

15 March 2019

Craig Purdon
Project Manager
Communications Alliance Ltd
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Sent by email to: c.purdon@commsalliance.com.au
cc: stanton@commsalliance.com.au

Dear Craig,

CommsAlliance 2019 Review of NBN Access Transfer Code

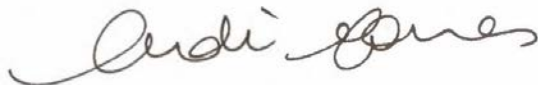
Thank you for inviting my office to comment on the *C627:2017 NBN Access Transfer Code (NBN Transfer Code)* under review.

My office takes the NBN Transfer Code into account in complaints handling. We may start to see this Code becoming more relevant as the rollout of the National Broadband Network approaches completion.

We will be updating our Position Statement on *Transfer of Services* to confirm that in addition to the general transfer safeguards in the TCP Code, we may take the requirements of the NBN Transfer Code into account.

If you have any questions regarding this letter, please feel free to contact me, or my Senior Policy Advisor, Ai-Lin Lee on (03) 8680 8403 or Ai-Lin.Lee@tio.com.au.

Yours sincerely,



Judi Jones
Telecommunications Industry Ombudsman

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