

Communications Alliance

WC127 Connect Outstanding Code Working Committee

Terms of Reference

The **WC127: Connect Outstanding Code** Working Committee has been established to perform an area of work identified by the Operations Reference Panel (ORP). This Committee in carrying out the specific terms below is to observe the following guidelines, as appropriate:

- to ensure that if the Code is to be registered with ACMA that it complies with Part 6 of the *Telecommunications Act 1997* and the ACMA “*Developing Telecommunications Codes for registration – a Guide*” including the identification of:
 - the sections of the industry that are to be covered by the Code, as per s.110 of the Act; and
 - the telecommunications activities to be covered by the Code, as per s.109 of the Act.

Specifically, the Working Committee is to:

1. Create a revised Connect Outstanding Code (CO Code) to manage the timely connection of a new occupant's basic access service when the previous occupant has not yet cancelled their service.
2. Consider:
 - a) the scope of the CO Code and whether it should be redefined to refer to nbn exclusively;
 - b) clarifications and enhancements to the RFR Notification process;
 - c) if the Code is fit for purpose to support wholesale RSPs in terms of sending and receiving RFRs and communicating with other RSPs to clarify ownership disputes;
 - d) if the existing Response Codes remain fit for purpose;
 - e) the use of a common API based industry approach to CO;
 - f) the removal of references to the Unconditional Local Loop Service (ULLS);
 - g) if the nbn AVC ID should be used in the future as Service Identifier to complete a Connect Outstanding Transfer (now that the nbn AVC ID is mandatory for all non-Connect Outstanding Transfers).
 - h) if the introduction of a single port nbn NTD device (as the default) may affect the future demand for a Connect Outstanding process;
 - i) if the Connect Outstanding should contain specific requirements for Business locations where multiple nbn services are listed under a single nbn LOC IC; and
 - j) streamlining the current contact list.
3. Ensure the Code is and will remain fit-for-purpose for the future.

Deliverables

- Revised version of C617 Connect Outstanding Code (s) addressing the recommendations above; or
- Any additional guidance, contact lists or accompanying documents which may be required to assist in clarification of the Code.