediately rectify the fault.

(f) Where the minimum specification set out in Appendix D is not met at the time of ULLS provisioning, the AS may immediately escalate to the AP for service assurance or Handback of the ULLS.

(g) AP must confirm resolution of an escalation under subclause 12.2.1(f) with the AS upon such matter being resolved.

12.3 Transfer ULLS between ASs

12.3.1 The transfer of the ULLS from Losing AS to the Gaining AS will involve:

(a) Provision of ULLS pair to the Gaining AS (e.g. AP to disconnect jumper between nominated cable pair and POI cable pair of Losing AS and connect to POI cable pair of Gaining AS).

(b) AP must coordinate provisioning work between AP and AS if required.

(c) AP must confirm completion of ULLS provisioning to the Gaining AS.

(d) The AP must forward a ULLS Loss Notification to the Losing AS when a successful ULLS Transfer Request has been completed..

12.4 Change of Deployment Class and/or [Hazardous] Power Feed Arrangements

12.4.1 Change of Deployment Class

If the change of service on a ULLS pair is in a different Deployment Class, the following will be required:

(a) AS must notify AP of a change of Deployment Class.

(b) AP must perform Service Qualification.

(c) AP must provide Service Qualification results confirming or rejecting the AS's request.

(d) If the Service Qualification is successful, the AP must update its records.

(e) If the Service Qualification is confirmed by the AP, the AS must update its records.

(f) The AS must send a completion advice to the AP once the change has been effected.

12.4.2

(a) The AS must notify the AP where an AS uses power feeding equipment that exceeds the limits specified in AS/NZS 3260 TNV3 or AS/NZS 60950:2000.

(b) Where the limits specified in AS/NZS 3260 TNV3 or AS/NZS 60950:2000 have been exceeded, the responsibility for tagging or specially marking access points on a Communications Wire shall be as follows:

(i) the ULLS POI shall be the responsibility of the Access Seeker;

(ii) the NBP shall be the responsibility of the Access Provider.

(c) For the purpose of 12.4.2(b) the tagging or special marking of hazardous power feeding equipment shall be in accordance with the requirements specified by the Access Provider.

12.4.3 Change of Hazardous Power Feed Arrangements

If the change of service requires any change to hazardous power feed arrangements, the following will be required:

(a) AS must notify the AP of a change of Deployment Class detailing a change of hazardous power feed arrangements.

(b) If the request is successful, the AP must update its records.

(c) If the request is confirmed by the AP, the AS must update its records.

(d) The AS must send a completion advice to the AP once the change has been effected.

12.5 Handback of ULLS to the AP

12.5.1 The following activities will be required:

(a) AP must cancel the ULLS effective on the date of receipt of the ULLS Handback advice.

(b) AP must provide the AS with confirmation of the return of the ULLS.

(c) AP must update its records.

12.6 Pending ULLS Handback Transaction

12.6.1 ULLS Pending Handback Withdrawals

12.6.1.1 If an AS wishes to withdraw a ULLS Pending Handback, the AS must notify the AP at least one Clear Business Day before the ULLS is due to be cancelled by the AP.

12.6.1.2 If an AS does not notify the AP at least one Clear Business Day before the ULLS is due for cancellation, the AP will cancel the ULLS. The AS must then submit a ULLS Request.

12.6.2 The AS must notify the AP of a Pending ULLS Handback transaction within one Clear Business Day of the cancellation of the Customer's service, that has been facilitated by the ULLS. In situations where the ULLS is providing multiple services the Pending ULLS Handback transaction is not required until the last service has been cancelled.

12.6.3 The Pending ULLS Handback transaction must be contained in the standard ULLS file format specified in the IT specification in Appendix C.

12.6.4 The AP, on receipt of a Pending ULLS Handback transaction, must update its system to reflect the change in the status of the ULLS to pending cancellation and raise the necessary orders to cancel the ULLS after five Clear Business Days, unless a subsequent valid request for that ULLS is received by the AP.

12.6.5 If a subsequent valid request is received for the ULLS that is Pending ULLS Handback, the AP must cancel the ULLS and notify the Losing AS in order to facilitate the implementation of the new request.

12.6.6 The AP must provide a Pending ULLS Handback confirmation to the AS within one Clear Business Day of receiving a valid Pending ULLS Handback transaction.

12.6.7 If an invalid Pending ULLS Handback transaction is received by the AP, the AP must provide a Pending ULLS Handback rejection within one Clear Business Day of receiving the invalid ULLS Handback transaction.

12.6.7 If a request has been received by the AP from a new Customer and a ULLS Handback or Pending ULLS Handback has not been received from the current AS, the AP must contact the current AS to confirm cancellation of the existing ULLS can proceed. The AP cannot cancel a ULLS if a request is received from the same Customer who is provided a ULLS by the current AS.

12.7 ULLS Order Withdrawal

12.7.1 An AS may withdraw a ULLS order related to a ULLS Request or ULLS Transfer Request.

12.7.2 If an AS wishes to withdraw a ULLS order, the AS must notify the AP at least two Clear Business Days before the end of the ULLS Reservation Period or at least two Clear Business Days before the ULLS is due for Cutover, unless otherwise agreed in bilaterals.

12.7.3 If an AS does not notify the AP at least two Clear Business Days before the ULLS is due for Cutover, the AP will continue to provision the ULLS. The AS must then notify the AP of a ULLS Handback.

12.8 ULLS Completion Advice

12.8.1 The AP must provide a ULLS Completion Advice to the AS within one Clear Business Day of completion of ULLS provisioning (refer to section 12.2).

12.8.2 A ULLS Completion Advice will also be provided in respect of ULLS Transfers.

13 ULLS REVERSAL

13.1 This Section applies where a Reversal is requested by the Gaining AS (e.g. as a result of an Invalid ULLS Transfer). This section sets out the different operational processes for of Reversals at different times of the ULLS Transfer Process.

13.2 Reversal of a Vacant ULLS

(a) The Gaining AS must notify the AP of a ULLS Reversal request within one Clear Business Day of the Gaining AS detecting that an Invalid Vacant ULLS Transfer has taken place.

(b) If the ULLS Reversal request is not received within one Clear Business Day, the AP may disconnect the ULLS.

(c) If the ULLS is disconnected by the AP, the AP must provide a Loss Report to the AS.

(d) Notification as required under (a) or (c) should be by facsimile unless otherwise agreed in bilaterals.

13.3 Reversal where an AS's Service has been Cancelled

(a) The Gaining AS must notify the AP of a ULLS Reversal request within one Clear Business Day of the Gaining AS detecting that an Invalid ULLS Transfer has taken place or Invalid Handback as per 12.6.7.

(b) If the ULLS Reversal request is not received within one Clear Business Day, the AP may disconnect the ULLS.

(c) If the ULLS is disconnected by the AP, the AP must provide a Loss Report to the AS.

(d) Notification as required under (a) and (c) should be by facsimile unless otherwise agreed in bilaterals.

13.4 Reversal with a ULLS Transfer

(a) The Gaining AS must notify the AP of a ULLS Reversal request within one Clear Business Day of the Gaining AS detecting that an Invalid ULLS Transfer has taken place.

(b) Upon completion of the request the AP must notify both the Losing AS and Gaining AS.

(c) Notification as required under (a) and (b) should be by facsimile unless otherwise agreed in bilaterals.

13.5 Reversal where the AP's Service is on Call Diversion

(a) The Gaining AS must notify the AP of a ULLS Reversal request within one Clear Business Day of the Gaining AS detecting that an Invalid ULLS Request has taken place.

(b) If the ULLS Reversal request is not received within one Clear Business Day, the AP may disconnect the ULLS.

(c) If the ULLS is disconnected by the AP, the AP must provide a Loss Report to the AS.

(d) Notification as required under (a) and (c) should be by facsimile unless otherwise agreed in bilaterals.

13.6 Reversal where the Service has been Ported to the AS

(a) The Gaining AS must notify the AP of a ULLS Reversal request within one Clear Business Day of the Gaining AS detecting that an Invalid ULLS Request has taken place.

(b) If the ULLS Reversal request is not received within one Clear Business Day, the AP may disconnect the ULLS.

(c) If the ULLS is disconnected by the AP, the AP must provide a Loss Report to the AS.

(d) Notification as required under (a) and (c) should be by facsimile unless otherwise agreed in bilaterals.

(e) The AS must initiate a Porting Reversal at the same time as the ULLS Reversal is initiated.

13.7 Reversal of a In Use ULLS

(a) The Gaining AS must notify the AP of a ULLS Reversal request within one Clear Business Day of the Gaining AS detecting that an Invalid In Use ULLS Transfer has taken place.

(b) The AP will not process a Reversal request if the ULLS Reversal request is not received within one Clear Business Day of Cutover completion.

(c) If the In Use ULLS is Reversed by the AP, the AP must restore the services and provide a completion advice to the AS.

(d) If the service was previously provided by the AP prior to the In-Use ULLS being completed, the AP will restore the service on advice from the end user and Gaining AS

(e) Notification as required under (a) or (c) should be by facsimile unless otherwise agreed in bilaterals.

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14 CONDUCT OF EMPLOYEES, AGENTS, CONTRACTORS AND DEALERS

14.1 Each [Carrier, CSP, etc.] must use reasonable efforts to achieve compliance by its employees, agents, contractors and dealers with the provisions of this Code.

14.2 Each [Carrier, CSP, etc.] must undertake reasonable measures to develop a culture of compliance with this Code in their employees, agents, contractors and dealers.

14.3 If a [Carrier, CSP, etc.] becomes aware of any activities which are in contravention of this Code by its employees in the course of their employment or by its agents, contractors or dealers in the course of performing their functions as agents, contractors, dealers, the [Carrier, CSP, etc.], as the case may be, must take such action which may be reasonably available to it to prevent or discourage continuation of the breach of this Code.

15 CODE ADMINISTRATION AND COMPLIANCE

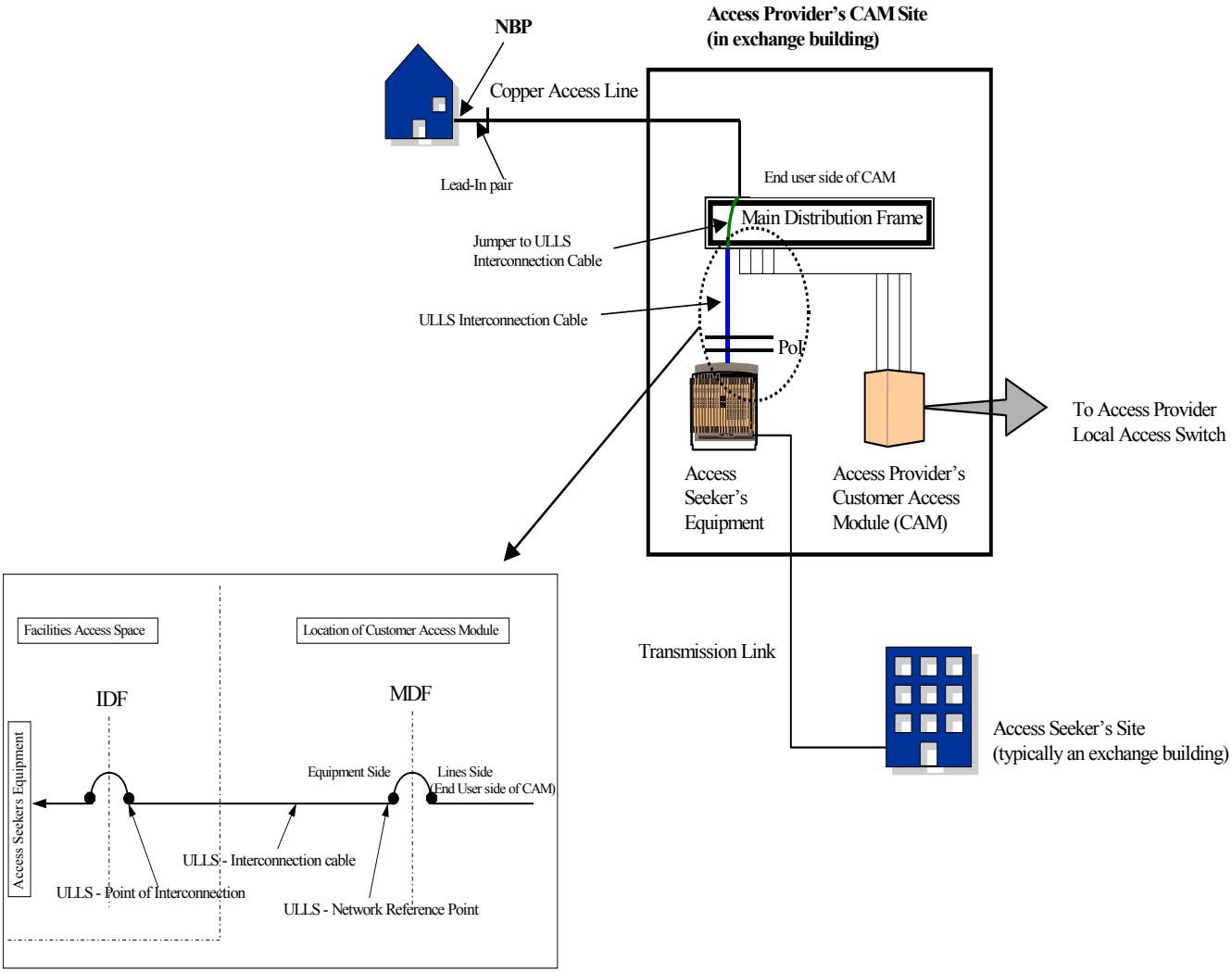
15.1 Under ACIF Code signatory arrangements, signatories to this Code (Code Participants) are subject to ACIF G514:2003 Code Administration and Compliance Scheme (the *Scheme*). Accordingly, all signatories (Code Participants) who are bound by this Code are also bound by the Scheme.

15.2 Reviews of this Code will be conducted 5 years after publication.

16 STATUTORY COMPLIANCE

16.1 If there is an inconsistency between a requirement of this Code and a requirement imposed on a Party by statute, the Party will not be in breach of the requirement of the Code in relation to any conduct that is necessary to ensure compliance with that statute.

A. APPENDIX


NBP
Access Provider's CAM Site
(in exchange building)
Copper Access Line
Lead-In pair
End user side of CAM
Main Distribution Frame
Jumper to ULLS
Interconnection Cable
ULLS Interconnection Cable
PoI
To Access Provider
Local Access Switch
Access
Seeker's
Equipment
Access Provider's
Customer Access
Module (CAM)
Transmission Link
Access Seeker's Site
(typically an exchange building)
Facilities Access Space
Location of Customer Access Module
IDF
MDF
Access Seekers Equipment
Equipment Side
Lines Side
(End User side of CAM)
ULLS - Interconnection cable
ULLS - Point of Interconnection
ULLS - Network Reference Point

B. APPENDIX – CUSTOMER AUTHORISATION MINIMUM REQUIREMENTS – ULLS TRANSFER

The Customer Authorisation (CA) for ULLS will facilitate the transfer of a Customer's Access Line from the Losing Access Seeker to the Gaining Access Seeker and will authorise the Gaining Access Seeker to order a ULLS from an Access Provider.

The CA used by the Gaining Access Seeker to effect a ULLS Transfer, should as a minimum, establish the following with the Customer.

(a) That the Customer wishes to

(i) transfer their existing ULLS; or

(ii) order a new ULLS.

(b) Collect the following information:

(i) Details of Customer's full name/lessee name (legal lessee or authorised representative); and

(ii) Customer's Service Number (area code and telephone number); and

(iii) Customer's address details (number, street name, suburb, post code, etc); and

(iv) Customer's contact phone number; and

(v) Losing Access Seeker, i.e. current ULLS service provider) if the Customer's account is currently with a service provider (if applicable).

(vi) If the Customer will require ULLS Call Diversion and to which Service Number.

(c) Establish that the Customer agrees to the following conditions by authorising the Transfer:

(i) The Customer gives up all previous contractual rights with their current telephone service provider (i.e., Losing Access Seeker) (eg discount plans, charity concessions).

(ii) The Customer understands that certain functions and facilities provided by their current telephone service provider (i.e., Losing Access Seeker) may not be available from their new telephone service provider (i.e., Gaining Access Seeker).

(iii) The Customer will contact their current telephone service provider (i.e., Losing Access Seeker) in relation to providing services and fault assistance until the transfer to their new telephone service provider (i.e., Gaining Access Seeker) is effected.

C. APPENDIX – UNCONDITIONED LOCAL LOOP TRANSACTION ANALYSIS SPECIFICATION

The ACIF G587:2002 ***Unconditioned Local Loop Service IT Specification - Transaction Analysis*** Industry Guideline specifies the IT requirements for pre-order feasibility requests for unconditioned local loop pairs, the provisioning of unconditioned local loop pairs, and the returning of unconditioned local loop pairs to the Access Provider. The Guideline is available from the ACIF website (www.acif.org.au) as a separate document.

D. APPENDIX - UNCONDITIONED COMMUNICATIONS WIRE DC AND LOW BAND SPECIFICATION

1 Introduction

This appendix contains the electrical specifications that shall be met by unconditioned Communications Wires employed for Unconditioned Local Loop Services.

2 Conductor Insulation Resistance

2.2 Insulation resistance specification

The transverse insulation resistance between the two conductors of the unconditioned Communications Wire shall be greater than or equal to 1 Megohm.

The insulation resistance to ground of each conductor of the unconditioned Communications Wire shall be greater than or equal to 1 Megohm.

2.3 Insulation resistance measurement

The conductor insulation resistance shall be measured with a test instrument complying with the following requirements:

Voltage across 1 Megohm resistive termination ≥ 180 Volts DC

(b) Short circuit current ≤ 30 mA DC

(c) Open circuit voltage ≤ 600 Volts DC (Note 1)

(d) Measurement period ≥ 15 seconds

Note 1. If an unconditioned Communications Wire has surge protectors fitted a lower maximum open circuit voltage may be necessary. The lower maximum for such cases may be established under bilateral agreement.

3 Low Band Noise

3.1 Low band noise specification

The psophometrically weighted noise level must be less than –55 dBm0p.

3.2 Low band noise measurement

The low band noise level shall be performed with a psophometer in accordance with ITU-T Recommendation O.41. The unconditioned Communications Wire shall be terminated with impedances of 600 ohms at each end, with the conductors electrically isolated from all other equipment.

4 DC Loop Resistance

4.1 DC loop resistance specification

The DC loop resistance of the unconditioned Communications Wire shall not exceed 3000 Ohms (see Note 1 below).

4.2 DC loop resistance measurement

The DC loop resistance shall be measured with a DC resistance meter or a DC resistance bridge.

Note 1: The specified maximum loop resistance has been set to encompass all CAN lines, including the small minority having very long lengths such as would require VF amplification for conventional telephony services.

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