

The customer may elect to go ahead with their request or cancel the request.

Where the result of a feasibility study for a service is negative, Telstra is under no obligation to fulfil the order, or accept an order, for the service.

An Indicative feasibility study will usually take up to seven business days, and a Finalised feasibility study will take up to twelve business days, from the date that Telstra acknowledges receipt of the
- or otherwise advises the customer that a
feasibility study is required.

Upon receipt of a request for variation of an order or a change to an existing service, Telstra will consult with the customer and determine whether or not the variation requires a new Indicative or Finalised feasibility study to be undertaken.