



INDUSTRY GUIDELINE

G649.1:2017

Cabling existing telecommunications services in the customer's premises for the nbn[™] – Part 1: Cabler instructions

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INTRODUCTION

These instructions are designed as a guide to registered cabling providers (referred to as Cablers in this Guideline) attending the customer premises to migrate the existing customer services from the existing Telstra or Optus access network technology to the **nbn™** access network technologies.

This is an important piece of work that needs to be undertaken to enable telecommunications services and devices such as over the top (OTT) services (e.g. medical and security alarms) to continue to function when an end user premises is connected to their chosen Retail Service Provider(s) using nbn's network. It does not cover cabling for broadband services and assumes that the **nbn™** access service is already available to connect to. If customer cabling work is not performed (or not performed correctly), it is possible that the telecommunications services and/or these devices may either function incorrectly, intermittently or not at all.

Given the dependence end users have on telecommunications services, the telecommunications industry recognises the need to have in place clear instructions for Cablers to follow in order to successfully connect services and these devices to the customer's chosen Retail Service Provider(s) using the **nbn™** network.

Note that this Guideline refers to medical and security alarms as they are the two most common OTT services found in customer premises but the guidance is not limited to only these types of OTT services.

Note that some existing services may not be transferred to the **nbn**[™] network so existing cabling may need to remain connected. This will need to be confirmed with the RSP prior to installation and possibly the customer at time of installation and it may impact the manner in which the in-home cabling is connected to the **nbn**[™] network.

This guide is a simple three step process to make the migration as seamless as possible given the variety of types of installations and equipment already in situ. This guide has been designed for a registered cabling provider to use as a check list. It does not include work performed by a cabling provider as part of an installation performed on behalf of **nbn™** (e.g. as a service delivery partner or sub-agent).

- Step 1. Prepare to migrate
- Step 2. Migrate
- Step 3. Verify migration

IMPORTANT BACKGROUND INFORMATION

It is important that a registered cabling provider receives clear instructions from the Retail Service Provider (RSP) of the service(s) before going to a customer's premises to connect and/or migrate services from their existing copper base services onto **nbn**'s network, in particular whether the existing copper lead-in cable can be physically disconnected.

For more detailed information regarding specific cabling scenarios refer to Part 2 of this Guideline.

Existing services using the Telstra Copper network

The RSP will submit a connection order for the **nbn**[™] services directly to **nbn**[™] (or via a wholesale **nbn**[™] provider) and a disconnection order for the copper service to Telstra. Under the Telstra Migration Plan, only the RSP is authorised to submit a disconnection order for copper services to Telstra. Note that if the service is transitioning from Telstra to **nbn**[™] FTTN, **nbn**[™] will issue a loss advice to Telstra on behalf of the RSP).

Telstra will then process the disconnection request. Customers have about 18 months in each **nbn™** rollout region to disconnect from copper services (referred to as the migration window), except for defined special services as outlined in the Migration Plan.

Only if an RSP has issued to Telstra a copper service disconnection order, is a registered cabling provider allowed to disconnect a Telstra copper lead-in cable pair as described in Telstra's '012882 Alteration of Telstra facilities in homes & small businesses'. An RSP is to provide clear instructions to the registered cabling provider about the disconnection and migration work order. At the completion of the migration, the cabling provider is to provide the RSP with the following information, including:

- (a) when the job is completed and all migrated services are working properly, the registered cabling provider is to confirm with the RSP that the job is completed; and
- (b) if the job is not completed and or copper pair has to be reconnected because the migrated services are not working, the registered cabling provider is to inform the RSP so the RSP can cancel the Telstra disconnection order before it takes effect. Otherwise once the Telstra pair is identified as disconnected and cancelled in the Telstra IT systems, it cannot be reconnected.

Existing services using the nbn[™] Copper network

The information below applies to services provided over the **nbn™** FTTB, FTTN and FTTC networks.

The RSP will submit a connection order for the **nbn**[™] services directly to **nbn**[™] (or via a wholesale **nbn**[™] provider). It is assumed that for the purposes of this Guideline that the **nbn**[™] service has already been connected and made ready for use by a customer.

Customer OTT services (such as telephone/voice or medical alarms) may be provided by either:

- (a) Telstra's network as a copper-based service, but supplied over the **nbn™** Copper network (in some cases, the same pair as the **nbn™** service); or
- (b) a VoIP-based service supplied by the RSP over the **nbn™** data service.
- Note: In no case should the **nbn™** copper lead-in pair be disconnected, as this is used to provide the **nbn™** services over which the OTT services will be (or are) provided.

G649.1:2017 COPYRIGHT DECEMBER 2017 **nbn**[™] has provided an Authority to Alter facilities in residential and small business premises (A2A) document that permits cablers to make alterations to their Carrier network in certain circumstances. A link to the A2A document is provided in a later section of this Guideline. It should be noted that it is the responsibility of the cabler to obtain a current copy of the A2A, and ensure that any and all work performed is in accordance with that document.

Note to cablers

This Guideline deals with the need to undertake cabling work on the customer side of the Network Boundary in premises serviced by the **nbn™**. The following Table provides the details of where the Network Boundary is located for each of the access technologies used by **nbn™**:

Access technology	Network Boundary
FTTP	The data (UNI-D) and telephone (UNI-V) port on the Fibre NTD
FTTN	Customer side of MDF or Copper NTD or First TO (UNI-DSL)
FTTB	Customer side of the MDF (UNI-DSL)
FTTC	Customer side MDF or Copper NTD or First TO (UNI-DSL)
HFC	The data (UNI-D) port on the HFC NTD

Cabling can only be performed on the customer side of the Fibre, HFC and Copper NTD, MDF and/or First TO, unless otherwise authorised by an 'Authority to Alter' issued by the relevant Carrier(s).

STEP1: PREPARE TO MIGRATE

	Before getting to the customer's premises		
1	Review work order from RSP	 (a) Identify type of service to be migrated: voice voice and data data only (b) Identify method of Service Delivery: FTTP (see Figures 1 to 4) FTTN (see Figure 5) FTTB (see Figure 6) FTTC (see Figure 7) HFC (see Figure 8) (c) Are there multiple services and/or RSPs? Note that typically there will be one voice and/or data service to be migrated. (d) Identify medical or security alarm services, including whether any of these are Mode 3 connections. (e) Wireless and satellite nbn[™] services are not included, as migration from any existing voice service is not mandatory in areas designated as such. 	
2	Identify any specific customer needs	Example: priority assistance service	
3	Are there any medical or security alarm services associated with the service to be migrated?	If supplied by a medical or security alarm provider, that provider should have contacted the customer during the nbn [™] rollout. The information may also become available once the on-site service identification has been undertaken (see the next activity below).	
4	Contact the RSP	Prior to undertaking the migration work, the Cabler must contact the RSP and confirm that the RSP has issued a disconnection order to all relevant parties. e.g. if there is a wholesale provider associated with a particular RSP.	
	At customer's premises		
Sei	vice identification and veri	fication	
1	Clarify with the customer what work is to be performed	(a) What services are being migrated.(b) What services are not being migrated.	

2	Medical and security alarm services	(a) (b)	monitored medical or security alarm services associated with the service to be migrated.	
			services in the premises and whether they are self-installed or installed by a medical or security alarm Service Provider.	
			The two common services installed by a provider are monitored services, back-to- base security alarms and monitored personal medical alarms.	
		(c)	Customer to notify the monitoring service provider and trigger the operation of all monitored medical or security alarm services prior to any cabling work.	
		(d)	Confirm if Mode 3 connections are present.	
3	RSP's service	(a)	Check that the RSP's service that is being migrated onto the nbn Network is available and operational.	
		(b)	Identify suitable gateway location (if required).	
Eq	Equipment and cable identification			
1	Location	(a)	Identify location of services to be migrated:	
			Voice services	
			 OTT services (monitored alarms) 	
			Data services	
		(b)		
			nbn network interface	
			 Network Boundary (first socket or NTD) and/or the Building Entry Point 	
			Note the Network Boundary and nbn network interface may be the same location depending on delivery technology type. (See Figure 1)	
			 Mode 3 socket (if present) 	
			 cabling to detached buildings (if present). 	
2	Assessing the existing cabling	(a)	Assess (where practical) the existing Telecommunication Outlets (TOs) and cabling, both voice and data, that will be affected by the cabling work prior to commencement.	
		(b)	Assessment should include compliance to AS/CA S009.	
3	Non-compliant cabling	(a)	If the existing cabling does not comply with AS/CA S009, inform the customer using a	

		TCA2 form of the status of the cabling and		
		services. See Appendix B for a sample TCA2 form.		
4	Cabling between buildings	(a) Identify if there is any cabling between		
		equipment located in separate buildings.(b) Refer to Clause 17.3 in AS/CA S009 for details regarding correct connection method.		
5	Protecting medical and security alarm services	(a) Where network services support security or medical applications in the customer's premises, consideration should be given to minimise the risk of accidental or malicious disconnection of these services as presented at the nbn / RSP equipment.		
Re	Reconnection method			
1	Determine the most efficient manner to migrate the services.	See sample cabling diagrams in G649.2 (the Rewiring Guide).		
2	Medical and security alarms	(a) Refer to wiring instructions if available from the medical/security alarm Service Provider.		
		(b) See G649.2 for further information on Mode 3 connections.		
3	Reinstatement	(a) Customer cabling must be migrated in a manner so that a reinstatement, should it be required, can be performed.		
		(b) Cabling must be re-established to its pre-migration configuration inclusive of any monitored services.		
4	Service continuity	(a) Should a temporary reinstatement be required after the customer cabling has been migrated to the nbn service:		
		 at least one usable telephone outlet; and 		
		 any Mode 3 telephone outlet servicing a monitored service, 		
		is to be restored to the existing telephony Carrier network.		
		(b) Any temporary cabling is to be in accordance with AS/CA \$009.		

STEP 2: MIGRATE

Ca	Cabling work		
1	Contacting the RSP	(a) Prior to undertaking the migration work, the Cabler must contact the RSP when required and confirm that the RSP has issued a disconnection order to all relevant parties.	
		(b) For example, the Cabler is only permitted to disconnect a Telstra copper lead-in pair as part of the migration work if an RSP has issued this disconnection order to Telstra.	
2	Confirmation and migration	Once the Cabler has confirmation that the RSP has issued a disconnection order to the wholesaler (if not the same as the RSP), the Cabler can then undertake migration work.	

STEP 3: VERIFY MIGRATION

Ve	Verification of service migration		
1	Testing	Basic testing of the service(s) being migrated to confirm they are operational.	
2	Mode 3 socket	Confirm operation of Mode 3 socket and associated cabling.	
3	TCA1 form	Provide a completed TCA1 form. See Appendix A for a sample TCA1 form.	
4	Medical and security alarms	(a) Inform the customer that they need to check with their medical and/or security alarm provider that their services are completely operational.	
		(b) The Cabler is to have the customer trigger any monitored service post migration to prove functionality.	
5	Multiple lines	Where there are multiple lines and one or more are not being migrated have the customer confirm that the services on these lines are operational.	
6	RSP notification	(a) The RSP will issue the Cabler with clear instructions about the notification that must be given once the migration work is complete.	
		 (b) These instructions must include the following: the Cabler must notify the RSP once the migration is complete and all services are working; and 	
		• if the migration is not complete or the installation had to be restored to pre- migration configuration (i.e. the copper had to be reconnected), the Cabler must inform the RSP so the RSP can cancel the disconnection order.	

TYPICAL PREMISES EQUIPMENT CONFIGURATIONS FOR NBN ACCESS NETWORKS

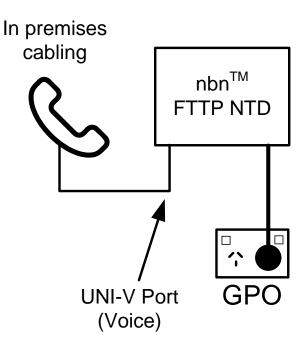
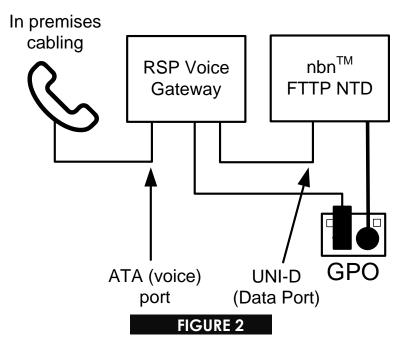


FIGURE 1

Typical installation of an nbn NTD with no battery back-up and utilising the UNI-V port on the NTD feeding into the customer cabling



Typical installation of an nbn NTD with no battery back-up and utilising the RSP supplied gateway ATA port feeding into the customer cabling

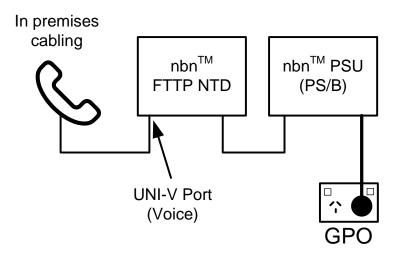
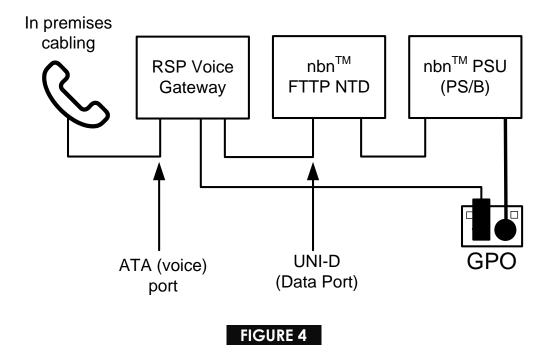
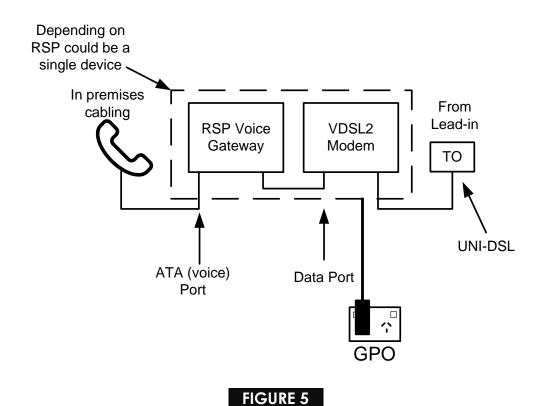


FIGURE 3

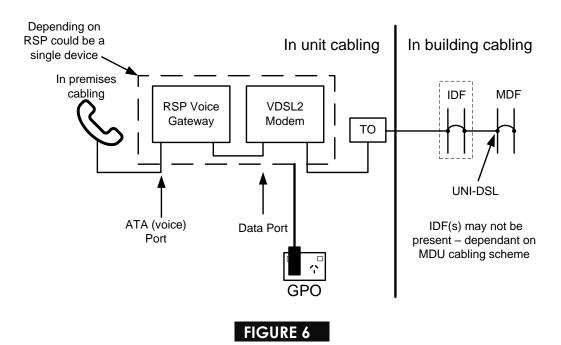
FTTP UNI-V connection with nbn Battery Backup – no additional power backup unit required to keep voice service active during power failure



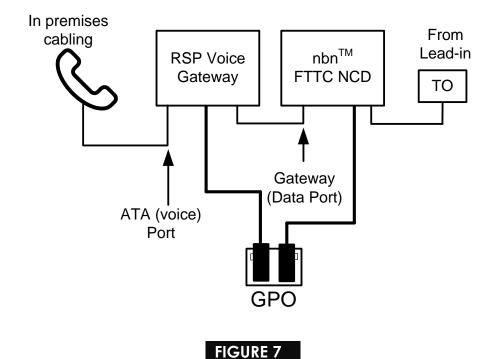
FTTP UNI-D connection with nbn Battery Backup – additional power backup unit required to keep voice service active during power failure



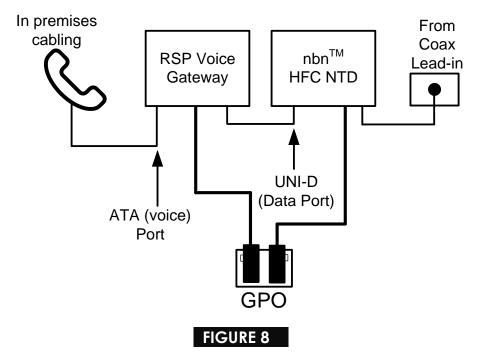
Typical installation of RSP supplied equipment for service via FTTN



Typical installation of RSP supplied equipment for service via FTTB



Typical installation of RSP supplied equipment and nbn™ NCD for service via FTTC



Typical installation of an nbn[™] NTD on HFC and utilising the RSP supplied gateway ATA port feeding into the customer cabling

TERMINOLOGY

ATA (Analogue Telephone Adaptor)

is a port that allows a plain old telephone service to be used over a broadband service. ATA ports are commonly found on residential gateways.

B2B Alarm (Back-to-Base alarm)

an alarm used for intrusion, smoke or personal alarms that are monitored by a third party service provider.

Building Entry Point

a point at which a line that is used to provide a carriage service to an end-user in a building meets the outer surface of that building, immediately before entering the building. [Telecommunications Act 1997]

CAU

Cable Access Unit

eMTA (embedded Multimedia Terminal Adaptor)

a device used to provide broadband and telephony services over the HFC or more commonly known as pay TV network cable.

Ethernet Port

the port(s) typically found on a residential gateway or $\mathbf{nbn}^{\mathsf{m}}$ NTD that provides wired access to the Internet.

FTTx

a generic term used for a family of technologies use in a telecommunications customer access network based on fibre. All have fibre from the network provider's main network to as close as possible to the customer premises be it a house, apartment building, commercial or industrial premises. The technologies are:

FTTP – Fibre to the Premises, the fibre is installed into the premises.

FTTN – Fibre to the Node, the fibre is installed to within a few hundred metres from the premises and then the existing copper cable is used to extend the service into the premises.

FTTB – Fibre to the Building, the fibre is installed into the building and then the existing building copper cabling is used to extend the service into the premises.

FTTC – Fibre to the Kerb (Curb). This is where fibre is installed down the street just outside the premises and the existing copper cable is used to extend the service into the premises.

Gateway

is a type of equipment defined by AS/CA S009 as Customer Access Equipment with multiple ports (local or network) that provides access to a telecommunications broadband network and provides connectivity for voice and data services.

HFC (Hybrid Fibre Coax)

uses fibre to get the signal to a suburb and then coax to get it to the premises. HFC is more commonly known as the Pay TV network cable.

Lead-in

the Carrier's (**nbn**[™], Telstra or Optus) cable that extends from the Carrier's street network to the defined Network Boundary. Also referred to as a drop cable.

Migration

is referred to within the context of this Guideline as the process of moving a service (such as medical alarm or telephony service) from one being supplied over an existing registered Carrier's network to the **nbn™** network.

Network Boundary

the point which is deemed to be the boundary of a Carrier's telecommunications network for determining whether cabling or equipment is 'customer cabling' or 'customer equipment' for the purpose of technical regulation under Part 21 of the *Telecommunications Act 1997* (the Act).

- Note 1: In accordance with Part 21 of the Act, customer cabling and customer equipment is required to comply with the Telecommunications (Labelling Notice for Customer Equipment and Customer Cabling) Instrument 2015 and cabling work is to be performed by a cabling provider.
- Note 2: Refer to Appendix J of AS/CA S009 for more information about the Network Boundary.

NBN NCD

has the meaning given to the term Network Connection Device (NCD) that is owned, operated or controlled by **nbn™** (or any Related Body Corporate of NBN Co Ltd.). It is a device that is installed at the end user premises that provides a UNI-D interface to either RSP equipment, end user customer equipment or end user cabling. The NCD is not a Network Boundary point, that will remain as is, i.e. the first Telecommunications Outlet, Passive NTD or the Customer side of a Main Distribution Frame).

NBN NTD

has the meaning given to the term Network Termination Device (NTD) that is owned, operated or controlled by **nbn**[™] (or any Related Body Corporate of NBN Co Ltd.). It is a device that is installed at the end user premises that is also a demarcation point between the **nbn**[™] Co network and either RSP equipment, end user customer equipment or end user cabling.

nbn™

at the time of publication, **nbn**[™] refers to the broadband network being rolled out by NBN Co Ltd. which is a wholly-owned Commonwealth company - a Government Business Enterprise - and is represented by the Shareholder Ministers; the Minister for Communications and the Minister of Finance.

NTD

a device meeting the Carrier's requirements that is provided by the Carrier to establish a demarcation point between the Carrier's telecommunications network and customer cabling or customer equipment.

- Note 1: An NTD is permanently marked at manufacture with the words 'Network Termination Device' or the letters 'NTD'. Any device that is not so marked is not an NTD.
- Note 2: An NTD is a defined Network Boundary Point. Refer to Appendix J of AS/CA S009 for more information about the NTD and the Network Boundary.

OTT services

services such as, but not limited to, back to base or personal alarms that connect to the existing analogue telephone service.

PCD (Premises Connection Device)

a connection box specified by $\mathbf{nbn}^{\mathsf{TM}}$ and other Carriers typically installed in the outside of a residential dwelling to allow for the transition from external type cabling to internal type cabling. In the case of $\mathbf{nbn}^{\mathsf{TM}}$ this box is also referred to as an $\mathbf{nbn}^{\mathsf{TM}}$ utility box.

POTS (Plain Old Telephone Service)

is the name given to the traditional telephone services that have been delivered over Telstra's copper network.

PSU

Power Supply Unit

Registered cabling provider

a person that holds a current Open, Restricted or Lift registration with one of the five ACMA accredited Registrars.

RPU (Reverse Power Unit)

a device which provides power to an equipment port located in the Carrier's side of the Network Boundary.

RSP (Retail Service Provider)

An organisation that provide internet and telephone services via the **nbn**[™].

TO (Telecommunications Outlet)

a fixed connecting device to which an end-user may connect equipment to telecommunications cabling. Typically consists of a wall plate, housing or other mounting device containing a socket or sockets. In some cases, the socket is an integral part of the wall plate or housing.

UNI-D port (User Network Interface–Data)

described in **nbn**'s Product Description for the Ethernet Bitstream Service. At the time of publication, the UNI-D is an Ethernet port on the **nbn**[™] provided NTD (Fibre, Wireless, HFC and Satellite) which is also the **nbn**[™] service Network Boundary.

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UNI-V port (User Network Interface-Voice)

described in **nbn**'s Product Description for the Ethernet Bitstream Service. At present, the UNI-V is a derived telephony interface on the **nbn**[™] provided Fibre NTD which is also the **nbn**[™] service and Network Boundary.

UNI-DSL port (User Network Interface–Digital Subscriber Line) (for FTTB/C/N)

described **nbn**'s Product Description for the Ethernet Bitstream Service. At present, the UNI-DSL is a 2-wire interface on either the first TO or the customer side of the MDF (if one exists) which is also the **nbn**[™] service and Network Boundary.

VoIP (Voice over Internet Protocol)

a protocol used to allow voice communications over the internet.

REFERENCED DOCUMENTS

AS/CA S009 Installation requirements for customer cabling (Wiring rules). Available from <u>http://www.commsalliance.com.au/Documents/all/Standards/s009</u>

ACMA TCA1 Telecommunications cabling advice form ACMA TCA2 Telecommunications cabling advice optional attachment

The ACMA forms have been reproduced in the appendices. The original forms are available from http://www.acma.gov.au/Industry/Telco/Infrastructure/Cabling-rules/how-to-complete-tca1-forms-cabling

Migration Plan, given by Telstra to the ACCC on 23 August 2011 under section 577BDA of the Telecommunications Act 1997, available from http://www.accc.gov.au/regulated-infrastructure/communications/industry-reform/telstras-migration-plan

nbn[™] Product Description for the NBN Co Ethernet Bitstream Service, available from <u>http://www.nbnco.com.au/sell-nbn-services/supply-agreements.html</u>

nbn[™] Residential preparation and installation: Single Dwelling Units (SDUs) and Multi Dwelling Units (MDUs), available from

http://www.nbnco.com.au/content/dam/nbnco/documents/preparation-andinstallation-guide-for-sdus-and-mdus.pdf

Telstra's '012882 Alteration of Telstra facilities in homes & small businesses' specification, available from <u>https://www.telstra.com.au/smart-community#builders</u>

nbn[™] Authority to Alter (A2A) document, available from <u>http://www.nbnco.com.au/content/dam/nbnco2/documents/authority-to-alter-</u> <u>facilities-on-resdential-and-small-businesses-premises.pdf</u>

Appendix A - Sample TCA 1 form

Conico required for quatemor achievend events (if any	Jacobio)
Copies required for customer, cabler and employer (if app	NICADIE) Communications and Media Authority
nstructions for completion	
Requirements	Enquiries
A registered cabling provider must complete this form after each cabling job (except for certain exemptions). Cablers must retain a copy of this form for at least 12 months and pass a copy to the customer and/or employer.	For advice on completing this form, please go to the ACMA website at <u>www.acma.gov.au</u> (go to For licensees & industry: Service & technical requirements > Telecommunications : Cabling requirements > TCA forms > How to complete TCA forms).
Print clearly. Illegible, unclear or incomplete application forms may delay processing.	Technical enquiries about cabling should be directed to: Email: cablinggueries@acma.gov.au
Where proposed works may be compromised by existing cabling, a TCA2 form should be completed.	Tel: 1300 650 115
Registered cabling provider	
Vame	Contact details
SURNAME	WORK ()
GIVEN NAMES	WORLE
Address	Registration number
	Name of registrar
POSTCODE	
Name of company Contact details	Address
() XROW ()	POSTCODE
Description of work enclusing any supervision)	
Customer details Name	Contact details
1	WORK ()
Address	FAX()
Address	
Address	

The original form is available from

https://www.acma.gov.au/Industry/Telco/Infrastructure/Cabling-rules/tca-cabling-formsguidelines

Appendix B - Sample TCA 2 form

Telecommunications cabling advice (TCA2)	Autorities Correspond
This form is an optional addition to the TCA1 Telecommu registered cablers to alert the customer or building mana outside the contracted scope of work. Pre works advice Post works advice Outstanding matters While undertaking the contracted cabling work, the follow installation, which may require your attention:	
Inadequate separation of communications and electrical cabling	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Inappropriate or inadequate support provided to cables	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Cables not secured or fixed	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Non-compliant cabling product used	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Non-compliant customer equipment installed	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Non-compliant earthing	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Wrong colour conduit used	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Records are missing or out of date	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Pre-existing cables are worn or frayed	Urgent safety hazard Attention required – non-urgent Long term – low safety risk
Pre-existing cabling is not compliant (other)	Urgent safety hazard Attention required – non-urgent Long term – low safety risk

The original form is available from

https://www.acma.gov.au/Industry/Telco/Infrastructure/Cabling-rules/tca-cabling-formsguidelines 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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