

# NBN Co Operations Manual

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**4 April 2012**

NBN Co Limited

## **NBN Co Operations Manual**

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# NBN Co Operations Manual

## Module 1: Introduction



# 1 About the NBN Co Operations Manual

## 1.1 Scope

This document constitutes the NBN Co Operations Manual for the purposes of the Wholesale Broadband Agreement between NBN Co and Customer (**Wholesale Broadband Agreement**).

This NBN Co Operations Manual forms part of the WBA Product Catalogue and describes the processes and procedures that apply to the operational aspects of the supply of Products by NBN Co to Customer under the Wholesale Broadband Agreement.

The consultation between NBN Co and Customer during the on-boarding phase will provide Customer with a greater understanding of NBN Co's operational processes.

As NBN Co continues to rollout the NBN Co Network, NBN Co will develop further operational processes. NBN Co will introduce the NBN Co Platform, which will become the primary system for ordering and tracking Products, billing, payments, fault reporting and rectification. In turn, NBN Co will make corresponding additions and refinements to this NBN Co Operations Manual. This will result in changes to the format and content over time as NBN Co introduces new capabilities through the NBN Co Platform, and NBN Co and Customer learn how to operate more effectively and efficiently together.

NBN Co intends to engage actively with Customer and other NBN Co Customers in developing these processes. NBN Co may make changes to this NBN Co Operations Manual in accordance with clause F4 of the Wholesale Broadband Agreement.

## 1.2 Structure

This NBN Co Operations Manual comprises a series of modules. Each module describes a particular function, and specifies how NBN Co and Customer are required to interact with each other when carrying out activities relating to that function.

The following table describes the modules within this NBN Co Operations Manual.

1	Introduction	Provides an overview of the structure of this NBN Co Operations Manual and a brief description of the contents of each module.
2	On-boarding	Describes the processes and interactions that apply in order for Customer to become accredited to order Products over the NBN Co Network.
3	Activation	Describes the processes and interactions that apply to the ordering and provisioning of Products supplied over the NBN Co Network.
4	Assurance	Describes the processes and interactions that apply in connection with management and resolution of service-related issues.
<u>5</u>	<u>Physical access</u>	<u>Describes the processes and interaction that apply in connection with Customers accessing NBN Co Type 2 Facilities.</u>
<u>5</u> <u>6</u>	Billing	Describes the billing processes and interactions that apply in connection with Products that NBN Co supplies to Customer over the NBN Co Network.

<del>6</del> <del>7</del>	NBN Co Service Portal	Describes general features and functions of the NBN Co Service Portal. Other modules of this NBN Co Operations Manual describe how the NBN Co Service Portal is used for a specific function and the related interactions, as specified in those modules.
<del>7</del> <del>8</del>	Reporting	Describes the types of reporting that NBN Co will make available to Customer and the governance processes that will apply in relation to NBN Co's operational performance.
	Appendix	Defines NBN Co common identifiers (including Product Instance IDs and Order IDs), including descriptions and usage.
	Dictionary	Defines terms and abbreviations used within this NBN Co Operations Manual. Other terms have the meaning given to them in the Dictionary of the Wholesale Broadband Agreement or the WBA Product Catalogue.

### 1.3 Contacts

NBN Co will provide a Contact Matrix to Customer at the Operational Workshop during the on-boarding process.

The Contact Matrix will set out contact details for the NBN Co Personnel who can be contacted in relation to the matters described in this NBN Co Operations Manual.

Customer must complete the Contact Matrix for the Customer personnel who can be contacted in relation to the matters specified in this NBN Co Operations Manual and provide the completed Contact Matrix to NBN Co, as specified in section 1.2.2 of the On-boarding module of this NBN Co Operations Manual.

Unless otherwise specified, any communication from a party to the other party in relation to this NBN Co Operations Manual may be given:

- \*• by email;
- \*• by letter;
- \*• by communication through the NBN Co Service Portal; or
- \*• by any other form of communication as may be notified by NBN Co to Customer from time to time,
- to the other party's relevant contact as set out in the Contract Matrix, or as otherwise provided in this NBN Co Operations Manual.

The parties may access and use the Contact Matrix through the NBN Co Service Portal.

### 1.4 Definitions

A capitalised term used in this NBN Co Operations Manual has the meaning given to that term in:

- \*• the Dictionary of this NBN Co Operations Manual;
- \*• the Dictionary of the Wholesale Broadband Agreement; or
- \*• the WBA Product Catalogue.

A common identifier that is used in this NBN Co Operations Manual is defined in the Appendix to this NBN Co Operations Manual.

## 1.5 Non-binding operational performance targets

This NBN Co Operations Manual sets out various performance targets that are referred to as “non-binding operational performance targets”.

The parties agree that:

- all non-binding operational performance targets set out in this NBN Co Operations Manual only apply in respect of the NBN Co Fibre Access Service and do not apply in respect of any other Products; and
- all non-binding operational performance targets apply in addition to the Service Levels set out in the Service Levels Schedule.

## 1.6 Circumstances where the non-binding operational performance targets do not apply

NBN Co is not required to meet any non-binding operational performance targets set out in this NBN Co Operations Manual to the extent that NBN Co’s failure to meet a non-binding operational performance target is contributed to by any matter, thing, event or circumstance for which NBN Co is not legally responsible under the Wholesale Broadband Agreement or is not within NBN Co’s reasonable control and which NBN Co reasonably considers does, will, or is likely to, unreasonably adversely impact on the ability of NBN Co to meet that non-binding operational performance target, including:

- i. extreme weather conditions;
- ii. work in respect of non-typical premises, such as heritage buildings or buildings that are difficult to access;
- iii. failures or delays in obtaining approvals or consents from relevant persons or entities, such as local councils, building managers and landlords; and
- iv. inability to gain access to the Premises or other relevant location to perform works in connection with the fulfilment of that non-binding operational performance target, such as refusal of entry and lock-outs.



# NBN Co Operations Manual

## Module 2: On-boarding





# 1 Initial On-boarding

## 1.1 Introduction

The purpose of the on-boarding process described in this module is to prepare Customer, in an operational sense, for interacting with NBN Co in connection with supply of Products. In addition, the on-boarding process ensures that Customer's systems, products and services are aligned and compatible with NBN Co's systems, products and services.

The testing requirements set out in this module ensure that Customer has sufficient technical, operational and organisational capabilities to successfully interoperate with the NBN Co Network.

The diagram below provides an overview of the elements of the initial on-boarding process.

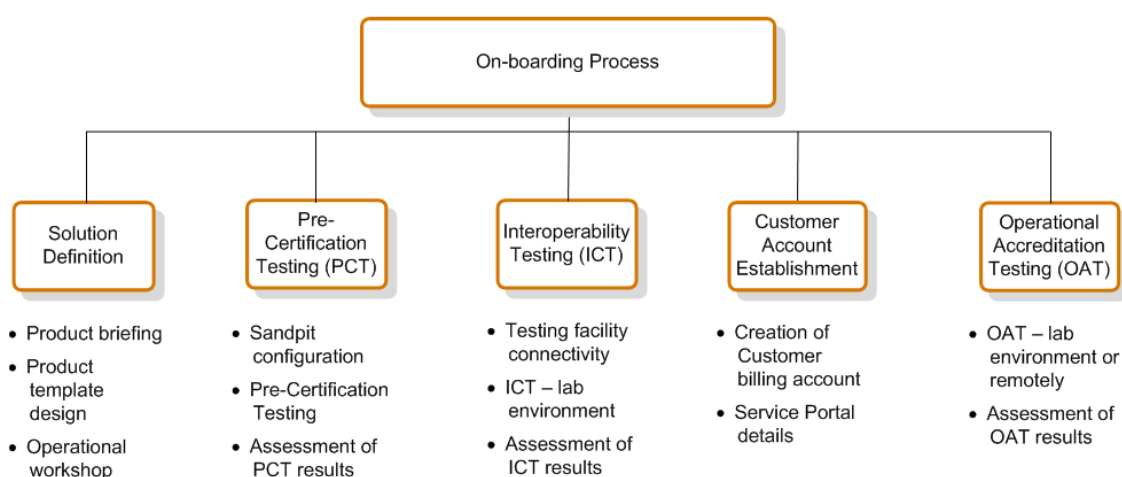


Figure 1 – Overview of initial on-boarding

## 1.2 Solution Definition

### 1.2.1 Conduct Product briefing and design Customer technical solution

As the first step in the Solution Definition, NBN Co will conduct a Product briefing session on a date agreed with Customer. The Product briefing session will explain the Products, Product Components and Product Features set out in the WBA Product Catalogue.

Subsequent Solution Definition meetings between NBN Co and Customer may be held as reasonably required by NBN Co.

Customer must ensure that a reasonable number of staff, who are knowledgeable about Customer's business and technical integration requirements, attend the Product briefing session and any subsequent Solution Definition meetings.

During the Product briefing session and subsequent Solution Definition meetings (if any) between NBN Co and Customer:

- v. NBN Co will provide Customer with a draft solution brief, being a high level document containing information regarding Customer architecture, Product requirements and Interoperability Certification Testing requirements (**Solution Brief**). NBN Co and Customer must finalise the Solution Brief before Interoperability Certification Testing;
- vi. NBN Co will provide Customer with a Product template document that specifies the configuration attributes Customer has indicated that it intends to order from the WBA Product Catalogue (**Product Template**). Customer must confirm that the Product Template is accurate, or inform NBN Co of the required changes to the Product Template. NBN Co will use reasonable endeavours to make any reasonable changes notified by Customer to the Product Template; and
- vii. NBN Co will provide Customer with a test plan relating to the pre-certification tests to be performed and completed by Customer, in respect of each Product, Product Component or Product Feature set out in the Product Template (**Pre-Certification Test Plan**).

### 1.2.2 Operational Workshop

NBN Co will conduct an Operational Workshop on a date agreed with Customer. Such Operational Workshop may be scheduled in conjunction with the Product briefing provided in the solution definition meetings, or as a separate meeting.

During the Operational Workshop, NBN Co will provide a Contact Matrix document to Customer (**Contact Matrix**). The Contact Matrix will set out contact details for the NBN Co Personnel who can be contacted in relation to this NBN Co Operations Manual.

Customer must complete the Contact Matrix for the Customer Personnel who can be contacted in relation to this NBN Co Operations Manual and provide the completed Contact Matrix to NBN Co within 10 Business Days of the Operational Workshop.

Each party must ensure that the Contact Matrix contains up-to-date details for each relevant contact person. Each party must advise the other party in writing of any changes to the Personnel or contact details in respect of that party set out in the Contact Matrix.

The Operational Workshop will introduce Customer to this NBN Co Operations Manual, and explain how specific interoperability processes between NBN Co and Customer will occur.

The Operational Workshop will cover topics including:

- i. roles and responsibilities for NBN Co and Customer under this NBN Co Operations Manual;
- ii. incident reporting and resolution;
- iii. planned outage notification;
- iv. ordering Products (NNI, CVC, e.g. Infrastructure Components, Connectivity Components and Access Components);
- v. appointment management; and
- vi. billing.

NBN Co will provide a Diagnostic Checklist relating to Faults during the Operational Workshop.

Customer must ensure that a reasonable number of its staff who are knowledgeable with Customer operations and provisioning attend any workshops or training provided.

NBN Co may, in its discretion, provide training sessions for Customer to enable Customer to train Customer Personnel (e.g. Customer contact centre and service desk staff who will be involved in the day to day transactions between NBN Co and Customer).

### 1.3 Pre-Certification Testing

#### 1.3.1 Performance of Pre-Certification Testing

Customer must perform and complete Pre-Certification Testing in accordance with the requirements of the Pre-Certification Test Plan for the relevant Product Testing Module as notified by NBN Co to Customer.

#### 1.3.2 Assessment of results of Pre-Certification Testing

If NBN Co, acting reasonably, considers that Customer has successfully completed the requirements of Pre-Certification Testing, then NBN Co will issue a written notice to Customer to that effect and Customer may proceed to the Interoperability Certification Testing stage of the relevant Product Testing Module, in which case section 1.4 will apply.

If Customer has not successfully completed the requirements of Pre-Certification Testing, then:

- i. NBN Co will notify Customer accordingly, providing details of and reasons for the failure; and
- ii. Customer will, in accordance with section 1.3.1, re-perform those requirements of Pre-Certification Testing that NBN Co reasonably considered were not successfully completed.

Sections 1.3.1 and 1.3.2 continue to apply until Customer has successfully completed the requirements of Pre-Certification Testing in accordance with this section.

### 1.4 Interoperability Certification Testing

#### 1.4.1 Interoperability Certification Testing Program

NBN Co will develop with Customer the Interoperability Certification Testing Program (**ICT Program**) for the relevant Product Testing Module.

Following notification by NBN Co to Customer that Customer has successfully completed Pre-Certification Testing, NBN Co will:

- i. notify Customer of the period during which the National Test Facility will be made available for NBN Co to conduct Interoperability Certification Testing in respect of Customer; and
- ii. notify Customer of the Access Timetable in accordance with which NBN Co will conduct Interoperability Certification Testing in respect of Customer.

#### 1.4.2 Performance of Interoperability Certification Testing

Customer must participate in Interoperability Certification Testing conducted by NBN Co, as requested by NBN Co from time to time.

Customer must:

- i. provide all backhaul, equipment and other requirements, including all consents and approvals that NBN Co considers necessary for NBN Co to use such backhaul, equipment and other requirements, as set out in the ICT Program;
- ii. provide connectivity between the Customer Platform and the NBN Co Network through the use of interfaces developed by Customer, including all consents and approvals that NBN Co considers necessary for NBN Co to use that connectivity and those interfaces, as set out in the ICT Program;
- iii. permit NBN Co to use any Customer Equipment specified in the ICT Program to enable NBN Co to conduct Interoperability Certification Testing; and
- iv. provide any assistance that is reasonably required by NBN Co to enable NBN Co to conduct such Interoperability Certification Testing, including making available all Customer technical Personnel reasonably requested by NBN Co onsite at the National Test Facility,

to the extent necessary for NBN Co to conduct Interoperability Certification Testing in respect of Customer.

For the purposes of allowing NBN Co to proceed with other test activities, at the end of the period specified in a relevant Access Timetable, unless otherwise directed by NBN Co, Customer must immediately remove all Customer Equipment from the National Test Facility and vacate the National Test Facility regardless of whether NBN Co has completed Interoperability Certification Testing.

Within a reasonable period after the end of the period specified in a relevant Access Timetable, NBN Co will:

- i. prepare all of the documentation required by the relevant ICT Program in accordance with that ICT Program (the ICT Documentation); and
- ii. provide a copy of that ICT Documentation to Customer.

### 1.4.3 Assessment of results of Interoperability Certification Testing

Following preparation by NBN Co of the ICT Documentation, NBN Co will, acting reasonably, consider whether the requirements of Interoperability Certification Testing have been successfully completed in respect of Customer.

If NBN Co considers that the requirements of Interoperability Certification Testing have been successfully completed in respect of Customer, then NBN Co will issue a written notice to Customer to that effect, in which case sections 1.5 and 1.6 will apply.

If the requirements of Interoperability Certification Testing have not been successfully completed in respect of Customer, then:

- i. NBN Co will notify Customer accordingly, providing details of and reasons for the failure; and
- ii. NBN Co will notify Customer of a revised Access Timetable during which NBN Co will re-conduct those requirements of Interoperability Certification Testing that NBN Co considered were not successfully completed.

If the requirements of Interoperability Certification Testing have not been successfully completed in respect of Customer within the relevant revised Access Timetable, then:

- i. NBN Co will consult with Customer as to whether there are reasonable prospects of successfully completing the requirements of Interoperability Certification Testing;

- ~~ii.~~ if, following such consultation, NBN Co is not satisfied there are reasonable prospects of successfully completing the requirements of Interoperability Certification Testing in respect of Customer, NBN Co may (without limitation):
  - ~~a.~~ notify Customer of the steps or activities that Customer must take or perform for NBN Co to be satisfied that there are reasonable prospects of successfully completing the requirements of Interoperability Certification Testing in respect of Customer; and
  - ~~b.~~ suspend the re-performance of Interoperability Certification Testing in respect of Customer (and Customer must immediately remove all Customer Equipment from the National Test Facility and vacate the National Test Facility for the duration of such suspension); and
- ~~iii.~~ after Customer notifies NBN Co that it has taken those steps and performed those activities in accordance with NBN Co's notice and NBN Co is reasonably satisfied that Customer has taken such steps and performed such activities notified by NBN Co:
  - ~~a.~~ NBN Co will cease that suspension, and notify Customer of that cessation, as soon as is reasonably practicable; and
  - ~~b.~~ Customer will only be re-admitted access to the National Test Facility pursuant to the revised Access Timetable notified by NBN Co to Customer.

Sections 1.4.2 and 1.4.3 continue to apply until the requirements of Interoperability Certification Testing have been successfully completed in respect of Customer in accordance with this section 1.4.

## 1.5 Customer Account Establishment

### 1.5.1 Creating Customer's billing account in NBN Co's billing system

Prior to the commencement of the Operational Accreditation Testing phase of the on-boarding process, NBN Co will provide Customer with a Billing Account Request Form (**Billing Account Request Form**).

Before Customer is able to place an order for a Product from NBN Co, Customer must:

- provide NBN Co with all the information requested in the Billing Account Request Form, in order to allow NBN Co to establish Customer's billing account; ~~and~~
- specify in the Contact Matrix the contact person/s that are authorised to request a Billing Enquiry and/or Billing Dispute on behalf of Customer (**Authorised Contact**).

Customer must send the completed Billing Account Request Form to its NBN Co Relationship Point of Contact.

~~In the Billing Account Request Form Customer must specify the contact person/s that are authorised to request a Billing Enquiry on behalf of Customer (**Authorised Contact**).~~

As soon as possible after NBN Co has created Customer's billing account in the NBN Co billing system, the NBN Co Relationship Point of Contact will notify Customer that Customer's billing account has been created.

### 1.5.2 NBN Co Service Portal details

Prior to the commencement of the Operational Accreditation Testing phase of the on-boarding process, Customer must provide NBN Co with:

- i. the names of either one, or two, senior employee(s) of Customer to become Delegated Administrator(s) of the NBN Co Service Portal on behalf of Customer; and
- ii. the names of all the employees of Customer that will, or are likely to, become Authorised Users of the NBN Co Service Portal on behalf of Customer.

## 1.6 Operational Accreditation Testing

### 1.6.1 Performance of Operational Accreditation Testing

Providing Customer has met the requirements set out in section 1.5, within 4 weeks following notification by NBN Co to Customer that Customer has successfully completed the requirements of Interoperability Certification Testing in accordance with section 1.4.3, NBN Co will:

- i. provide Customer with the OAT Plan for the relevant Product Testing Module;
- ii. ensure that the OAT Plan for the relevant Product Testing Module specifies the location(s) at which Operational Accreditation Testing will be performed, which may be:
  - a. the National Test Facility;
  - b. between the offices of NBN Co and Customer; or
  - c. at both the National Test Facility and between the offices of NBN Co and Customer;
- iii. (if applicable) notify Customer of the period during which the National Test Facility will be made available for Customer to perform those parts of Operational Accreditation Testing that are to be performed at the National Test Facility; and
- iv. (if applicable) notify Customer of the Access Timetable in accordance with which Customer must perform and successfully complete those parts of Operational Accreditation Testing that are to be performed at the National Test Facility.

Customer agrees:

- i. to perform and complete each requirement of the Operational Accreditation Testing during the period specified in the Access Timetable (if applicable) in accordance with the OAT Plan for the relevant Product Testing Module and this On-boarding module;
- ii. to perform and complete Operational Accreditation Testing in the presence of NBN Co or its duly appointed agents (or, if permitted by the OAT Program, during periods where NBN Co or its duly appointed agents are in contact with Customer's Personnel via video conference, telephone or email, and by those means, are reasonably able to monitor the performance of Operational Accreditation Testing).

NBN Co or its duly appointed agents may also participate in Customer's performance of any element of Operational Accreditation Testing, though they are not obliged to do so. Any participation by NBN Co or its duly appointed agents will not affect Customer's obligation to perform and complete Operational Accreditation Testing in accordance with this section 1.6.1.

If Operational Accreditation Testing is performed in whole or in part at the National Test Facility, then for the purposes of allowing NBN Co to proceed with other test activities, at the end of the period specified in a relevant Access Timetable, unless otherwise directed by NBN Co, Customer must immediately remove all Customer Equipment from the National Test Facility and vacate the National Test Facility regardless of whether Customer has completed those requirements of Operational Accreditation Testing that are to be performed at the National Test Facility.

If Operational Accreditation Testing is performed in whole between the offices of NBN Co and Customer, then the parties will agree on a timetable of the dates and times that each party may access and use the other party's office for Operational Accreditation Testing. At the end of such dates and times specified in such timetable, each party must immediately remove all its equipment from the other party's office and vacate that other party's office, regardless of whether the requirements of Operational Accreditation Testing have been successfully performed.

Within a reasonable period after the period specified in a relevant Access Timetable (if applicable), and after completion of the Operational Accreditation Testing, Customer must provide to NBN Co all of the documentation required by the relevant OAT Plan (the OAT Documentation).

### 1.6.2 Assessment of results of Operational Accreditation Testing

Following receipt by NBN Co of all of the OAT Documentation, NBN Co will reasonably consider whether Customer has successfully completed the requirements of Operational Accreditation Testing.

If NBN Co considers that Customer has successfully completed the requirements of Operational Accreditation Testing for the relevant Product Testing Module, then NBN Co will issue a written notice to Customer to that effect Customer will be permitted to order the relevant Product.

If Customer has not successfully completed the requirements of Operational Accreditation Testing, then:

- i. NBN Co will notify Customer accordingly, providing details of and reasons for the failure;
- ii. Customer must re-perform those requirements of Operational Accreditations Testing that NBN Co considered were not successfully completed; and
- iii. NBN Co will notify Customer of a revised Access Timetable (if applicable) during which Customer must re-perform those requirements of Operational Accreditation Testing that are to be performed at the National Test Facility and which NBN Co considered were not successfully completed.

If Customer fails to successfully complete the requirements of Operational Accreditation Testing that are to be performed at the National Test Facility within the relevant revised Access Timetable (if applicable), then:

- i. NBN Co will consult with Customer as to whether Customer has reasonable prospects of successfully completing the requirements of Operational Accreditation Testing that are to be performed at the National Test Facility;
- ii. if, following such consultation, NBN Co is not satisfied that Customer has reasonable prospects of successfully completing the requirements of Operational Accreditation Testing that are to be performed at the National Test Facility, NBN Co may:



- a.●** notify Customer of the steps or activities that Customer must take or perform in order for NBN Co to be satisfied that Customer has reasonable prospects of successfully completing the requirements of Operational Accreditation Testing that are to be performed at the National Test Facility; and
- b.●** suspend the performance of those requirements of Operational Accreditation Testing in respect of Customer that are to be performed at the National Test Facility (and Customer must immediately remove all Customer Equipment from the National Test Facility and vacate the National Test Facility for the duration of such suspension); and
- iii.●** after Customer notifies NBN Co that it has taken those steps and performed those activities in accordance with NBN Co's notice, and NBN Co is reasonably satisfied that Customer has taken such steps and performed such activities notified by NBN Co:
  - a.●** NBN Co will cease that suspension, and notify Customer of that cessation, as soon as is reasonably practicable; and
  - b.●** Customer will only be re-admitted access to the National Test Facility pursuant to the revised Access Timetable as notified by NBN Co to Customer.

Sections 1.6.1 and 1.6.2 will continue to apply until Customer has successfully completed all the requirements of Operational Accreditation Testing in accordance with this section.

## 1.7 Ability to order Products

After Customer has successfully completed the requirements of Operational Accreditation Testing, NBN Co will provide Customer with the URL address through which Customer's Authorised Users can access the NBN Co Service Portal.

Use by Customer and its Authorised Users of the NBN Co Service Portal is governed by the terms of the NBN Co Service Portal module.

The URL address for the NBN Co Service Portal will display the NBN Co Service Portal login page, which prompts the Authorised User to provide their username and password.

Authorised Users who have been specified by Customer to have Activation Rights will be able to place a Product Order Form through the NBN Co Service Portal.

NBN Co will only accept a Product order from Customer for Products, Product Components or Product Features for which Interoperability Certification Testing and Operational Accreditation Testing has been successfully completed.

Customer may, at any time, notify NBN Co if it wishes to order Products, Product Components or Product Features for which Interoperability Certification Testing and Operational Accreditation Testing has not been successfully completed. The provisions set out in sections 1.2 to 1.4 and 1.6 will then apply to any such Product, Product Components or Product Features.

## 1.8 Flexibility in performance of test requirements

If NBN Co waives any requirement for Customer to perform, participate in or complete any test activities in respect of a Product under this On-boarding module:

- i.●** NBN Co may require Customer to perform, participate in or complete any or all of those waived test requirements for that Product at a later date; and



- ii. ● Customer must then successfully complete those waived test requirements for that Product.

## 2 Subsequent on-boarding activities

If required by NBN Co, Customer must undertake such subsequent on-boarding activities in response to any significant change within the NBN Co Network that NBN Co reasonably considers necessary, including but not limited to the activities described in section 1 of this On-boarding module. Examples of such a change include:

- i. if NBN Co introduces new Products or variations and enhancements to existing Products;
- ii. if NBN Co introduces new systems and/or new processes or updates its systems or processes; and
- iii. if NBN Co wishes to implement a Major NBN Upgrade.

For each such change that NBN Co reasonably considers to be significant, NBN Co will follow the steps outlined in the diagram below to assess whether Customer will need to complete subsequent on-boarding activities. Where the term “Change Notification” is used in the diagram below, NBN Co will give notice as required under the provisions of the Wholesale Broadband Agreement and comply with the other provisions of the Wholesale Broadband Agreement as may apply to the relevant change.

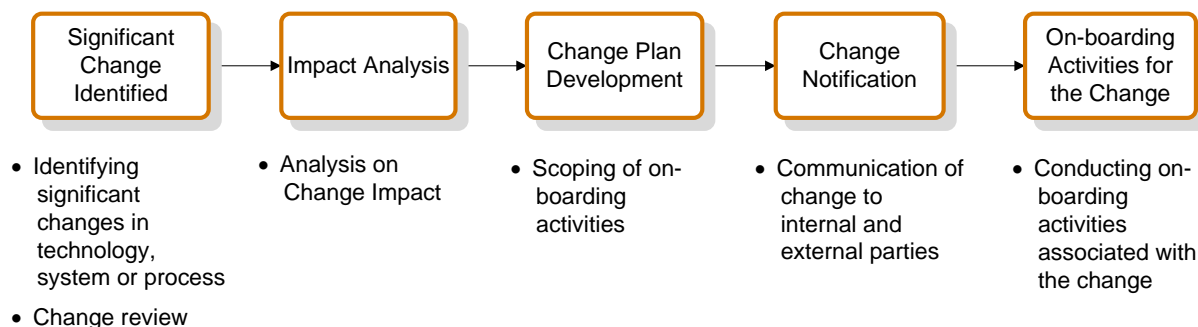


Figure 2 – Significant change process overview

If NBN Co requires Customer to complete subsequent on-boarding activities in relation to a Product or Product Feature affected by the change:

- i. NBN Co may notify Customer that it must comply with any or all of the provisions set out in sections 1.2 to 1.4 and 1.6 in relation to the Product or Product Feature; and
- ii. NBN Co will use reasonable endeavours to minimise the required on-boarding activities by Customer by bundling multiple changes within a single release if such changes occur at the same time.

# NBN Co Operations Manual

## Module 3: Activation



# 1 Introduction

## 1.1 Activation

The processes for ordering, connection and activation of Product Components are specified in this module of this NBN Co Operations Manual.

This module covers the following:

- forecasting;
- orders;
- appointment management;
- installations; and
- rearrangement, removal and repair of Connecting Equipment.

For details of the interactions between NBN Co and Customer specified in this module of this NBN Co Operations Manual, see section 2.1 of the Appendix to this NBN Co Operations Manual.

## 1.2 Availability of products

NBN Co may, from time to time, notify Customer of further information regarding the availability of:

- the NBN Co Fibre Access Service;
- the NBN Co Facilities Access Service;
- the Sandpit; and/or
- UNIs.

Such notifications will be in line with the timeframes and notice periods set out in ~~Module A~~ of the Wholesale Broadband Agreement.

## 12 Forecasting

Customer forecasts are required for NBN Co to plan Customer's volume of orders for connection and activation of Products in advance, to enable NBN Co to manage resources to meet Customer requirements.

NBN Co will use reasonable endeavours to manage NBN Co resources to meet Customer requirements based on Customer forecasts.

### 1.12.1 NBN Co forecasts

NBN Co will identify Rollout Regions in accordance with clause D4 of the Wholesale Broadband Agreement. A Rollout Region will generally be, but will not always be, a Fibre Serving Area Module (**FSAM**) or New Development site

NBN Co will use reasonable endeavours, where practicable, to make available to Customer via the NBN Co Website the following information relating to the NBN Co Fibre Network rollout (latest information is available at <http://www.nbnco.com.au/getting-connected/service-providers/network-rollout.html>):

#### 1.1.12.1.13 Year Rollout Plan

On or before 31 March of each year during the rollout of the NBN Co Fibre Network, NBN Co will publish a 3 Year Rollout Plan that sets out at least the following information:

- a high level description of the geographic area within which NBN Co plans to deploy the NBN Co Fibre Network in the 36 months commencing from 1 July following release of the 3 Year Rollout Plan;
- the expected date on which NBN Co expects to commence work on the NBN Co Network in that geographic area; and
- the estimated number of Premises within that geographic area.

#### 1.1.22.1.21 Year Rollout Plan

On or before October 2011 and continuing on a quarterly basis during the rollout of the NBN Co Fibre Network, NBN Co will publish in January, April, July and October a 1 Year Rollout Plan that sets out at least the following information:

- a high level graphical depiction of the geographic area within which NBN Co plans to deploy the NBN Co Fibre Network in the next 12 month period;
- the expected dates on which NBN Co expects to commence work on the NBN Co Network in that geographic area; and
- the estimated number of Premises within that geographic area.

#### 1.1.32.1.3 Monthly Ready for Service Rollout Plan

On or before October 2011 and continuing on a monthly basis, NBN Co will publish a Ready for Service Rollout Plan within 10 business days from the start of the month that sets out at least the following information:

- the boundaries of the geographic areas of the NBN Co Fibre Network that have entered the design and construction phase;
- the expected date of ready for service for that geographic area;
- the estimated number of Premises within that geographic area; and
- the Premises that are within the relevant geographic areas that will be ready for service within the next six month period (**Proposed Fibre Footprint List**).

Customer should use the address listings in the Proposed Fibre Footprint List to update Customer's internal records to ensure that Customer's address records for Premises are consistent with NBN Co's address records.

#### **1.1.42.1.4 Historical footprint list**

On a weekly basis, NBN Co will publish a list that sets out the Premises within geographic areas covered by the NBN Co Fibre Network that are Ready for Service.

#### **1.1.52.1.5 POI Rollout Plan**

NBN Co will use reasonable endeavours, where practicable, to make available to Customer via the NBN Co website the following information relating to the POI Rollout Plan (latest information is available at <http://www.nbnco.com.au/getting-connected/service-providers/network-rollout.html>):

- On a quarterly basis, NBN Co will publish updates to the status of the Initial POIs (**POI Rollout Plan**).
- The POI Rollout Plan will include (in part):
  - POI name;
  - POI ID;
  - CSA name;
  - CSA ID;
  - approximate number of Premises to be served by CSA (on completion);
  - forecast date for ODF availability (i.e. when Customers can first start to install equipment to interconnect at POIs);
  - forecast date for commissioning of the POI; and
  - forecast ready for service date for the first region served by the POI (i.e. when NBN Co expects the first commercial services to be available to end-users served by that POI).

#### **1.1.62.1.6 Address inconsistency**

Within 20 Business Days after provision by NBN Co of the Proposed Fibre Footprint of a Rollout Region, if Customer having undertaken all reasonable enquiries available to it, reasonably considers that there is an inconsistency between NBN Co's address for a premises and Customer's address for that premises, Customer may notify NBN Co of the inconsistency via the relevant NBN Co contact person in the Contact Matrix, providing all information relating to the inconsistency, and request that NBN Co investigate the inconsistency between addresses.

NBN Co will investigate Customer's request in respect of the specified addresses by reviewing NBN Co's source data, undertaking reasonable enquiries and considering the information provided by Customer to NBN Co. NBN Co will use reasonable endeavours to respond to Customer in respect of the investigation of the specified address within 20 Business Days from receipt of Customer's request.

If NBN Co determines that Customer's reported inconsistency in respect of an address is valid, NBN Co will correct or amend the record relating to that address in the Proposed Fibre Footprint List. NBN Co will use reasonable endeavours to notify Customers of its determination within 20 Business Days after receipt of Customer's request to investigate an inconsistency.

### **1.22.2 First service required date for New Development sites**

For the purposes of section 4.6 of the Product Description for the NBN Co Fibre Access Service, NBN Co will provide data reports to Customer as part of the monthly network readiness snapshot reports, which include connection information for New Development sites.

The NBN Co Relationship Point of Contact will provide these reports to the relevant Customer contact person, as specified in the Contact Matrix, via email.

### **1.32.3 Customer forecasts**

Within 20 Business Days of receipt by Customer of each NBN Co forecast information specified under section 2.1 Customer will use reasonable endeavours, via the Customer Relationship Point of Contact, to provide forecasts for each of the following:

- 12-month connection and activation plan; and
- 3-month connection and activation plan,

each of which will contain expected weekly connection and activation order volumes in respect of the Access Components for the Premises within each Rollout Region, as specified in each NBN Co Rollout Plan.

Customer must provide all Customer forecasts to NBN Co:

- in accordance with the requirements set out in this section, and any other requirements as may be notified to Customer by NBN Co from time to time; and
- through the NBN Co Relationship Point of Contact or the relevant NBN Co contact person specified in the Contact Matrix.

## 23 NBN Co Service Qualification

### 2.13.1 NBN Co Service Qualification System

As NBN Co progresses the rollout of the NBN Co Fibre Network, NBN Co will introduce the NBN Co Service Qualification System through the NBN Co Service Portal. The NBN Co Service Qualification System will enable a Customer to determine whether a particular address is identified by NBN Co as NBN Serviceable (at a given point in time).

NBN Co does not currently support an NBN Co Service Qualification System through the NBN Co Service Portal. In the interim, NBN Co will provide Customer with a weekly address list to enable Customer to determine whether a particular address is identified by NBN Co as NBN Serviceable (at a given point in time).

When NBN Co introduces the NBN Co Service Qualification System, NBN Co will provide details of the system provided by the NBN Co Service Portal to Customer through the relevant Product Technical Specification in the WBA Product Catalogue.

### 2.23.2 Weekly address Excel spreadsheets

In lieu of an NBN Co Service Qualification System, each week NBN Co will provide Customer with an address list that provides Customer with details on the Rollout Regions, including the address information and the Service Class (as described in section 4.112.3) in respect of each Premises listed in that address list.

The weekly address list will include the following address information for each Premise:

Field	Comment
<b>NBN Co Location Identifier</b>	The identifier for the address as identified by NBN Co.
<b>GNAF -Persistent Identifier (PID)</b>	The identifier for the address as defined by the PSMA's GNAF Service. (This is an optional field. When no PID is provided then a full NBN Co address for that Premise will be provided.)
<b>FSAM Identifier</b>	The NBN Co unique Identifier for a Fibre Serving Area Module.
<b>Locality Name</b>	The name of the town, suburb or locality.
<b>State Territory Code</b>	The Australian State.
<b>Service Class</b>	The Service Class in numeric form, which describes the state of the Premises as defined in section 4.112.3.
<b>Service Class Description</b>	The Service Class in full textual form.

NBN Co will provide this address list to the relevant Customer contact person, as specified in the Contact Matrix. Customer may only use the address list for business purposes related to the acquisition by Customer of Products from NBN Co and the marketing or supply of Customer Products by Customer.

Weekly address lists that are issued by NBN Co to Customer are the Confidential Information of NBN Co. Customer must ensure that the confidentiality of these address lists is preserved and maintained in accordance with the terms of the Wholesale Broadband Agreement.





## 34 Orders

### 3.14.1 Ordering Product Components

Customer must place all orders for ~~NNIs and CVCs (each, an Infrastructure Component,~~ Connectivity Component) and ~~AVCs and UNIs (each,~~ an Access Component) through the NBN Co Service Portal.

Customer must place orders for Product Components in the following order:

1. NBN Co ODF Termination Point and/or NBN Co Co-location;
- ~~1.2.~~ NNIs;
3. Cross Connects;
- ~~2.4.~~ CVCs; and
- ~~3.5.~~ the Access Components.

### 3.24.2 Order types

The NBN Co Service Portal will enable Customer to place the following order types:

- Connect orders;
- Modify orders; and
- Disconnect orders.

Customer may cancel or amend an In Flight order at any time prior to the Point of No Return for the order type defined in section 4.1415 of this module.

### 3.34.3 Timeframes

The timeframes applicable to the end-to-end process from receipt of a Product Order Form to completion of that order are set out in the WBA Product Catalogue.

For clarity, any provisions regarding Downstream Priority Assistance Service in this module 3 (Activations) do not apply in respect of the TTAS Product described in more detail in the WBA Product Catalogue.

### 3.44.4 Non-binding operational performance targets for AVC Modifications

NBN Co will endeavour to meet the following non-binding operational performance targets in relation to the timeframes within which NBN Co will successfully complete an “AVC Modification”:

- for “AVC Modifications” other than in respect of speed changes that are logical only:
  - ~~•~~ before 30 November 2013, within 2 Business Days after the day on which “Order Receipt” occurs; and
  - ~~•~~ on and from 1 December 2013, within 1 Business Day after the day on which “Order Receipt” occurs; and
- for “AVC Modifications” in respect of speed changes that are logical only, within 1 Business Day after the day on which “Order Receipt” occurs.

In respect of the above paragraph, capitalised words in inverted commas have the meaning given to those terms in the Service Levels Schedule.

### **3.54.5 Non-binding operational performance targets for CVC modifications.**

NBN Co will endeavour to meet the following non-binding operational performance target in relation to the timeframe within which NBN Co will successfully complete a “CVC Modification” for ‘urgent’ speed changes only:

- within 3 Business Days after the day on which “Order Receipt” occurs, provided that the total number of orders for “CVC Modifications” in respect of ‘urgent’ speed changes is less than 5 orders in the 3 month period immediately preceding the day on which NBN Co receives that order.

For the purposes of this non-binding operational performance target, a “CVC Modification” will only be considered to be ‘urgent’ if the “CVC Modification” is necessary to implement within the 3 Business Day period to ensure continued reliability of service and the need for the “CVC Modification” was not reasonably foreseeable by the Customer.

In respect of this section 4.5 capitalised words in inverted commas have the meaning given to those terms in the Service Levels Schedule.

### **3.64.6 Non-binding operational performance targets for Type 2 Connections (In Place Infrastructure and Available Infrastructure)**

NBN Co will endeavour to meet the following non-binding operational performance targets in relation to the total number of “Type 2 Connections” that are ordered by Customer and all Other NBN Co Customers:

- before 30 November 2012, 80% of the total number of all “Type 2 Connections” that are ordered by Customer and all Other NBN Co Customers in each “Quarter” in respect of Premises that have “In Place Infrastructure” or “Available Infrastructure” will be completed within the relevant “Type 2 Connection Service Levels”; and
- on and from 1 December 2012, 90% of the total number of all “Type 2 Connections” ordered by Customer and all Other NBN Co Customers in each “Quarter” in respect of Premises that have “In Place Infrastructure” or “Available Infrastructure” will be completed within the relevant “Type 2 Connection Service Levels”.

In respect of this section 4.6, capitalised words in inverted commas have the meaning given to those terms in the Service Levels Schedule.

### **3.74.7 Priority Assistance warranty audits**

Where:

- Customer gives warranties under section 3.7(a) of the Product Description of the NBN Co Fibre Access Service (each, a Priority Assistance Warranty); and
- NBN Co reasonably suspects that an unreasonable proportion of NBN Co Fibre Access Services in respect of which Priority Assistance Warranties are given are not being used as input to the supply of Downstream Priority Assistance Services,

then, if requested to do so by NBN Co, Customer must:

- audit its records to confirm that, as far as reasonably practicable, Customer is only giving Priority Assistance Warranties in respect of NBN Co Fibre Access Services that are being used as an input to the supply of Downstream Priority Assistance Services; and
- report back to NBN Co in relation to the results of that audit through the Governance Processes.

NBN Co and Customer agree that the Governance Processes will apply in relation to the identification of any actions that Customer needs to take to ensure, as far as reasonably practicable, that Customer is only giving Priority Assistance Warranties in respect of NBN Co Fibre Access Services that are being used as an input to the supply of Downstream Priority Assistance Services.

### 3.84.8 Product order lifecycle

For ~~NNI, CVC~~Infrastructure Component, Connectivity Component, and Access Component orders, the following diagram provides an indicative overview of the order stages, as shown through the NBN Co Service Portal:

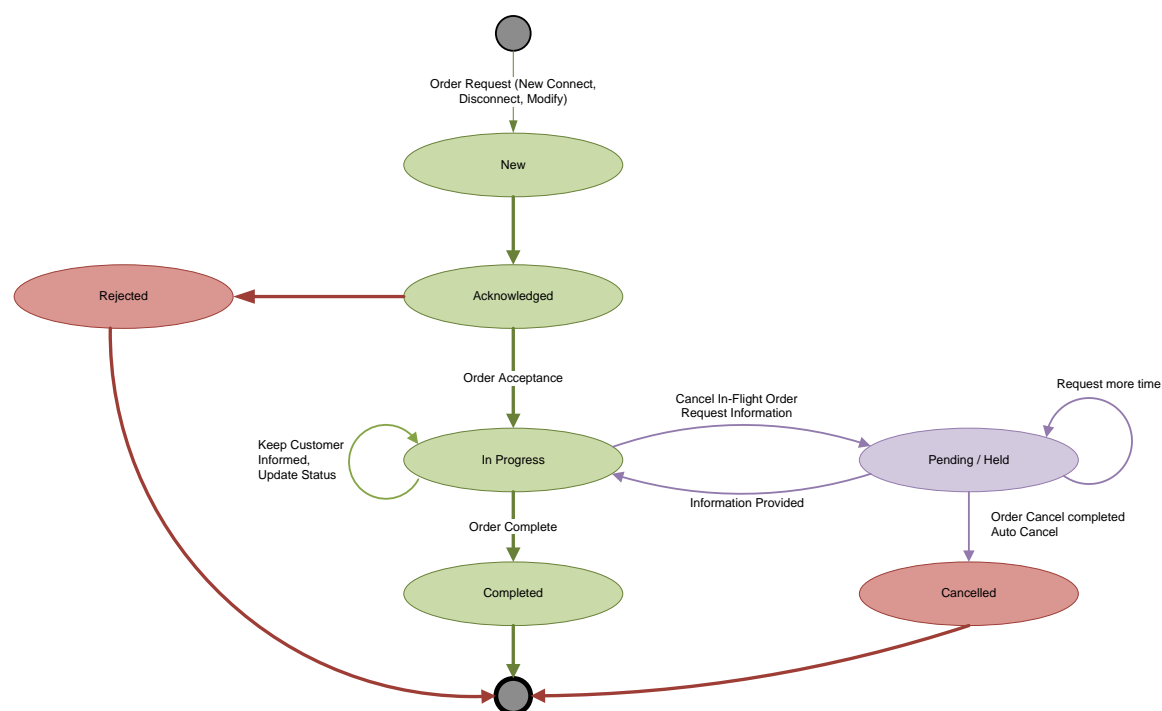


Figure 3 – Order stages

### 3.94.9 Product order interactions

For ~~NNI, CVC~~Infrastructure Component, Connectivity Component, and Access Component orders, the following diagram provides an indicative overview of NBN Co and Customer interactions during order stages. For details of the interactions, see section 2.1 of the Appendix to this NBN Co Operations Manual.

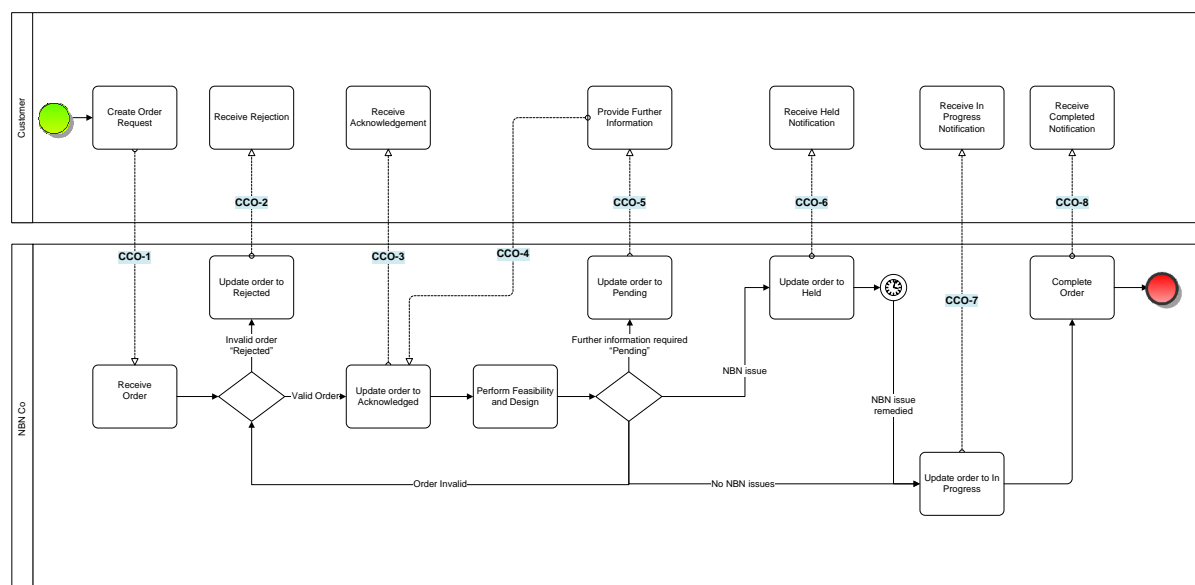


Figure 4 – Product Order Interactions

### 3.104.10 Product order stages

For **NNI**, **CVC** For Infrastructure Component, **Connectivity Component**, and Access Component orders, the following table provides a high level explanation of each order stage, as shown through the NBN Co Service Portal:

The Order Status	Description
<b>"New (Auto)"</b>	Customer has placed a new order. The order is awaiting validation. NBN Co will allocate a unique Order ID (Order Receipt).
<b>"Acknowledged"</b>	NBN Co has received and validated an order
<b>"In Progress"</b>	NBN Co has accepted the order and is progressing the order through the feasibility, design and configuration phase, and if required, Installation of any of the Connecting Equipment.
<b>"Completed"</b>	The end stage of an order that has successfully completed. The order is now active and Charges will commence.
<b>"Pending"</b>	NBN Co is awaiting further confirmation on details of an order before NBN Co can progress the order. An example is where Customer has supplied the C-Tag (for Access Component orders) or the S-Tag (for CVC orders) and NBN Co finds that that C-Tag or S-Tag has already been assigned to another service.
<b>"Held"</b>	NBN Co has temporarily delayed completing an order to resolve a NBN Co issue. For example, an infrastructure shortfall, which requires additional supply to complete Customer's order (e.g. NBN Co must place additional splitters at the NBN Co ODF or install additional cards within the POI).

The Order Status	Description
<b>"Rejected"</b>	NBN Co has received and rejected an order because the order: <ul style="list-style-type: none"> <li>• is not submitted in accordance with this module</li> <li>• fails NBN Co's feasibility and design and/or configuration phase</li> <li>• provides invalid information in the order</li> <li>• fails to meet the Business Rules in respect of the Product as defined in the WBA which Customer is ordering</li> <li>• is otherwise defective</li> </ul>
<b>"Cancelled"</b>	Customer or NBN Co has successfully cancelled an order during the "In Progress" stage.

Table 1 – Order stages

### ~~3.10.14~~ 10.1 New order

This section describes the processes for the completion of activation orders for the following Infrastructure Components, Connectivity Components, and Access Components:

- NBN Co ODF Termination Point;
- NBN Co Co-location;
- NNI;
- Cross Connects;
- CVC; and
- AVC.

#### 4.10.1.1 New NBN Co ODF Termination Point orders

If Customer wishes to place an order for an NBN Co ODF Termination Point, Customer must complete a Product Order Form through the NBN Co Service Portal. Upon receipt of a Product Order Form for an NBN Co ODF Termination Point, NBN Co will then provide Customer with an Order Receipt.

NBN Co will perform an initial validation in respect of the Product Order Form for an NBN ODF Termination Point and validate that order if the Product Order Form:

- is submitted in accordance with this module; and
- Includes all the information required by all the fields in the NBN Co Service Portal in respect of that Product Order Form.

#### 4.10.1.2 New NBN Co Co-location orders

If Customer wishes to place an order for a NBN Co Co-location, Customer must complete a Product Order Form through the NBN Co Service Portal. Upon receipt of a Product Order Form for a NBN Co Co-location, NBN Co will then provide Customer with an Order Receipt.

Where Customer places an order for more than one lockable full height equipment rack or lockable half height equipment rack NBN Co will use reasonable endeavours to provision a second Customer adjacent Rack Space however this provisioning is subject to availability of racks and the requirements in the NBN Co Facilities Access Service Product Description.

Where adjacent racks cannot be supplied Customer may be required to place additional Cross Connect orders between racks.

NBN Co will perform an initial validation in respect of the Product Order Form for a NBN Co Co-location and validate that order if the Product Order Form:

- is submitted in accordance with this module; and
- includes all the information required by all the fields in the NBN Co Service Portal in respect of that Product Order Form.

#### **4.10.1.3 New Cross Connect Orders**

If Customer wishes to place an order for a Cross Connect, Customer must complete a Product Order Form through the NBN Co Service Portal. Upon receipt of a Product Order Form for a Cross Connect, NBN Co will then provide Customer with an Order Receipt.

NBN Co will perform an initial validation in respect of the Product Order Form for a Cross Connect and validate that order if the Product Order Form:

- is submitted in accordance with this module; and
- includes all the information required by all the fields in the NBN Co Service Portal in respect of that Product Order Form.

#### **3.10.1.14.10.1.4 New NNI orders**

If Customer wishes to place an order for a NNI, Customer must complete a Product Order Form through the NBN Co Service Portal. Upon receipt of a Product Order Form for an NNI, NBN Co will then provide Customer with an Order Receipt.

NBN Co will perform an initial validation in respect of the Product Order Form for an NNI and validate that order if the Product Order Form:

- is submitted in accordance with this module; and
- includes all the information required by all the fields in the NBN Co Service Portal in respect of that Product Order Form.

#### **3.10.1.24.10.1.5 New CVC orders**

If Customer wishes to order a new CVC, Customer must have an active NNI in place for the relevant CSA.

If Customer wishes to place an order for CVC, Customer must complete a Product Order Form through the NBN Co Service Portal. Upon receipt of a Product Order Form for a CVC, NBN Co will then provide Customer with an Order Receipt.

NBN Co will perform an initial validation in respect of the Product Order Form for a CVC and validate that order if the Product Order Form:

- is submitted in accordance with this module; and
- includes all the information required by all the fields in the NBN Co Service Portal in respect of that Product Order Form.;

### ~~3.10.1.3~~ 4.10.1.6 New Access Component orders

Before placing an order for an Access Component, Customer must have an active CVC for the relevant CSA.

If Customer wishes to place an order for an Access Component, Customer must complete a Product Order Form through the NBN Co Service Portal in respect of the relevant Premises. Upon receipt of an order for an Access Component, NBN Co will then provide Customer with an Order Receipt.

NBN Co will perform an initial validation in respect of the Product Order Form for the Access Component and validate that order if the Product Order Form:

- is submitted in accordance with this module; and
- includes all the information required by all the fields in the NBN Co Service Portal in respect of that Product Order Form.

At the time of ordering the Access Component(s), Customer must place the order for an AVC and UNI in respect of the same Premises.

Section 4.1112 provides further information in respect of the ordering of Access Components.

### ~~3.10.24~~ 4.10.2 Acknowledged order

~~For NNI, CVC~~ For Infrastructure Component, Connectivity Component, and Access Component orders, if NBN Co validates an order in accordance with its order requirements, NBN Co will update the order status to “Acknowledged” and send an “Acknowledged” notification to Customer via the NBN Co Service Portal.

After NBN Co has “Acknowledged” an order, NBN Co will perform the feasibility and design phase in respect of the order.

### ~~3.10.34~~ 4.10.3 In Progress order

~~For NNI, CVC~~ For Infrastructure Component, Connectivity Component, and Access Component orders, if, during the feasibility and design phase, NBN Co determines that there is no NBN Co issue that must be resolved, NBN Co will update the order status to “In Progress” to accept the order and send an “Order Accepted” notification to Customer via the NBN Co Service Portal, notifying Customer that the order is “In Progress” and providing Customer with the following details in respect of the order:

- For NBN Co ODF Termination Point orders:
  - Order ID
  - Product Instance ID;
  - Service ID (where multiple trays are ordered a Service ID will be allocated for each tray);
  - Tray ID/s; and
  - Port ID/s.
- For NBN Co Co-location orders:
  - Order ID



- Product Instance ID;
- Service ID (where multiple racks are ordered a Service ID will be allocated for each rack);
- Rack ID/s;
- Rack details (floor, suite and rack number); and
- Tray ID/s.
- For Cross Connect orders:
  - Order ID
  - Product Instance ID; and
  - Service ID/s (a Service ID per Cross Connect within the order will be allocated).
- For NNI orders:
  - Order ID
  - Product Instance ID;
  - NNI Group ID;
  - NNI bearer ID; and
  - ODF allocation.
- For CVC orders:
  - Order ID
  - Product ~~Order~~Instance ID;
  - CVC ID; and
  - S-TAG value confirmation and/or assignment.
- For Access Component orders:
  - Order ID
  - UNI ID(s);
  - Product Instance ID(s);
  - Service ID(s);
  - NTD ID(s);
  - C-Tag value confirmation or assignment; and
  - Port ID.

#### ~~3.10.44.10.4~~ Completed order

For ~~NNI~~Infrastructure Component and ~~CVC~~Connectivity Component orders, NBN Co will connect and activate the ~~NNI~~Infrastructure Component or ~~CVC~~Connectivity Component, respectively, and send a “Completed” notification to Customer via the NBN Co Service Portal. If there is an NBN Co issue that must be resolved before connecting and activating the ~~NNI~~Infrastructure Component or ~~CVC~~Connectivity Component, NBN Co will resolve that issue, and then connect and activate the ~~NNI~~Infrastructure Component or ~~CVC~~Connectivity Component, and send a “Completed” notification to Customer in accordance with this section.

For Access Component orders, after NBN Co has completed the Installation at the Premises in accordance with section 6, NBN Co will connect and activate the Access Component(s) and send a “Completed” notification to Customer via the NBN Co Service Portal.

#### ~~3.10.54.10.5~~ Rejected order

~~For NNI, CVC~~For Infrastructure Components, Connectivity Components, and Access Component orders, if NBN Co determines that an order is invalid in accordance with its order requirements or any other reason provided for in the Wholesale Broadband Agreement, NBN Co will update the order status to “Rejected” and send a “Rejected” notification to Customer via the NBN Co Service Portal. NBN Co will provide Customer with reasons for rejecting the order within the order comments.

#### ~~3.10.64.10.6~~ Pending order

~~For NNI, CVC~~For Infrastructure Components, Connectivity Components, and Access Component orders, if NBN Co considers that insufficient or invalid information is provided in respect of an order, NBN Co will update the order status to “Pending” and send a “Pending” notification and specify the information that Customer must provide for NBN Co to validate the order.

Customer must provide the required information within 20 Business Days of receipt of a “Pending” notification.

The order will remain in a “Pending” stage until NBN Co reasonably considers that Customer has provided the required information. The Service Levels in the Service Levels Schedule will not apply for the period that the order is in “Pending” stage.

If within 18 Business Days of receipt of a “Pending” notification, Customer having taken all necessary steps to ascertain the required information, reasonably considers that it cannot provide the information within the above timeframe, Customer may request a time extension to provide the information. NBN Co may grant a maximum of 5 Business Days extension from the date of receipt of request for an extension for Customer to provide the requested information in respect of the “Pending” order.

If Customer requests a time extension, NBN Co will hold the order in a “Pending” stage until NBN Co reasonably considers that Customer has provided the requested information.

### ~~3.10.74~~.10.7 Held order

~~For~~For Infrastructure Components, NNI and Access Component orders, if, during the feasibility and design phase, NBN Co determines that there is an NBN Co issue that NBN Co reasonably considers must be resolved, NBN Co will update the order status to “Held” and send a “Held” notification to Customer via the NBN Co Service Portal and specify the reasons for which the order is held.

The order will remain in a “Held” stage until NBN Co has remedied the issue.

After the issue has been remedied, NBN Co will send an “In Progress” notification to Customer via the NBN Co Service Portal and notify Customer that the order is “In Progress”.

### ~~3.10.84~~.10.8 Cancelled order

For ~~NNI, CVC~~Infrastructure Component, Connectivity Component, and Access Component orders:

- if Customer fails to provide the requested information within the initial 20 Business Day timeframe or the extended timeframe (as the case may be) after a “Pending” notification has been sent to Customer, NBN Co can update the order status to “Cancelled” and send a “Cancelled” notification to Customer via the NBN Co Service Portal.
- if Customer submits a cancel order request in respect to an In Flight order that has not passed the Point of No Return NBN Co will update the order status to “Cancelled” and send a “Cancelled” notification to Customer via the NBN Co Service Portal.

## 4.11 ~~Access-Infrastructure~~ Component Order Information

### 4.11.1 Information required for NBN Co ODF Termination Point orders

At the time of order submission for NBN Co ODF Termination Point, Customer must provide details relating to required connection of fibres to the NBN Co ODF Termination Point within the comments field of the Product Order Form.

This includes:

- The number of fibres to be terminated to the NBN Co ODF;
- Termination type;
- The order of the fibres to be terminated;
- Whether Customer will utilise less than the 24 pre-cabled and pre-terminated single mode fibre tie cables;
- Whether Customer is requesting NBN Co to augment the 24 pre-cabled and pre-terminated single mode fibre cables up to a maximum of 72 fibres (in accordance with the NBN Co Facilities Access Service Product Technical Specification)

If Customer fails to provide the requested information, NBN Co will update the order status to “Pending” and request Customer to provide this information before progressing the order.

If Customer wishes to waive their right to inspection of the terminated cable Customer must specify this request within the comments field of the NBN Co ODF Termination Point order at the time of placing the order.

NBN Co will contact the Customer contact listed within the order to arrange an appropriate time for joint inspection once NBN Co has completed termination of fibres.

#### **4.11.2 Information required for NBN Co Co-location orders**

At the time of order submission for NBN Co Co-location, Customer must provide the following within the comments field of the Product Order Form:

- the make and model of the Customer Active Equipment which Customer proposes to install in the Rack Space; and
- the laser class of that new type of Customer Active Equipment as per AS/NZS 2211.1 or IEC 60825.1.

request to install camera equipment within the NBN Co-location rack (if required by Customer) provided Customer meets the requirements of paragraph 5.10 (b) of the Product Description. If Customer fails to provide the requested information, NBN Co will update the order status to “Pending” and request Customer to provide this information before progressing the order.

#### **4.11.3 Information required for Cross Connect orders**

At the time of order submission for Cross Connect, Customer must provide NBN Co with completed Cross Connect Authorisation Forms for each Cross Connect requested within the order where the Cross Connect is to or from a designated point on the NBN Co ODF of any Other NBN Co Customer.

Customer must include the same internal reference ID captured in the Cross Connect order and the Cross Connect Authorisation form.

Customer must email completed Cross Connect Authorisation Forms to the appropriate contact listed within the Contact Matrix.

If Customer fails to provide the requested information, NBN Co will update the order status to “Pending” and request Customer provide this information before progressing the order.

### **3.11.12 Access Component Order information**

#### **3.11.12.1 Information required for AVC orders**

At the time of placing a Product Order Form for an Access Component, Customer must specify what type of connection applies at the address in respect of which Customer wishes to order an AVC:

- a Type 1 Connection or a Type 2 Connection; and/or
- a Downstream Priority Assistance Service.

#### **3.11.12.2 24/7 Priority Assistance Contact Centre**

If Customer wishes to order an Access Component that is to be used to supply a Downstream Priority Assistance Service Customer must contact the NBN Co 24/7 Priority Assistance Contact Centre, details of which are specified in the Contact Matrix. NBN Co will determine the earliest available appointment and provide Customer an appointment ID. Customer must use this appointment ID when they submit the order through the Portal.

When an order has been flagged as a Downstream Priority Assistance Service, NBN Co will monitor and provide regular updates to the order in the NBN Co Service Portal. If the order is likely to not be completed within the required Service Level for Downstream Priority Assistance Service, then NBN Co will update the order to advise Customer as soon as this is apparent.

If Customer wishes to contact NBN Co to confirm the status of orders for any Access Component that have been placed in respect of the supply of NFAS where the NFAS is being supplied as an input to the supply of Downstream Priority Assistance Service, Customer may contact the NBN Co 24/7 Priority Assistance Contact Centre, details of which are specified in the Contact Matrix.

### ~~3.11.34.12.3~~ Address confirmation

Before Customer can place a Product Order Form for an AVC, Customer must determine whether a premises in respect of which Customer wishes to order an AVC is NBN Serviceable according to the NBN Co Service Portal or, in the interim, the weekly Excel address spreadsheets described in section 3.2.

If that address is found to be NBN Serviceable within the NBN Co address database through the NBN Co Service Portal, the NBN Co Service Portal will populate the field with the NBN Co Location ID, or the NBN Co Location IDs will be specified in the weekly Excel address spreadsheets described in section 3.2.

If no address is found in relation to the address that Customer has entered through the NBN Co Service Portal or, in the interim, the weekly Excel address spreadsheets described in paragraph 3.2, that Product Order Form will be deemed invalid and Customer may request NBN Co to investigate the specified address in accordance with section 4.~~11~~12.6.

If an address is found to be NBN Serviceable, the NBN Co Service Portal will return a result in respect of the Service Class that applies in respect of that Premises, or the address will be listed in the weekly Excel address spreadsheets described in section 3.2.

The following table ~~32~~ describes the different Service Classes that can be identified through the NBN Co Service Portal or the fortnightly Excel address spreadsheets described in section 3.2 (as the case may be).

Service Class	Description	Appointment requirement
<b>0</b>	The Premises is currently <u>not NBN Serviceable</u>	N/A (Customer currently unable to order Product for Service Class 0 Premises).
<b>1</b>	The Premises is <u>NBN Serviceable</u> . No Drop Fibre has been installed. No NTD has been installed.	Customer needs to make an appointment in the calendar for NBN Co to attend the Premises to install the relevant Connecting Equipment.
<b>2</b>	The Premises is <u>NBN Serviceable</u> . A Drop Fibre has been installed. No NTD has been installed.	
<b>3</b>	The Premises is <u>NBN Serviceable</u> . A Drop Fibre has been installed. An NTD has been installed.	N/A No Appointment is required when UNI(s) are available.

Table 2: Service Classes

### ~~3.11.44.12.4~~ **Appointments**

If the address confirmation process confirms that a Service Class 1 or Service Class 2 applies in respect of a Premises, Customer must make an appointment for NBN Co (or an Installer) to attend the Premises to perform an Installation in accordance with section 5.

During the initial stages of the NBN Co Fibre Network rollout, the number of Premises in respect of which appointments for Installation is required will be high.

NBN Co sets the minimum appointment duration based on the location and the Service Class for the Premises. This varies from 2 hours to full day appointments.

Before Customer schedules an appointment, Customer must communicate with the Downstream Customer who is an End User in respect of the available appointment times (as determined by Customer through the NBN Co Service Portal) to determine a suitable time to ensure that Downstream Customer who is an End User is available at that date and time to enable NBN Co (or an Installer) to access the Premises to perform the Installation works.

If the Downstream Product that Customer is acquiring is associated with the supply of an Access Component that will be supplied by NBN Co as a Type 2 Connection, Customer must communicate, and organise an appropriate appointment time, with the End User, in accordance with Customer's obligations in relation to that Type 2 Connection.

If the Downstream Customer who is an End User is eligible for Downstream Priority Assistance Service, Customer must communicate and, organise an appropriate appointment time, with the End User, in accordance with Customer's obligations in relation to Downstream Priority Assistance Service.

### ~~3.11.54.12.5~~ **UNI port allocation**

After Customer has completed scheduling an appointment through the NBN Co Service Portal, NBN Co will allocate to Customer a unique Appointment ID in respect of that appointment.

As part of the completion of the Product Order Form after Customer has scheduled an appointment (if applicable), Customer must provide the required configuration of the UNI for the NTD to enable NBN Co to determine the UNI requirements for that NTD in respect of the relevant Premises.

NBN Co will accept orders for UNIs having regard to the availability of ports and the amount of available capacity at the NTD at the Premises.

NBN Co will allocate the first available UNI port at the relevant Premises to Customer.

Where no UNI ports are available at the NTD, NBN Co will install a subsequent NTD at the End User's Premises within the scheduled time of the appointment and allocate Customer with the first available UNI on this NTD.

### ~~3.11.64.12.6~~ **Address investigation**

If Customer wishes NBN Co to investigate an address that has not been found in the initial search of the address by Customer through the NBN Co Service Portal, or, in the interim, the weekly Excel address spreadsheets described in section 3.2, Customer may request NBN Co to investigate that address to determine whether it is a valid and/or NBN Serviceable address by contacting the relevant NBN Co contact person specified in the Contact Matrix.

As soon as reasonably practicable after receipt of request to investigate a specified address, NBN Co will perform the investigation and determine whether:

- the specified address is invalid and Customer cannot place an order for an AVC in respect of that premises;
- the specified address is valid and NBN Serviceable, in which case NBN Co will notify Customer of a valid NBN Co Location ID and the Service Class in respect of that Premises; or
- Customer's requested address is not NBN Serviceable and a Service Class 0 applies to that address, in which case NBN Co will notify Customer by contacting the relevant Customer contact person in the Contact Matrix.

### ~~3.11.74.12.7~~ **AVC bandwidth/traffic change**

If Customer wishes to amend the bandwidth and/or traffic class in respect of an AVC, Customer must place an amend order in respect of that AVC in accordance with section 4.1415, or place a modify order in respect of that AVC in accordance with section 4.1213 (as the case may be) through the NBN Co Service Portal.

### ~~3.11.84.12.8~~ **Subsequent UNI-V ordering**

If Customer wishes to place a subsequent order for a UNI-V at the NTD in respect of which it has already placed an order for the UNI-D and associated AVC, to avoid potential disruptions to End User service, Customer should place the subsequent order for a UNI-V in accordance with the following sequence:

- a new connect order for the Access Components (including a UNI-D and UNI-V) at that NTD; and
- a disconnect order in respect of the AVC and the original UNI-D at the relevant NTD.

NBN Co will accept any subsequent orders for a UNI-V having regard to the availability of UNI-V ports at the NTD at the Premises.

### ~~3.124.13~~ **Modify orders**

Customer may place a modify order in respect of ~~an Infrastructure Component~~, Connectivity Component, or Access Component by providing a valid Product Instance ID through the NBN Co Service Portal.

Customer must ensure that the modify order:

- is submitted in accordance with this module; -and
- ~~includes~~ **Includes** all the information required by all the fields in the NBN Co Service Portal.

After NBN Co has validated a modify order, NBN Co will process the modify order in accordance with section 4.10.

The Service Levels specified in the Service Levels Schedule will apply in respect of valid modify orders.

#### **4.13.1.1 Modify Infrastructure Component orders****Modify NBN Co ODF Termination Point order**

No modifications are available in respect to an NBN Co ODF Termination Point. If Customer wishes to order an additional NBN Co ODF Termination Point, then Customer must place a new NBN Co ODF Termination Point order via the NBN Co Service Portal in accordance with section 4.10 of this Activation Module.

#### **4.13.1.2 Modify NBN Co Co-location order**

No modifications are available in respect to a NBN Co Co-location. If Customer wishes to order an additional NBN Co Co-location rack, then subject to section 4.7 of the NBN Co Facilities Access Service Product Description. Customer must place a new NBN Co Co-location order via the NBN Service Portal.

#### **4.13.1.3 Modify Cross Connect order**

If Customer wishes to modify Cross Connect, Customer may place a modify order to modify the following:

For each Cross Connect:

- The From position of the Cross Connect; and
- The To position of the Cross Connect.

Customer must provide a separate Cross Connect Authorisation Form for each Cross Connect within the modify order where the from or to position is a designated point on the NBN Co ODF of any to Other NBN Co Customer.

Customer must submit completed Cross Connect Authorisation Forms via email to the email address as specified in the Contact Matrix.

Customer must include their Reference ID in both the Cross Connect order placed through the NBN Co Service Portal and within the Cross Connect Authorisation form.

#### **4.13.2 Modify Connectivity Component orders**

No modifications are available in respect of an NNI.

If Customer wishes to modify a CVC ~~and/or the Access Components~~, Customer may place a modify order to modify the following in respect of the following specifications:

- ~~for a CVC:~~ the CVC Bandwidth Profile;

#### **4.13.3 ~~for the~~Modify Access Components****Component orders**

•If Customer wishes to modify an Access Component, Customer may place a modify order to modify the following in respect of the following specifications:

- whether or not the Access Component will be used as an input to supply a Downstream Priority Assistance service;
- Connection type (whether the Access Component relates to a Type 1 Connection or Type 2 Connection);
- For UNI- V:
  - ftp username



• ftp password

• ftp filename

Customer must place a modify order when Customer becomes aware that the Customer Product or the Downstream Product has ceased to be used for a Downstream CSG Service or a Downstream Priority Assistance Service (as the case may be).

~~After NBN Co has validated a modify order, NBN Co will process the modify order in accordance with section 4.10.~~

~~The Service Levels specified in the Service Levels Schedule will apply in respect of valid modify orders.~~

### 3.134.14 Disconnect orders

Figure 5 shows interactions between Customer and NBN Co for disconnect orders. For details of the interactions, see section 2.1 of the Appendix to this NBN Co Operations Manual.

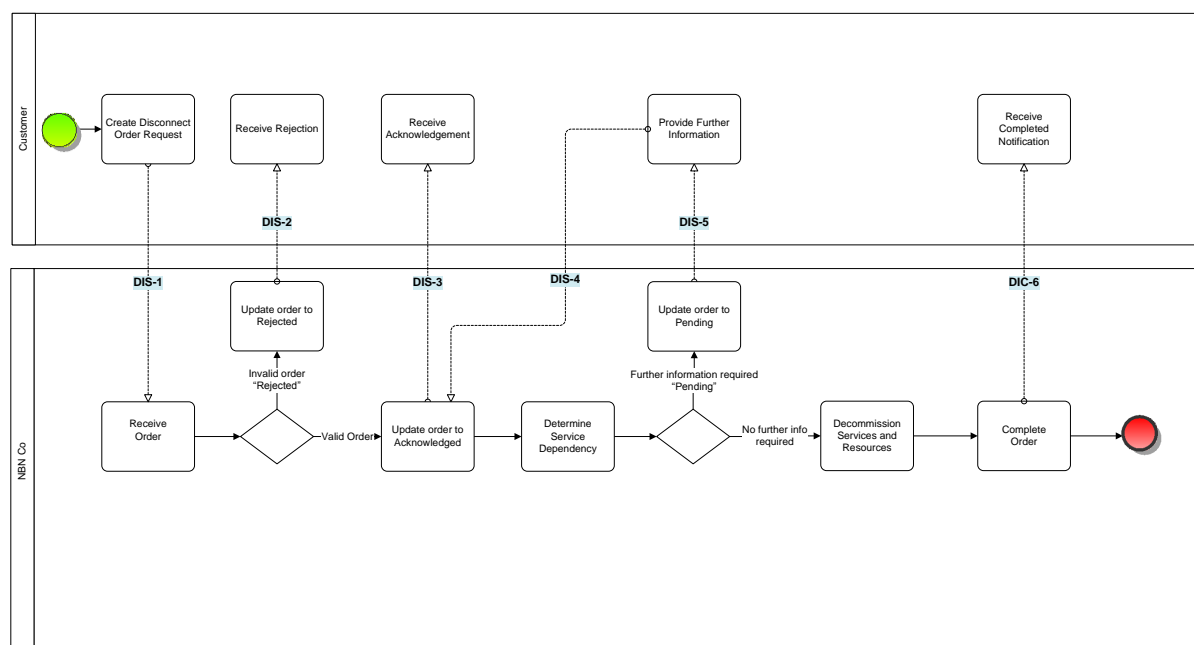


Figure 5 – Disconnect Orders

If Customer wishes to place a disconnect order in respect of an active service, Customer must place a disconnect order by providing a valid Product Instance ID through the NBN Co Service Portal.

Customer must ensure that the disconnect order:

- is submitted in accordance with this module; and
- includes all the information required by all the fields in the NBN Co Service Portal.

For clarity, NBN Co will not accept a disconnect order:

- for an NBN Co ODF Termination Point until NBN Co has received a valid disconnect order, and completed the disconnect order for all associated NNI(s) in accordance with this section 4.14;

- for an NNI until NBN Co has received a valid disconnect order, and completed the disconnect order for all associated CVC(s) and for all associated AVC(s), in accordance with this section 4.13.14; and
- for a CVC until NBN Co has received a valid disconnect order, and completed the disconnect order for all associated AVC(s), in accordance with this section 4.13.14.

If, after receiving a disconnect order from Customer, NBN Co determines that there is an associated active service that needs to be disconnected first, NBN Co will send a “Pending” notification, and provide Customer with reasons for such notification through the NBN Co Service Portal.

After NBN Co has validated a disconnect order, NBN Co will process the disconnect order in accordance with the order stages of section 4.10.

The date on which NBN Co updates the disconnect order status to “Completed” will be the **Deemed Disconnection Date**.

For NBN Co Co-location disconnect orders Customer must remove Customer Equipment from the Rack Space post the Deemed Disconnection Date. This obligation is a Customer Disconnection Obligation for the purpose of the Wholesale Broadband Agreement.

### 3.144.15 Amend or cancel orders

Figure 6 shows interactions between Customer and NBN Co for amend or cancel orders. For details of the interactions, see section 2.1 of the Appendix to this NBN Co Operations Manual.

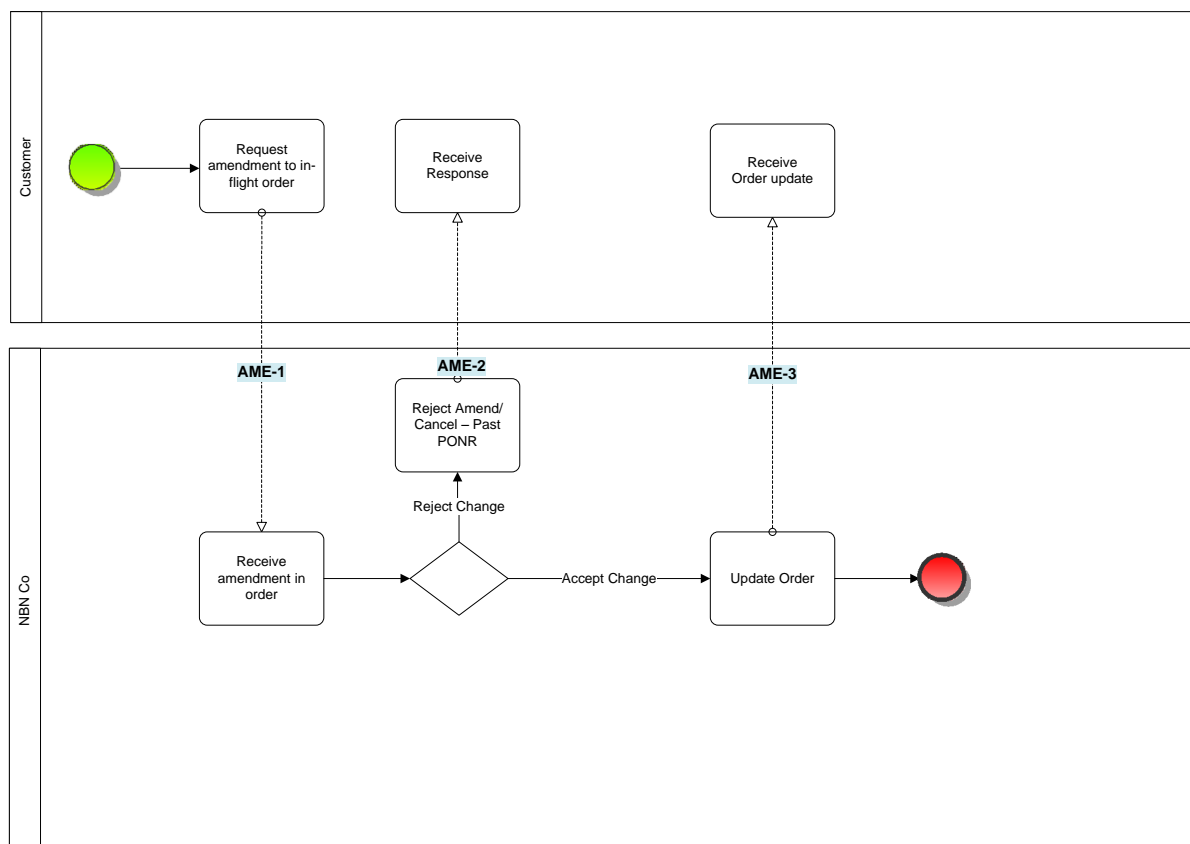


Figure 6 – Amend or Cancel Orders

~~If~~ Customer ~~wishes to~~can amend or cancel an “In Flight” order at any time before the “Point of No Return”, as defined in section 4.1415.1 by:

- placing comments within the comments field that Customer wishes to amend or cancel an order through the NBN Co Service Portal in respect of the relevant Order ID; or
- contacting the relevant NBN Co contact person, as specified in the Contact Matrix,

NBN Co will reject a request to cancel or amend an “In Flight” order if the order is submitted after the “Point of No Return”.

### ~~3.14.14.15.1~~ Point of No Return

~~For NNIs, CVCs, and Access Components~~For Infrastructure Component orders, the “Point of No Return” in respect of a request to cancel or amend an “In Flight” order is:

- Before the “In Progress” status (when order is accepted) to amend or cancel an order.

For Connectivity Component, and Access Component orders, the “Point of No Return” in respect of a request to cancel or amend an “In Flight” order is:

- before the “Completed” status to cancel an order; and
- before the “In Progress” status (when order is accepted) to amend an order.

## 45 Appointment management

### 4.15.1 Rescheduling appointments

Customer or NBN Co (or an Installer) may reschedule an appointment made under section 4.11.2.4 through the NBN Co Service Portal in circumstances including, but not limited to:

- the Downstream Customer who is an End User informing Customer that they wish to change an appointment;
- the Installer determines, on attendance at the Premises, that a second appointment is necessary because the Downstream Customer who is an End User (or their authorised representative) is not in attendance;
- the Installer determines, on attendance at the Premises, that a second appointment is necessary because the Installer cannot complete the Installation within a single appointment;
- NBN Co (or an Installer) reasonably considers that it would be dangerous to the health or safety of any person or property for NBN Co (or an Installer) to attend the scheduled appointment and/or complete the Installation within the appointment timeframe; or
- NBN Co (or an Installer) reasonably considers that weather conditions prevent NBN Co (or an Installer) from being able to attend the scheduled appointment and/or complete the Installation within the appointment timeframe.

Customer agrees, irrespective of whether NBN Co or Customer wishes to reschedule an appointment, that:

- Customer is responsible for communicating with the End User in respect of rescheduling appointment times, including if a Non-Standard Installation is required in accordance with section 6; and
- if the End User is eligible for Downstream Priority Assistance Service or the Customer Product or the Downstream Product (as the case may be) is considered to be a Downstream CSG Service, Customer must inform the End User of the rescheduled appointment times in accordance with Customer's obligations in relation to Downstream Priority Assistance Service and/or Downstream CSG Service.

#### 4.15.1.1 Rescheduling by Customer

If Customer wishes to change an appointment time, Customer must provide the relevant Order ID and Appointment ID when requesting to reschedule an appointment. Customer must select and request an alternative time from the available times in the calendar through the NBN Co Service Portal.

To change an appointment, Customer must use reasonable endeavours to provide 24 hours' notice prior to the scheduled appointment time.

Customer is responsible for communicating with End Users in respect of alternative appointment times.

#### 4.15.1.2 Rescheduling by NBN Co

NBN Co will endeavour to meet the following non-binding operational performance target:

- less than 5% of the total number of confirmed “Type 1 Connection” appointments and/or confirmed “Type 2 Connection” appointments made by Customer and all Other NBN Co Customers may be rescheduled by NBN Co in each “Quarter”.

In this section 5.1.2, capitalised words in inverted commas have the meaning given to those terms in the Service Level Schedule.

#### **4.1.35.1.3 Late cancellations**

If Customer requests a cancellation of the appointment by giving less than 24 hours notice prior to the scheduled appointment time and NBN Co accepts that request, NBN Co may charge Customer a Late Cancellation Charge, as specified in the Price List.

#### **4.1.45.1.4 Missed appointments**

If an End User (or their authorised representative) is not available at the Premises at the scheduled appointment time to allow NBN Co (or an Installer) to access the Premises to perform the Installation, then:

- the Service Levels in the Service Levels Schedule will not apply to that missed appointment; and
- NBN Co will charge Customer a Missed Appointment Fee, as specified in the Price List.

Customer will be required to make another appointment for NBN Co (or Installer) to attend the Premises to complete the Installation.

#### **4.1.55.1.5 Non-binding operational performance target for appointments met**

NBN Co will endeavour to meet the following non-binding operational performance targets in relation to the total number of confirmed “Type 1 Connection” appointments and confirmed “Type 2 Connection” appointments that are made by Customer and all Other NBN Co Customers:

- before 30 November 2012, 80% of the total number of confirmed “Type 1 Connection” appointments and confirmed “Type 2 Connection” appointments made by Customer and all Other NBN Co Customers in respect of any Quarter will be met by NBN Co (excluding appointments that have been rescheduled by Customer, Downstream Customer or a Downstream Customer (who is an End User or are not met by NBN Co due to a failure or inability of the Downstream Customer (who is an End User) to be present at the time of the appointment);
- before 30 November 2012, 90% of the total number of second confirmed “Type 1 Connection” appointments and second confirmed “Type 2 Connection” appointments made by Customer and all Other NBN Co Customers in respect of any Quarter will be met by NBN Co (for the purposes of this non-binding operational performance target, a second confirmed “Type 1 Connection” appointment or second confirmed “Type 2 Connection” appointment occurs when NBN Co has rescheduled the initial confirmed “Type 1 Connection” appointment or initial confirmed “Type 2 Connection” appointment due to a failure or inability of NBN Co to attend the initial confirmed appointment);

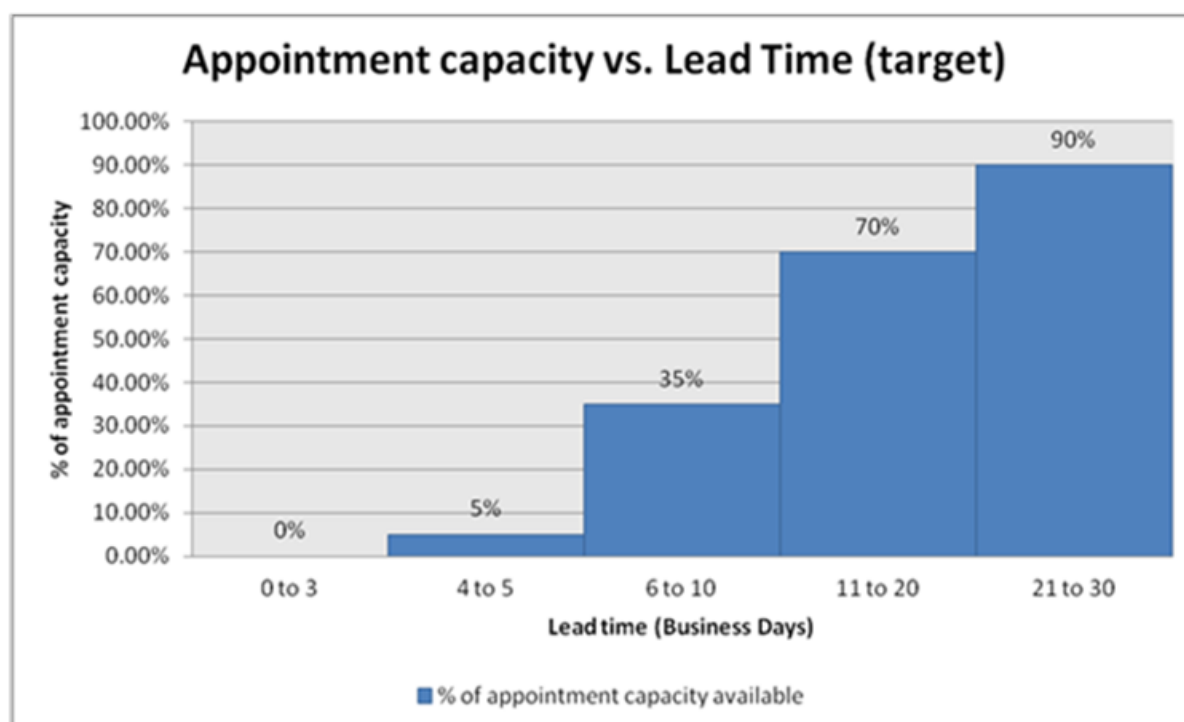
- on and from 1 December 2012, 90% of the total number of confirmed “Type 1 Connection” appointments and confirmed “Type 2 Connection” appointments made by Customer and all Other NBN Co Customers in respect of any Quarter will be met by NBN Co (excluding appointments that have been rescheduled by Customer, Downstream Customer or a Downstream Customer (who is an End User or are not met by NBN Co due to a failure or inability of the Downstream Customer (who is an End User) to be present at the time of the appointment); and
- on and from 1 December 2012, 95% of the total number of second confirmed “Type 1 Connection” appointments and second confirmed “Type 2 Connection” appointments made by Customer and all Other NBN Co Customers in respect of any Quarter will be met by NBN Co (for the purposes of this non-binding operational performance target, a second confirmed “Type 1 Connection” appointment or second confirmed “Type 2 Connection” appointment occurs when NBN Co has rescheduled the initial confirmed “Type 1 Connection” appointment or initial confirmed “Type 2 Connection” appointment due to a failure or inability of NBN Co to attend the initial confirmed appointment).

For clarity, the above non-binding operational performance targets only apply in respect of NBN Co attending the relevant confirmed “Type 1 Connection” appointment and/or confirmed “Type 2 Connection” appointment. They do not apply in relation to NBN Co successfully completing the required work during such appointments.

In respect of this section 5.1.5, capitalised words in inverted commas have the meaning given to those terms in the Service Levels Schedule.

#### **4.1.65.1.6 Non-binding operational performance target for Type 1 Connection appointment availability**

NBN Co will endeavour to meet the following non-binding operational performance targets in relation to the lead times for “Type 1 Connection” appointment availability in respect of each FSAM (averaged over periods of 6 months, the first period of which will commence on the date the FSAM is declared by NBN Co to be ready for service):



These “Type 1 Connection” appointment availability targets are made on the basis of the following assumptions:

- the average FSAM is comprised of approximately 2800 Premises;
- the number of appointment bookings for “Type 1 Connections” that will be made by Customer will not exceed the following:
  - in the aggregate, Customer and all Other NBN Co Customers will not make appointment bookings in respect of more than 8% of all of the Premises within a FSAM in the first month after the relevant FSAM is declared by NBN Co to be ready for service;
  - in the aggregate, Customer and all Other NBN Co Customers will not make appointment bookings in respect of more than 7% of all of the Premises within a FSAM in each of months 2 to 6 after the relevant FSAM is declared by NBN Co to be ready for service; and
  - in the aggregate, Customer and all Other NBN Co Customers will not make appointment bookings in respect of more than 4% of all of the Premises within a FSAM in each of months 7 to 18 after the relevant FSAM is declared by NBN Co to be ready for service; and
- appointment bookings will be made available to Customer and all Other NBN Co Customers on a ‘first come-first served’ basis.

NBN Co intends to make available sufficient resources and capacity to enable NBN Co to meet these “Type 1 Connection” appointment availability targets. However, if the assumptions underpinning these “Type 1 Connection” appointment availability targets are inaccurate (for example due to high volumes of demand or faster take up rates), then Customer agrees that NBN Co will not be able to meet these targets.

For clarity, the above non-binding operational performance targets only apply in respect of the lead times for “Type 1 Connection” appointment availability. -They do not apply to NBN Co attending the relevant “Type 1 Connection” appointment or to NBN Co successfully completing the required work during such appointment.

In respect of this section 5.1.6, capitalised words in inverted commas have the meaning given to those terms in the Service Levels Schedule.



## 56 Installations

Before NBN Co can connect and activate the Access Components in respect of a Premises for which a Service Class 1 or Service Class 2 has been identified through the NBN Co Service Portal, NBN Co must complete the Installation (as may be required by the Service Class in respect of that Premises) in accordance with the Fibre Demand Installation Guide.

NBN Co will provide a copy of the Fibre Demand Installation Guide to Customer during the on-boarding process. Customer must comply with the Fibre Demand Installation Guide as notified by NBN Co to Customer from time to time.

Customer must provide all necessary information relating to the Installation works to the End User, including the date and time of the Installation, application of Late Cancellation Charges and Missed Appointment Fees set out in the Price List and any other matters associated with the Installation. NBN Co will use reasonable endeavours to assist Customer to provide information at a community level on telecommunications services provided to End Users, for instance in relation to migration of services and continuity of services.

Either before or at the time NBN Co (or an Installer) attends a relevant Premises, NBN Co (or the Installer) will identify whether or not an Installation is an Initial Standard Installation, an Initial Non-Standard Installation, or a Subsequent Installation.

If the Installation is an Initial Non-Standard Installation or a Subsequent Installation, NBN Co (or an Installer) will:

- inform the Downstream Customer (who is an End User) that the Installation is an Initial Non-Standard Installation or a Subsequent Installation (as applicable);
- determine the charges for the Initial Non-Standard Installation or Subsequent Installation (as applicable);
- provide Downstream Customer (who is an End User) with a quotation for the charges for the Initial Non-Standard Installation or Subsequent Installation (as applicable) and advise that Downstream Customer (who is the End User) that Customer may bill them for such charges
- if the Installation is an Initial Non-Standard Installation, advise the Downstream Customer (who is the End User) that the consent of the Downstream Customer (who is the End User) or Customer's authorised representative is required in relation to the details of the quotation before the Initial Non-Standard Installation can be performed; and
- if the Installation is a Subsequent Installation, advise the Downstream Customer (who is the End User) that the consent of Customer is required in relation to the details of the quotation before the Subsequent Installation can be performed.

If the consent of Downstream Customer (who is the End User) or (where applicable) Customer's authorised representative is not given to the details of the quotation, then NBN Co will not be required to connect and activate the Access Components for the Premises during the appointment and the Service Levels in the Service Levels Schedule will not apply. NBN Co's quotation for Initial Non-Standard Installations and Subsequent Installations will remain valid for 10 Business Days after they are given.

Where an Initial Non-Standard Installation or Subsequent Installation is performed NBN Co will provide the relevant quotation to Customer, after the generation of the bill containing these Charges.

At the time of the Installation, NBN Co (or an Installer) will provide the End User with a power supply unit information sheet to provide Customer with information regarding power supply and battery units, including the various battery alarms.

At the time of the Installation, if NBN Co (or an Installer) identifies a NBN Fault with the Connecting Equipment, which prevents NBN Co (or an Installer) from completing the Installation process, NBN Co (or an Installer) will remain at the Premises and resolve the NBN Fault, except in the following circumstances:

- the Installation requires additional equipment, which NBN Co (or an Installer) is not in possession of at that point in time;
- In NBN Co's or the Installer's view the NBN Fault cannot be resolved within the appointment time;
- it would be dangerous to the health or safety of any person or property for NBN Co (or an Installer) to continue installing and testing the Connecting Equipment;
- where NBN Co or an Installer installs a temporary cable in respect of a Premises; or
- any other circumstance that would prevent a competent contractor from being able to complete activities required to complete the Installation.

At the completion of the Installation, NBN Co (or an Installer) will require the End User to sign the work order for the Installation.

### **5.16.1 Presence of adult at the time of installation**

Customer must use reasonable endeavours to ensure that, at, and for the duration of, the scheduled appointment time of the Installation, the End User (or their authorised representative) is present.

The End User (or their authorised representative) who is present at the time of the Installation must be 18 years or above.

Customer agrees that NBN Co (or the Installer) is not required to complete the Installation if the above requirement is not satisfied.

### **5.26.2 Terms of use of NBN Co Equipment**

The following terms of use apply for the purposes of clause C7 of the Wholesale Broadband Agreement:

- not operate or store the NBN Co Equipment outside the limits of the following environmental conditions:
  - temperature range of 0 – 40°C;
  - relative Humidity range of 0 – 95%;
  - protected from moisture and dampness;
- not power the NBN Co Equipment other than in the form specified in the Product Technical Specification;
- not configure the NBN Co Equipment other than as successfully on-boarded through NBN Co's on-boarding process;

- not use any features of the NBN Co Equipment that are not supported by NBN Co as specified in the Product Technical Specification;
- install cabling associated with NBN Co Equipment in accordance with the Product Technical Specification and the relevant Australian Standards;
- not damage, or cover (e.g. by paint), enclose, or prevent air circulation (e.g. in a box), move, relocate, rearrange or remove;
- not label (e.g. Customer trade-names or marks) or have any existing labels removed or tampered with associated with the NBN Co Equipment;
- not dispose of illegally or in an unauthorised manner (i.e. thrown away in general waste) of the NBN Co Equipment;
- disconnect any equipment or NBN Co Equipment from other NBN Co Equipment (e.g. the removal or disconnection of the optical connector from the NBN Co Equipment, or the power cable from the NBN Co Equipment, other than as instructed by NBN Co in writing; and
- dismantle or have un-authorized maintenance performed.

In using the NBN Co Equipment, Customer agrees that:

- NBN Co is not responsible for the operation of any equipment or applications connected to NBN Co Equipment that any party other than NBN Co supplies to Customer; and
- NBN Co Equipment does not support extensions to buildings which are outside the Premises in which the NBN Co Equipment has been installed.

NBN Co may notify Customer of additional terms of use of the NBN Co Equipment from time to time.

### **5.36.3 Physical access policy**

When visiting Customer sites and premises, NBN Co will comply with Customer policies in accordance with clause C11 of the Wholesale Broadband Agreement.

## 67 Rearrangement, removal and repair of Connecting Equipment

### 6-17.1 Rearrangement, removal and repair

If Customer requests NBN Co to rearrange, modify or remove any Connecting Equipment after NBN Co has connected and activated the Access Components at the Premises, Customer must contact the relevant NBN Co contact person, as specified in the Contact Matrix.

NBN Co and Customer will use reasonable endeavours to cooperate to agree on a plan in respect of the way in which NBN Co will perform any rearrangement, modification or removal of the Connecting Equipment at the Premises.

Customer is responsible for communicating with the End User in respect of any plan as agreed between NBN Co and Customer in connection with the rearrangement, modification or removal of the Connecting Equipment from the Premises.

Customer must:

- use reasonable endeavours to ensure that the End User notifies Customer promptly if it is aware of any material damage to Connecting Equipment, which requires repair; and
- promptly notify NBN Co if it is aware of any material damage to Connecting Equipment.

At the time of rearrangement, modification or removal, NBN Co (or an Installer) will:

- inform the Downstream Customer (who is an End User) of the requirement for a quote;
- determine the charges that will apply in connection with the rearrangement, removal or repair, and pass these charges onto the End User;
- provide Downstream Customer (who is an End User) with a quotation for the charges for the rearrangement, removal or repair (and advise the Downstream Customer that Customer may bill them for these Charges); and
- obtain Downstream Customer's (who is an End User) acknowledgement before commencing the rearrangement, removal or repair that Downstream Customer will pay Customer the Charges for the rearrangement, removal or repair levied by Customer and NBN Co will charge Customer for the rearrangement, removal or repair in accordance with the Wholesale Broadband Agreement.

If such consent is not provided for an appointment, and a rearrangement, removal or repair is required at the Premises, then NBN Co will not be required to complete the rearrangement, removal or repair and the Service Levels in the Service Levels Schedule will not apply (NBN Co quotation for the works will remain valid for 10 Business Days).

Where a rearrangement, removal or repair proceeds, NBN Co will provide the quote for the work completed to Customer after the generation of the bill containing the Charges

# NBN Co Operations Manual

## Module 4: Assurance



# 1 Introduction

The processes for:

- diagnosis, reporting, investigation and repair of Faults; and
  - notifying Customer of, scheduling and performing NBN Maintenance,
- are specified in this module of this NBN Co Operations Manual.

For details of the interactions between NBN Co and Customer specified in this module of this NBN Co Operations Manual, see section 2.2 of the Appendix to this NBN Co Operations Manual.

## 2 Monitoring and management

### 2.1 Ordered Product Data

To assist with the diagnosis, reporting, investigation and repair of Faults, NBN Co will hold the following information in respect of all Ordered Products by Customer:

- \*•    Product Instance ID;
- \*•    Service ID;
- \*•    Location ID;
- \*•    hardware and software details; and
- \*•    Product configuration.

(together, the **Ordered Product Data**).

## 3 Fault management

### 3.1 Timeframes

The timeframes applicable to the end-to-end process from receipt of a Fault report to completion of investigation and rectification of that Fault report are set out in the WBA Product Catalogue.

The obligations regarding Downstream Priority Assistance Service in this module of this NBN Co Operations Manual do not apply in respect of supply of the TTAS.

Where Service Levels specific to a single transaction (which are a component of the end to end process) are defined they will be noted in the relevant section of this Assurance module of this NBN Co Operations Manual.

### 3.2 Trouble Ticket Stages

A Trouble Ticket can be raised in accordance with section 3.3 (Customer initiated) or section 3.4 (NBN Co initiated).

The following table provides a high level explanation of the Trouble Ticket stages, as shown through the NBN Co Service Portal:

The Trouble Ticket Status	Description
<b>"New (Auto)"</b>	Customer has raised a Trouble Ticket. The Trouble Ticket is awaiting validation. NBN Co will allocate a unique Trouble Ticket ID.
<b>"Accepted"</b>	• NBN Co has received and validated the Trouble Ticket
<b>"Hold"</b>	NBN Co is awaiting the resolution of a related Fault before completing a Trouble Ticket. An example of this may be where a Trouble Ticket raised for an End User Premise is found to relate to a Network Fault (such as a fibre break), which requires resolution prior to the End User Trouble Ticket
<b>"Pending"</b>	NBN Co is awaiting further confirmation on details of a Fault before NBN Co can progress the Fault
<b>"Waiting Appointment"</b>	Customer and/or NBN Co are awaiting a scheduled appointment for a Trouble Ticket to occur
<b>"Resolved"</b>	NBN Co has resolved the Fault indicated in the Trouble Ticket and is awaiting Customer acknowledgement
<b>"Closed"</b>	NBN Co has received acknowledgement of a Resolved Trouble Ticket from a Customer or the timeframe for acknowledgement has passed without response from Customer



### 3.3 Reporting Faults to NBN Co

Figure 7 shows interactions between Customer and NBN Co when Customer raises a Trouble Ticket. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.

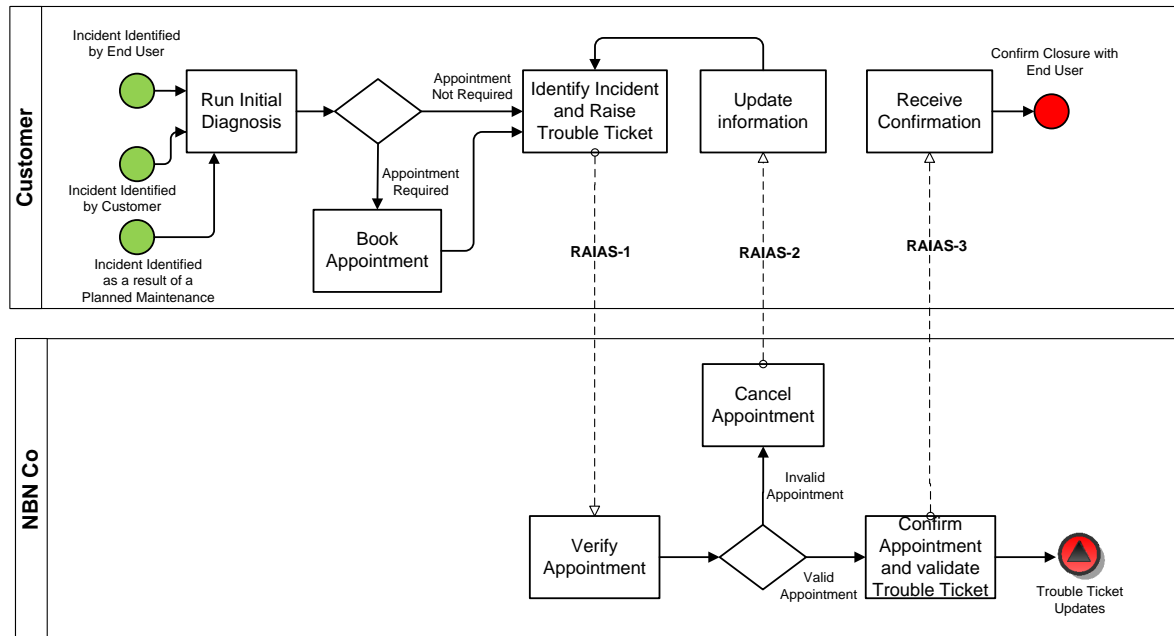


Figure 7 – Raising a Trouble Ticket (Customer Initiated)

#### 3.3.1 Initial diagnosis of Fault by Customer

If,

- Customer receives a fault report from a Downstream Customer in connection with a Customer Product; or
- Customer detects a Fault in connection with an Ordered Product; or
- Customer considers that its services and/or products have been adversely affected by any NBN Maintenance, or
- Customer considers that its services and/or products have been affected by any planned or unplanned maintenance of the Underlying Facility Provider for Type 2 Facilities.

then Customer must perform an initial diagnosis of the Fault to ascertain whether it should be reported to NBN Co and to determine who it believes should be responsible for restoration.

Customer must perform each of the steps in the initial diagnosis checklist that NBN Co provides to Customer at the Operational Workshop during the on-boarding process (the **Diagnostic Checklist**) in respect of each reported or detected Fault.

Customer agrees that NBN Co may change the Diagnostic Checklist from time to time, in which case NBN Co will make an updated Diagnostic Checklist available to Customer through the NBN Co Service Portal. NBN Co will send an email notification to Customer through the NBN Co Service Portal advising that an updated Diagnostic Checklist is available on the NBN Co Service Portal.

Customer must promptly determine the nature of the Fault by:

- performing the initial diagnosis in accordance with the latest version of the Diagnostic Checklist; and
- performing further investigation in respect of the Fault, including analysing Downstream Customer records and inquiries of the Downstream Customer in respect of the Fault.

### 3.3.2 Reporting of Faults to NBN Co

If Customer, after performing the required initial diagnosis and further investigation in respect of a Fault, determines that the Fault is within any part of any NBN-Related Networks (including the NBN Co Equipment), then Customer must promptly report the Fault to NBN Co (the **Reportable Fault**).

Customer must submit a Trouble Ticket in respect of a Reportable Fault through the NBN Co Service Portal, to request NBN Co's assistance to resolve the Fault. Customer must, when creating the Trouble Ticket, book an appointment where required. NBN Co will provide Customer with a unique Appointment ID.

Customer must indicate in the Trouble Ticket if the Fault relates to a Downstream Priority Assistance Service. If so, Customer must, when creating the Trouble Ticket, contact NSOC to book an appointment where required. NBN Co will provide Customer with a unique Appointment ID.

If Customer uses any other method to report a Fault, or delays or fails to report a Fault, then the Service Levels in the Service Levels Schedule will apply from the time NBN Co has issued a Trouble Ticket ID for the Fault.

If the NBN Co Service Portal is unavailable, Customer must submit Fault reports by contacting the NSOC using the contact details specified in the Contact Matrix.

Customer must report any Reportable Fault in connection with the NBN Co Facilities Access Service to NBN Co and must not the Underlying Facility Provider in relation to that Fault.

### 3.3.3 Trouble Tickets

Customer must include the following information in a Trouble Ticket:

- confirmation that the initial diagnosis of the Fault has been completed in accordance with the Diagnostic Checklist;
- results of the initial diagnosis of the Fault;
- the services and/or products affected by the Fault;
- the Service IDs and/or Product Instance IDs associated with the affected services and/or products;
- Rack location including the floor, suite and rack number (where the fault relates to NBN Co Co-location)
- description and type of the Fault;
- steps and tests undertaken by Customer to resolve the Fault;
- details of equipment connected to the affected services and/or products;

- Customer contact details (e.g. person responsible for the fault management within Customer's organisation);
- related Faults (if any);
- time and date of Fault occurrence;
- address and contact details of the Premises to which the Fault relates (if applicable);
- Downstream Customer Service ID for the service and/or product that is experiencing the Fault (if applicable);
- whether the Fault is a Standard NFAS Fault or a Priority Assist NFAS Fault; (if applicable);
- if Customer believes that the Fault is within any NBN Co Equipment at a Premises, then the Appointment ID of a booked appointment to attend the relevant Premises which Customer has organised through the NBN Co Service Portal, in accordance with section ~~3.5~~4.3 of this NBN Co Operations Manual; and
- any other relevant information.

### 3.3.4 Validation of Trouble Ticket by NBN Co

A Trouble Ticket will be valid if:

- the Fault has been reported in accordance with this module of this NBN Co Operations Manual;
- the Trouble Ticket includes all the information in the fields required in respect of the Fault and is promptly submitted by Customer through the NBN Co Service Portal; and
- the information provided by Customer within the required fields is consistent with Customer's Ordered Product Data.

NBN Co will perform a validation check of each Trouble Ticket that it receives through the NBN Co Service Portal. A validation check will determine whether the Trouble Ticket complies with the above requirements and whether an appointment to attend at a Premises is required.

If NBN Co determines that a Reportable Fault is a validly reported NBN Fault, then NBN Co will issue a unique Trouble Ticket ID in respect of the relevant Trouble Ticket to Customer through the NBN Co Service Portal. The issue by NBN Co of a Trouble Ticket ID validates the relevant Trouble Ticket. NBN Co will confirm or request cancellation of an appointment to attend at a Premises in accordance with section ~~3.5~~4.3 of this module.

NBN Co will provide Customer with an initial response to a Trouble Ticket within 30 minutes of the issuance of the unique Trouble Ticket ID.

NBN Co will update the Trouble Ticket at a minimum of every 4 Business Hours until the resolution of the Trouble Ticket or as agreed between the parties.

NBN Co may investigate and repair Faults (but is not obliged to) when they are not validly reported to NBN Co, in accordance with the processes set out in this module of this NBN Co Operations Manual.

NBN Co may also issue a unique Trouble Ticket ID in respect of a relevant Trouble Ticket in relation to Faults which are not NBN Faults, or if Customer has raised a Trouble Ticket in respect of an Outage, which has not been restored or, Customer services and/or products being adversely affected, following completion of an Unplanned NBN Maintenance or Planned NBN Maintenance.

If NBN Co does not issue a Trouble Ticket ID, then the relevant Trouble Ticket will not be validated and will be cancelled.

### 3.4 Reporting NBN Faults (or other Faults) to Customer

Figure 8 shows interactions between Customer and NBN Co when NBN Co raises a Trouble Ticket. For details of the interactions, see section 2.2 of the Appendix of this NBN Co Operations Manual.

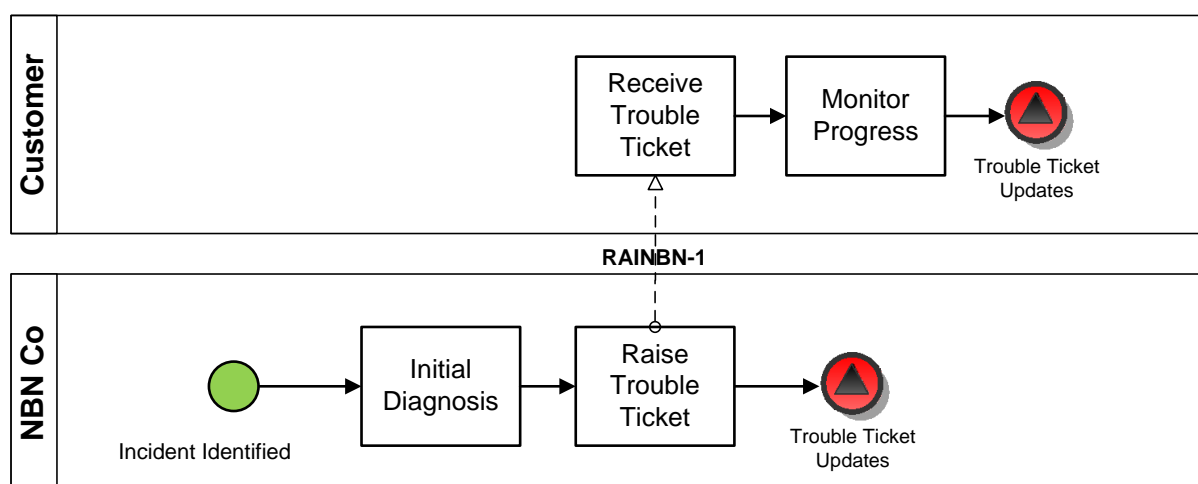


Figure 8 – Raising a Trouble Ticket (NBN Co Initiated)

If NBN Co identifies a Fault, then it will perform an initial analysis in respect of that Fault to determine whether it is a NBN Fault. NBN Co will undertake the steps required in the Diagnostic Checklist when analysing a Fault.

If NBN Co determines that the Fault is a NBN Fault, NBN Co will issue a Trouble Ticket with a unique Trouble Ticket ID to Customer through the NBN Co Service Portal when it suspects that the Fault may have an adverse impact on Customer services.

If NBN Co determines that the Fault is not a NBN Fault, NBN Co may also issue a Trouble Ticket with a unique Trouble Ticket ID to Customer through the NBN Co Service Portal.

NBN Co will provide the following information to Customer in the Trouble Ticket:

- the services and/or products affected by the NBN Fault or Fault (as the case may be);
- the Service IDs and/or Product Instance IDs associated with the affected services and/or products;
- description and type of the NBN Fault or Fault (as the case may be);
- the steps and tests NBN Co is performing to restore the NBN Fault or Fault (as the case may be);
- related NBN Faults or other Faults (if any);
- time and date of the NBN Fault or Fault (as the case may be) occurrence;

- address of the Premises to which the NBN Fault or Fault (as the case may be) relates;
- the unique Trouble Ticket ID;
- whether an appointment to attend at the Premises to which the NBN Fault or Fault (as the case may be) relates will be required; and
- any other relevant information.

NBN Co will provide Customer with an initial response to a Trouble Ticket within 30 minutes of the issuance of the unique Trouble Ticket ID.

NBN Co will update the Trouble Ticket at a minimum of every 4 Business Hours until the resolution of the Trouble Ticket or as agreed between the parties.

### 3.4.1 Battery alarms

If Customer is the Designated Customer (as that term is defined in the Dictionary of the NFAS Product Description) in respect of an NTD, NBN Co will notify Customer if that NTD is generating a “battery missing” or “battery needs replacing” alarm as soon as possible after NBN Co becomes aware of that fact by raising a Trouble Ticket to Customer in respect of that NTD through the NBN Co Service Portal.

Information regarding “battery missing” and “battery needs replacing” and other battery-related alarms is set out in the Power Supply Unit information sheet provided by NBN Co (or an Installer) to End User at the time of Installation.

Customer may submit a Battery Backup Warranty Claim to its NBN Co Relationship Point of Contact as specified in the Customer Contact Matrix.

### 3.4.2 ~~Appointments~~Escorted Physical Access

This section 3.4.2 applies where NBN Co is supplying Customer with NBN Co ODF Termination Point or NBN Co Co-location in accordance with the NBN Co Facilities Access Service Product Description.

When Customer requires access to Customer Equipment in an Aggregation Node Site for a Permitted Purpose (as defined in the Facilities Access Service Product Description), Customer:

- must comply at all times with the access obligations and processes under the Physical Access module of this NBN Co Operations Manual; and
- will require Escorted Physical Access in accordance with the NBN Co Facilities Access Service Product Description..

If Customer requires access to Type 2 Facilities for a Permitted Purpose, Customer must allow NBN Co and up to three Personnel of the Underlying Facility Provider to accompany Customer and its Authorised Persons and must comply with, and ensure its Authorised Persons comply with, any requirements of the Underlying Facility Provider and NBN Co for Escorted Physical Access.

Customer must raise a Trouble Ticket with the type of Service Request within the NBN Co Service Portal and provide the following:

- Reason for Escorted Physical Access (Planned Access or Emergency Access);
- Type of work to be completed

- Rack location including the floor, suite and rack number
- Customer field staff contact details;
- Customer field staff electronic access card number
- POI to which Customer is requesting access;
- Requested start and end time for access; and
- Appointment details.

When Escorted Physical Access is required for the purpose of Planned Access activities, Customer shall use reasonable endeavours to provide NBN Co with 5 Business Day's prior notice of requested Escorted Physical Access.

When NBN Co is able to provide Escorted Physical Access for the purpose of Planned Access activities at Customer's requested time, NBN Co will contact Customer field staff contact as specified in the to confirm the time and update the Trouble Ticket with the confirmed times.

When NBN Co is unable to provide Escorted Physical Access for the purpose of Planned Access at Customer requested time, NBN Co will contact Customer field staff contact as specified in the Trouble Ticket to arrange and agree a suitable time for Customer and NBN Co and update the Trouble Ticket with the agreed times.

The Underlying Facilities Provider may attend certain works as set out in this section 3.4.2 and in the Physical Access module of this NBN Co Operations Manual.

Where Escorted Physical Access is required for the purpose of Emergency Access, Customer must raise a Trouble Ticket with a type of Service Request and provide the required information as defined in this section 3.4.2 of this NBN Co Operations Manual. NBN Co will use reasonable endeavours to provide Escorted Access within a timely manner. NBN Co staff will contact Customer field staff contact as defined in the Trouble Ticket to arrange and agree a suitable time for Customer and NBN Co.

## 3.5

### ~~3.5.13.4.3~~ Scheduling appointments

Customer must monitor the appointment timeframes indicated as available to Customer through the NBN Co Service Portal.

If Customer wishes to make an appointment to attend at a Premises in respect of a Trouble Ticket, then it must obtain from each affected End User at the Premises a suitable time that each affected End User will be available, within the valid appointment timeframes indicated through the NBN Co Service Portal.

Customer must contact NSOC when an appointment is required for Downstream Priority Assistance Service, NSOC will book an appointment timeslot, advise Customer, and provide Customer with a unique Appointment ID.

If an appointment time has been selected by Customer which is or becomes unavailable, then NBN Co may request that Customer reschedule a different appointment time through the NBN Co Service Portal in respect of the Trouble Ticket.

If a Trouble Ticket indicates that Customer has made an appointment to attend at a Premises to which a Fault relates, then NBN Co will assess this requirement as part of the Trouble Ticket validation process in section 3.3.4 of this module.

If NBN Co confirms that an appointment is required or otherwise determines that an appointment to attend at a Premises is necessary to resolve a NBN Fault, then NBN Co will send an appointment confirmation or proposed appointment time (as the case may be) to Customer through the NBN Co Service Portal.

Customer may accept or reject a proposed appointment time. If Customer requires an alternative appointment time to the time proposed by NBN Co, Customer may request an alternative time.

After Customer accepts a proposed appointment or selects a valid appointment time, NBN Co will allocate a unique Appointment ID to Customer through the NBN Co Service Portal and update the relevant Trouble Ticket.

Customer is responsible for communicating with each affected End User at the Premises, to arrange a corresponding appointment time.

If an End User is eligible for Downstream Priority Assistance Service or the Downstream Product is considered to be a Downstream CSG Service, then Customer must inform the End User of any appointment time in accordance with Customer's obligations in relation to Downstream Priority Assistance Service or the Downstream CSG Service (as the case may be).

### 3.5.23.4.4 Rescheduling appointments

Figure 9 shows interactions between Customer and NBN Co when Customer reschedules an appointment. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.

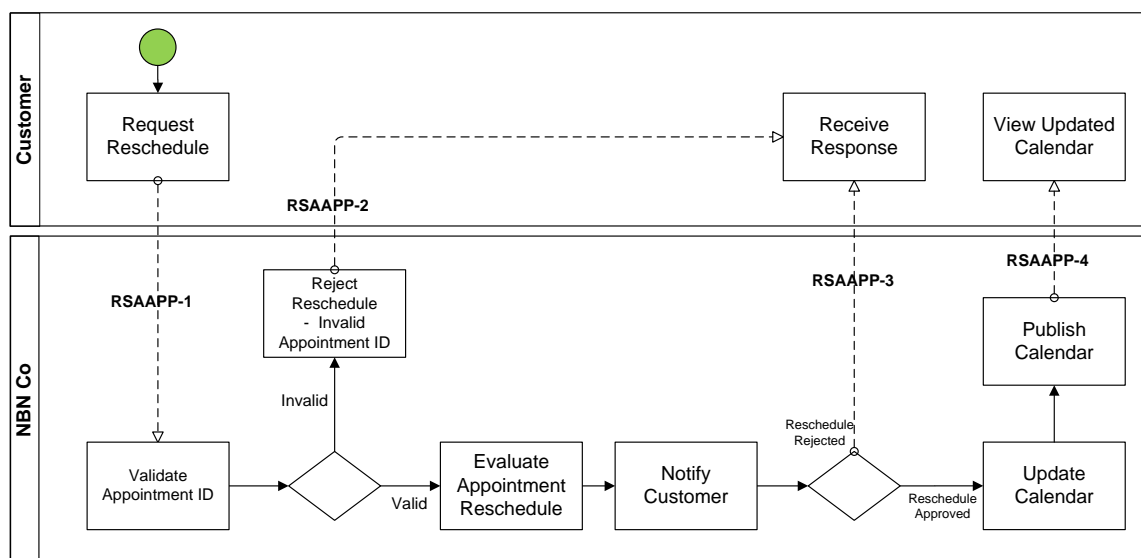


Figure 9 – Rescheduling an Appointment

Customer may reschedule an appointment in respect of a Trouble Ticket by giving NBN Co at least 24 hours notice of the change through the NBN Co Service Portal..

NBN Co will notify Customer of whether it accepts or rejects the request to reschedule an appointment through the NBN Co Service Portal.

NBN Co may reject a request to reschedule an appointment if the request is provided outside this timeframe or an invalid Appointment ID is provided.

If NBN Co accepts Customer's request for rescheduling an appointment, NBN Co will update the calendar in respect of that appointment through the NBN Co Service Portal. A new unique Appointment ID will be issued to Customer.

If NBN Co accepts a request to reschedule an appointment, Late Cancellation Charges, as specified in Price List, may apply.

If an End User is eligible for Downstream Priority Assistance Service or the Downstream Product is considered to be a Downstream CSG Service, then Customer must inform the End User of any rescheduled appointment time in accordance with Customer's obligations in relation to Downstream Priority Assistance Service or the Downstream CSG Service (as the case may be).

### 3.63.5 Trouble Ticket updates

Figure 10 shows interactions between Customer and NBN Co when updating a Trouble Ticket. For details of the interactions, see 2.2 of the Appendix to this NBN Co Operations Manual.

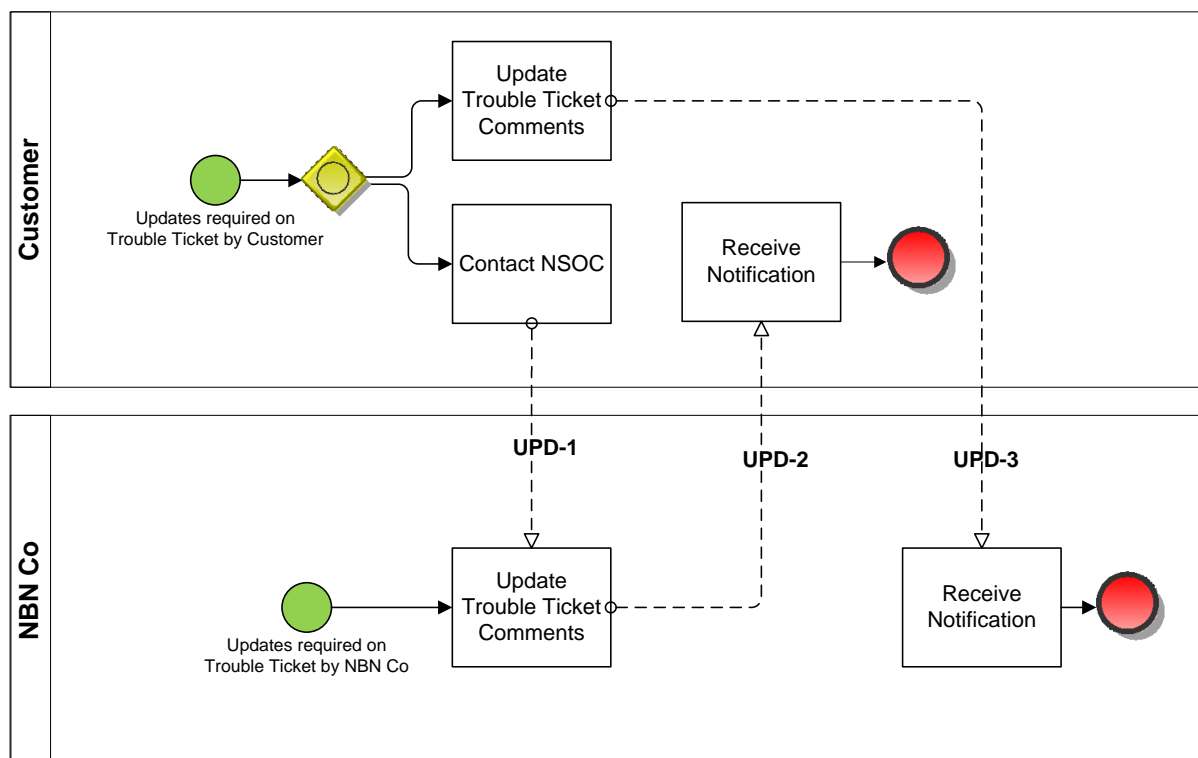


Figure 10 – Updating a Trouble Ticket

Each party may update a Trouble Ticket using the NBN Co Service Portal to notify the other party of any change in the status of a Fault through the comments field in respect of the relevant Trouble Ticket.

The Trouble Ticket ID is to be used in all communications regarding the Trouble Ticket including updates notified through the NBN Co Service Portal.

If a change is required in relation to an appointment, Customer must contact the NSOC in relation to that change.



A party must notify the other party through the NBN Co Service Portal in respect of any update to a Trouble Ticket. When a Trouble Ticket has been flagged as a Downstream Priority Assistance Service, NBN Co will monitor and provide regular updates to the Trouble Ticket through the NBN Co Service Portal. If the Trouble Ticket is likely to not be resolved in accordance with the applicable Service Level for Downstream Priority Assistance Service, then NBN Co will update the Trouble Ticket to advise Customer as soon as this is apparent.

### 3.73.6 Trouble Ticket queries

Figure 11 shows interactions between Customer and NBN Co when Customer queries a Trouble Ticket. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.

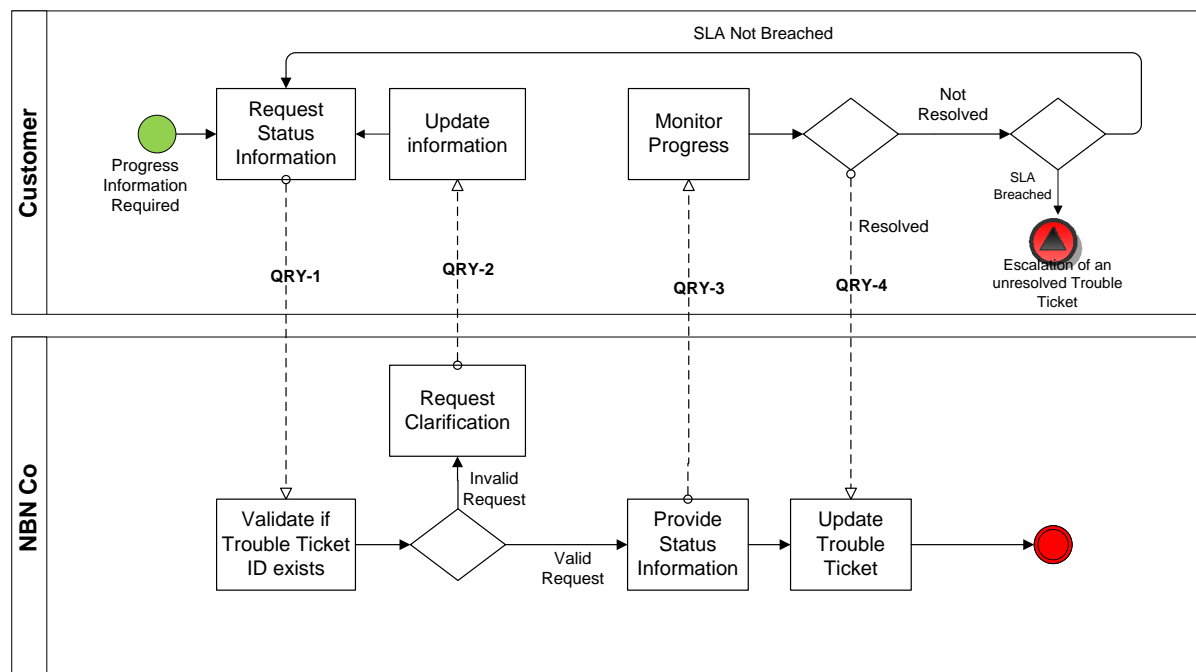


Figure 11 – Querying a Trouble Ticket

Customer may monitor the progress of a Trouble Ticket by querying the status of a Trouble Ticket through the NBN Co Service Portal.

The Trouble Ticket ID is to be used in all communications regarding queries through the NBN Co Service Portal.

If NBN Co considers that the Trouble Ticket ID in respect of a queried Trouble Ticket is not a valid Trouble Ticket ID, NBN Co will send an email notification to Customer requesting further information from Customer to determine the relevant Trouble Ticket in respect of which Customer has submitted a query.

After Customer provides the requested information and/or a valid Trouble Ticket ID, NBN Co will provide the relevant information in respect of the relevant Trouble Ticket to Customer and update that Trouble Ticket through the NBN Co Service Portal.

### **3.8.3.7 NBN Faults**

#### **3.8.3.7.1 Validating a Reported Fault as an NBN Fault**

If NBN Co receives a valid Trouble Ticket in accordance with section 3.3 of this module, then NBN Co will investigate the relevant Fault to confirm whether it is an NBN Fault.

If NBN Co determines that a reported Fault is an NBN Fault, then NBN Co will investigate and repair the NBN Fault having regard to the following principles:

- NBN Faults that present danger to persons will receive priority;
- at NBN Co's discretion, the Non-Discrimination Obligation; and
- the Service Levels defined for the Fault.

If NBN Co determines, acting reasonably, that a Fault is not an NBN Fault, and

- where NBN Co Personnel have not attended the suspected location of the suspected cause of that alleged NBN Fault for the purposes of investigating and/or rectifying that alleged NBN Fault, NBN Co may charge Customer the No Fault Found (No Truck Roll Required) Charges, as specified in the Price List; or
- where NBN Co Personnel have attended the suspected location of the suspected cause of that alleged NBN Fault for the purposes of investigating and/or rectifying that alleged NBN Fault, NBN Co may charge Customer the No Fault Found (Truck Roll Required) Charges, as specified in the Price List.

#### **3.8.3.7.2 Service Affecting Faults**

If NBN Co determines that a NBN Fault is a Service Affecting Fault that requires NBN Co (or a third party) to perform Unplanned NBN Maintenance to resolve, then NBN Co will provide Customer with an Unplanned NBN Maintenance Notice in accordance with section [3.11.10.3](#) of this module.

#### **3.8.3.7.3 Resolving NBN Faults**

Figure 12 shows interactions between Customer and NBN Co when resolving a Trouble Ticket. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.

NBN Co will investigate and repair NBN Faults in accordance with any applicable Service Levels set out in the Service Levels Schedule.

If NBN Co (or an Installer) is unable to access the Premises due to the affected End User not being in attendance at the scheduled appointment time, NBN Co may charge Customer a Missed Appointment Charge, as specified in the Price List.

After an appointment has been scheduled and confirmed, NBN Co may request further information and/or assistance from Customer in respect of the restoration of the NBN Fault, through the NBN Co Service Portal, including physically resetting an NTD.

Customer must, as soon as reasonably practicable from the date of receipt of NBN Co's request for further information and/or assistance, provide the requested information and/or assistance to NBN Co to assist with the restoration of the NBN Fault. If Customer fails to provide the requested information and/or assistance, the Service Levels in the Service Levels Schedule will not apply.

After NBN Co has restored the NBN Fault, NBN Co will update the related Trouble Ticket status to “Resolved”. NBN Co will send a “Resolved” email notification to Customer through the NBN Co Service Portal. NBN Co will then close the Trouble Ticket in accordance with the timeline set out in section 3.98 of this module.

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### 3.8.43.7.4 Non-binding operational performance targets for rectification of Standard NFAS Faults

NBN Co will endeavour to meet the following non-binding operational performance targets in relation to the total number of “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co:

- for “Standard NFAS Faults” which can be rectified without external or internal plant work or NBN Co attending the Premises or where the “Standard NFAS Fault” is caused by NBN Co disconnecting the NFAS as a result of an administrative error that does not involve damage to a facility:
  - before 30 November 2012, 80% of the total number of such “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co in respect of each “Quarter” will be successfully rectified by NBN Co within the relevant “Standard NFAS Fault Rectification Service Levels”; and
  - on and from 1 December 2012, 95% of the total number of such “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co in respect of each “Quarter” will be successfully rectified by NBN Co within the relevant “Standard NFAS Fault Rectification Service Levels”;
- for “Standard NFAS Faults” in respect of a Premises in an “Urban Area”, that are not “Standard NFAS Faults” described in bullet point 1 above:
  - before 30 November 2012, 80% of the total number of such “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co in respect of each “Quarter” will be successfully rectified by NBN Co within the relevant “Standard NFAS Fault Rectification Service Levels”; and
  - on and from 1 December 2012, 95% of the total number of such “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co in respect of each “Quarter” will be successfully rectified by NBN Co within the relevant “Standard NFAS Fault Rectification Service Levels”;
- for “Standard NFAS Faults” in respect of a Premises in a “Rural Area”, that are not “Standard NFAS Faults” described in bullet point 1 above:
  - before 30 November 2012, 80% of the total number of such “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co in respect of each “Quarter” will be successfully rectified by NBN Co within the relevant “Standard NFAS Fault Rectification Service Levels”; and
  - on and from 1 December 2012, 95% of the total number of such “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co in respect of each “Quarter” will be successfully rectified by NBN Co within the relevant “Standard NFAS Fault Rectification Service Levels”;
- for “Standard NFAS Faults” in respect of a Premises in a “Remote Area”, that are not “Standard NFAS Faults” described in bullet point 1 above:
  - before 30 November 2012, 80% of the total number of such “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co in respect of each “Quarter” will be successfully rectified by NBN Co within the relevant “Standard NFAS Fault Rectification Service Levels”; and

- on and from 1 December 2012, 95% of the total number of such “Standard NFAS Faults” that are validly reported by Customer and all Other NBN Co Customers to NBN Co in respect of each “Quarter” will be successfully rectified by NBN Co within the relevant “Standard NFAS Fault Rectification Service Levels”.
- In respect of this section 3.87.4 3.7.4, capitalised words in inverted commas have the meaning given to those terms in the Service Levels Schedule.

### 3.9.13.8 Closure of a Trouble Ticket

#### 3.9.13.8.1 Closure of a Trouble Ticket initiated by NBN Co

Figure 13 shows interactions between Customer and NBN Co when NBN Co initiates closing a Trouble Ticket. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.

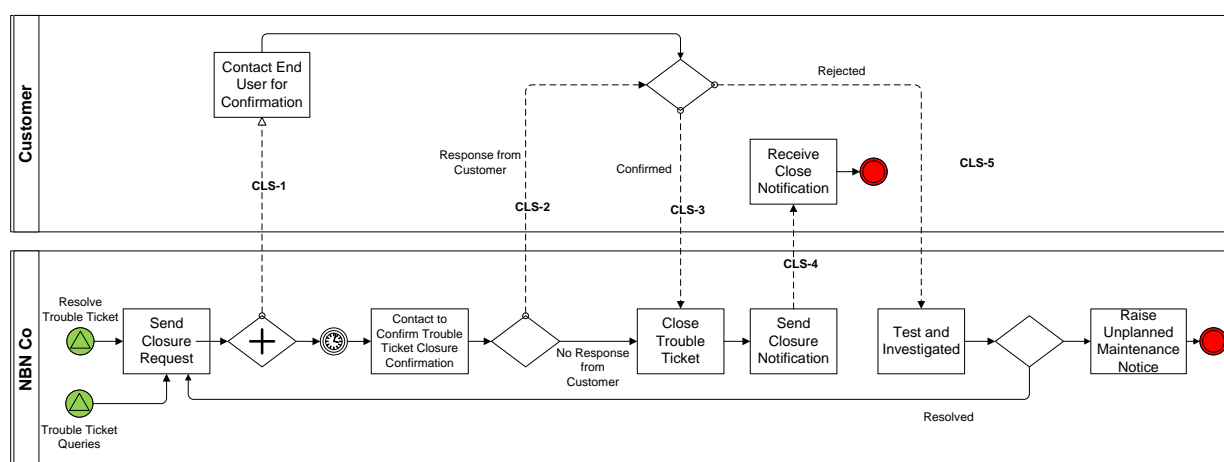


Figure 13 – Closing a Trouble Ticket (NBN Co Initiated)

After a Trouble Ticket has been “Resolved”, NBN Co will send a Trouble Ticket closure request email (Closure Request) to Customer through the NBN Co Service Portal to enable NBN Co to close that Trouble Ticket.

If NBN Co (or an Installer) has already completed any work related to the Fault and could not identify any NBN Fault, NBN Co may advise Customer of Ancillary Charges for the service in accordance with the Price List.

On receipt of the Closure Request, Customer must investigate and verify that the NBN Fault has been resolved by:

- testing the affected service and/or product; and
- performing testing and/or investigation to confirm that the Fault has been rectified and no longer impacts Customer and/or affected Downstream Customer.

Within 2 Business Days of receipt of a Closure Request, Customer must accept or reject the Closure Request.

If Customer confirms that the NBN Fault is properly resolved, Customer must complete the Closure Request and send a closure notification (Closure Notification) to NBN Co through the NBN Co Service Portal within 2 Business Days of receipt of a Closure Request.

After NBN Co has received the Closure Notification from Customer, NBN Co will close that Trouble Ticket. NBN Co will send a “Closed” email notification to Customer through the NBN Co Service Portal.

If Customer has not notified NBN Co that it accepts or rejects a Closure Request within 2 Business Day of receipt of a Closure Request, then Customer is deemed to have sent Closure Notification and NBN Co will close the Trouble Ticket and send a “Closed” email notification to Customer through the NBN Co Service Portal.

If Customer confirms that the NBN Fault is not properly resolved, then Customer may reject the Closure Request within 2 Business Days of receiving a Closure Request. NBN Co will hold the Trouble Ticket open within the NBN Co Service Portal. NBN Co will use reasonable endeavours to perform further testing and investigation to resolve that NBN Fault.

If after performing further testing and investigation, NBN Co considers that the NBN Fault:

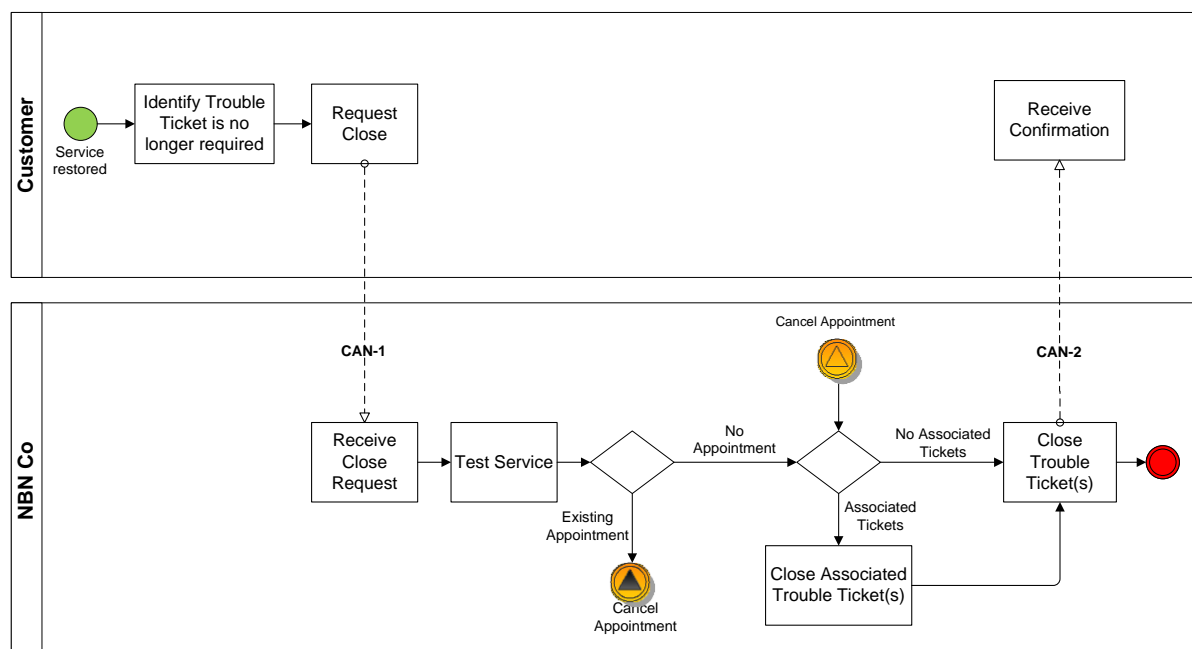
- is resolved, NBN Co will reissue a Closure Request to Customer in respect of that NBN Fault through the NBN Co Service Portal; or
- is a Service Affecting Fault that requires NBN Co to perform Unplanned NBN Maintenance to resolve the NBN Fault, provide Customer with an Unplanned NBN Maintenance Notice.

If Customer rejects the resubmitted Closure Request, Customer may escalate the NBN Fault in accordance with [section 3.10](#) [section 3.9](#) of this module [4](#).

Customer may raise a request for further information relating to a closed Service Affecting Fault to the NBN Co Operational Point of Contact.

### **3.9.23.8.2 Closure of a Trouble Ticket initiated by Customer**

Figure 14 shows interactions between Customer and NBN Co when Customer initiates closing a Trouble Ticket. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.



**Figure 14 – Closing a Trouble Ticket (Customer Initiated)**

If Customer considers that a Trouble Ticket has been resolved without intervention by NBN Co, Customer must, immediately upon becoming aware of the resolution, notify NBN Co through the NBN Co Service Portal.

On receipt of the notice, NBN Co will investigate and verify whether the relevant NBN Fault has been properly resolved.

If NBN Co determines that the NBN Fault has been resolved and, an appointment has been scheduled in respect of that NBN Fault, NBN Co will cancel the appointment through the NBN Co Service Portal.

If NBN Co has already started field work to support the booked appointment, NBN Co may advise Customer of Ancillary Charges for the service in accordance with the Price List.

If NBN Co verifies that the NBN Fault has been properly resolved, as reported to it by Customer, NBN Co will close the relevant Trouble Ticket, including any associated Trouble Ticket(s) and send a “Closed” email notification to Customer.

### 3.103.9 Escalation of an unresolved Trouble Ticket

Figure 15 shows interactions between Customer and NBN Co when Customer escalates a Trouble Ticket. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.

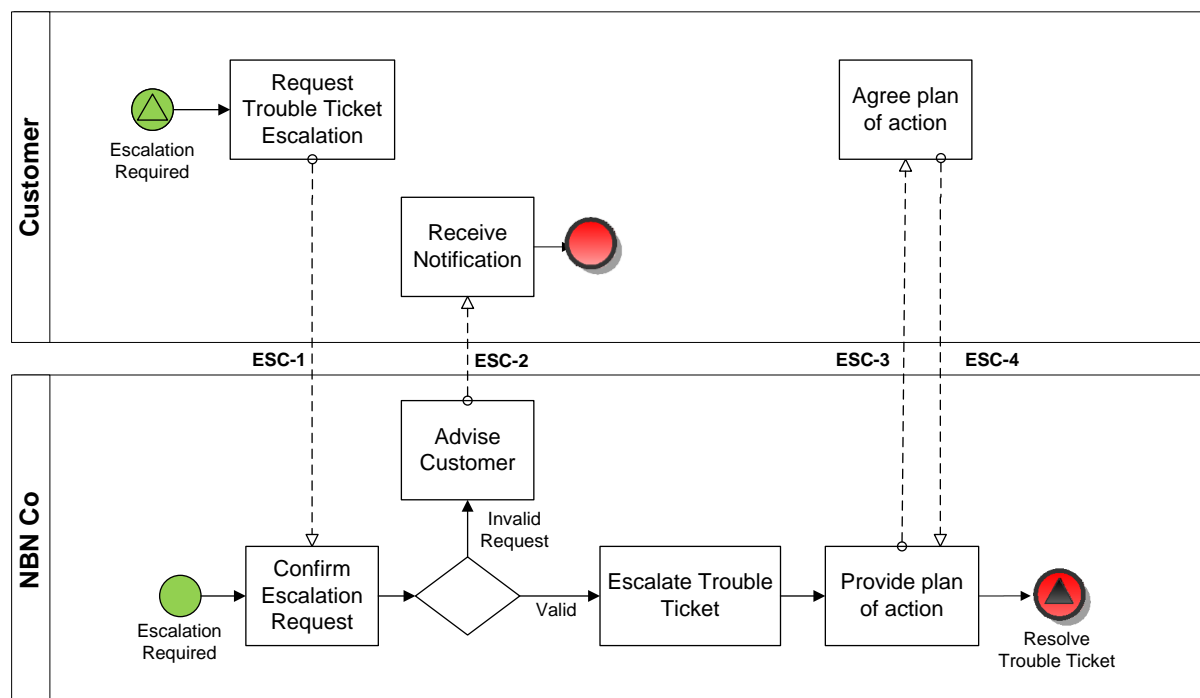


Figure 15 – Escalating a Trouble Ticket

If:

- Customer wishes to escalate an unresolved Trouble Ticket; or
- Customer does not consider that a Trouble Ticket should have been closed in accordance with section 3.9 of this module,

Customer must give NBN Co a written notice setting out:

- the reasons why it does not agree that the NBN Fault has been resolved properly;

- the steps that Customer has undertaken to investigate and verify whether the NBN Fault has been properly resolved;
- the specific services and/or products still affected by the NBN Fault;
- the Service IDs and/or Product Instance IDs associated with the affected services and/or products; and
- a request for escalation of the Trouble Ticket  
(an **Escalation Notice**).

An Escalation Notice must be provided to the NBN Co Operational Point of Contact who will discuss how best to resolve the Trouble Ticket with the Customer Operational Point of Contact.

NBN Co Operational Point of Contact will use reasonable endeavours to agree on a plan of action with Customer Operational Point of Contact to address the Escalation Notice.

NBN Co will use reasonable endeavours to perform further works in respect of the Escalation Notice in accordance with the agreed plan of action to resolve the NBN Fault.

### 3.113.10 Notification of NBN Maintenance

#### 3.11.13.10.1 Planned NBN Maintenance

Figure 16 shows interactions between Customer and NBN Co when NBN Co sends a notification for Planned NBN Maintenance. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.

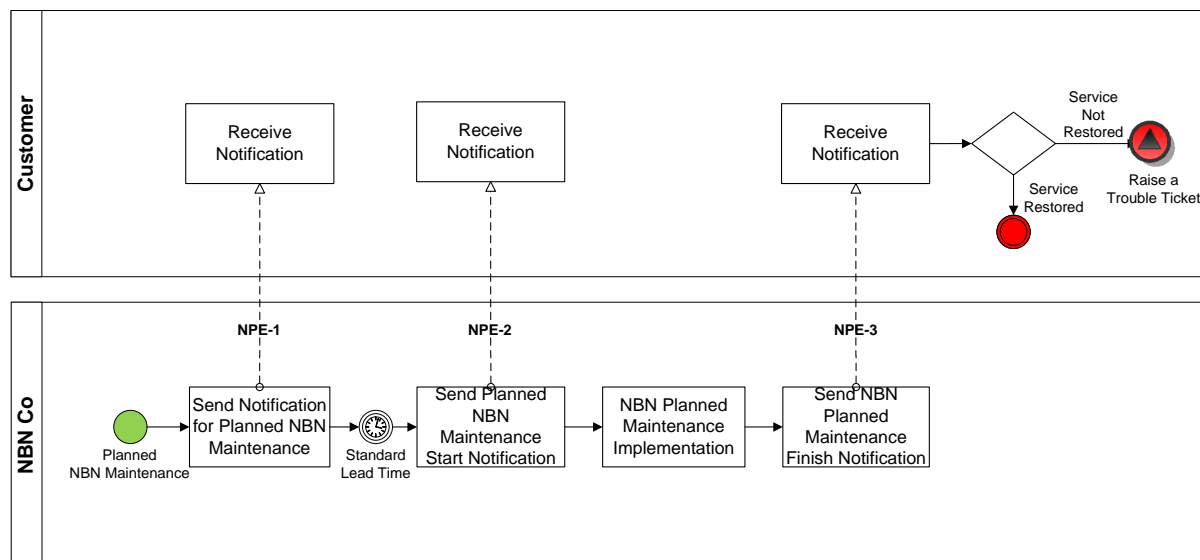


Figure 16 – Notifying Planned NBN Maintenance

NBN Co will provide Customer with a minimum of 10 Business Days notice of Planned NBN Maintenance, (unless maintenance relates to Underlying Facility Provider maintenance at a Type 2 facility in which as much notice as practicable will be given), and include the following information within the notice:

- a unique reference number;
- start and end date and time for the scheduled works;



- if the implementation of the Planned NBN Maintenance will, or is likely to, cause an Outage;
- the geographic area, including where possible, the Premises affected by the Planned NBN Maintenance;
- if an Outage is expected, details and timeframes of the services and/or products that will, or are likely to be, affected; and
- the expected timeframe (typically between 11pm and 6am unless advised otherwise) for the implementation of the Planned NBN Maintenance

(a **Planned NBN Maintenance Notice**).

The Planned NBN Maintenance Notice will be sent by email to Customer through the NBN Co Service Portal in relation to each Planned NBN Maintenance.

Customer may raise suggestions to embargo periods during which no Planned NBN Maintenance can be performed by NBN Co (e.g. New Year, Easter, Mothers Day, etc) within 2 Business Days of the issuance of the Planned NBN Maintenance Notice. The suggestion must be provided in writing to NBN Co. NBN Co will review and respond to the Customer suggestion within 2 Business Days via writing.

NBN Co will perform Planned NBN Maintenance in accordance with the timeframes set out in a Planned NBN Maintenance Notice.

NBN Co will use reasonable endeavours to perform Planned Maintenance on Monday – Thursday (between 11:00pm to 6:00am) and Friday to Sunday (between 1:00am and 6:00am) in the location of the Premises that are impacted by the expected Outage associated with the Planned Maintenance, except where NBN Co needs to perform Planned Maintenance during the day for occupational health and safety reasons or a Planned Maintenance embargo period applies except in relation to planned maintenance by the Underlying Facilities Provider for Type 2 Facilities.

If any Planned NBN Maintenance has caused an expected Outage, NBN Co will restore the services and/or products affected by the Planned NBN Maintenance to the relevant Product Description or Product Technical Specification within the timeframes set out in the relevant Planned NBN Maintenance Notice.

NBN Co will notify Customer of completion of Planned NBN Maintenance by sending an email through the NBN Co Service Portal (**Planned NBN Maintenance Completion Notice**).

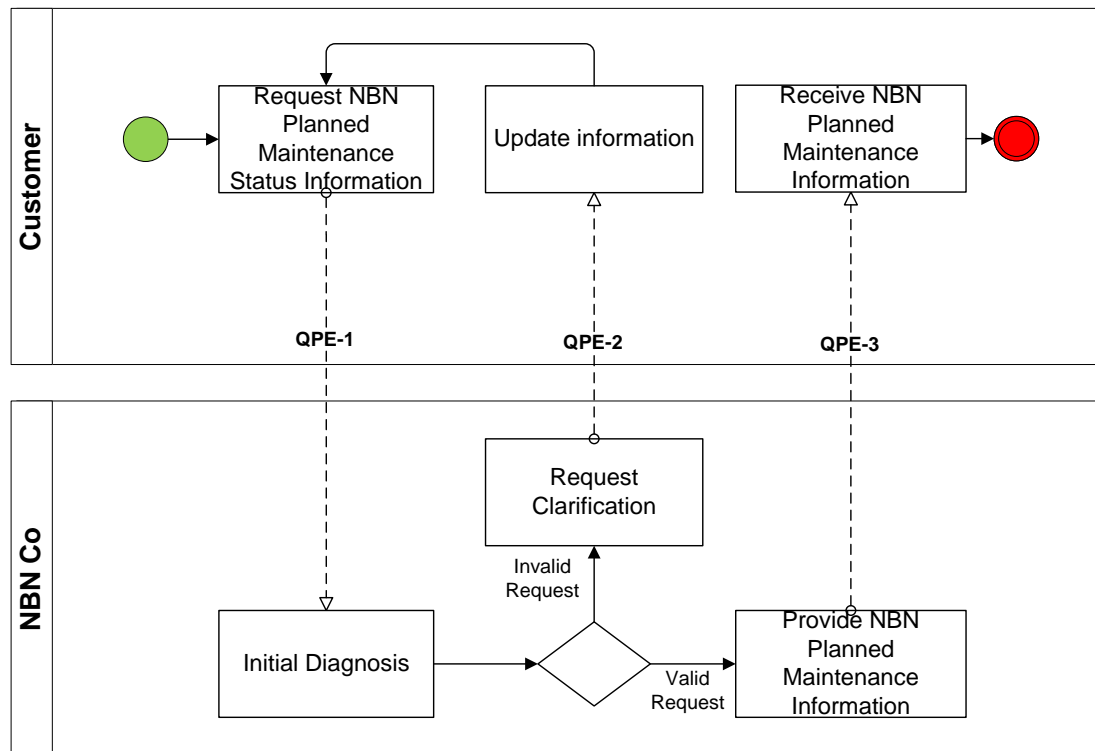
If, on receipt of the Planned NBN Maintenance Completion Notice, Customer reasonably considers that:

- an Outage has not been restored; and/or
- Customer's services and/or Products have been adversely affected by the Planned NBN Maintenance,

Customer may submit a Trouble Ticket in accordance with section 3.1 of this module.

### ~~3.11.23.10.2~~ **Planned NBN Maintenance queries**

Figure 17 shows interactions between Customer and NBN Co when Customer queries Planned NBN Maintenance. For details of the interactions, see section 2.2 of the Appendix to this NBN Co Operations Manual.



**Figure 17 – Querying Planned NBN Maintenance**

Customer may monitor the progress of a Planned NBN Maintenance Notice by querying the status of the Planned NBN Maintenance Notice through the NBN Co Service Portal or by contacting the NSOC.

NBN Co will validate the query and provide the requested information in respect of the Planned NBN Maintenance Notice by sending Customer an email through the NBN Co Service Portal.

If NBN Co considers that it requires further information in respect of a query, NBN Co will notify Customer and request the further information by sending an email through the NBN Co Service Portal.

Customer must update the query within the NBN Co Service Portal to include the requested information. Customer must resubmit the updated query to NBN Co through the NBN Co Service Portal.

After Customer has submitted the update query, NBN Co will perform the validation in respect of that query and provide the requested information in respect of the Planned NBN Maintenance Notice by sending Customer an email through the NBN Co Service Portal.

Information regarding Type 2 Facilities will be restricted to the information made available to NBN Co by the Underlying Facility Provider.

### **3.11.33.10.3 Unplanned NBN Maintenance**

In the event of:

- a Fault requiring the performance of Unplanned NBN Maintenance, as specified in sections 3.87.2 or 3.98.1 of this module; or
- an Emergency,

NBN Co will use reasonable endeavours to notify Customer as soon as reasonably practicable after becoming aware of the event by, either:

- sending an email notification to Customer through the NBN Co Service Portal; or
- contacting the relevant Customer contact person via phone or email or any other form of communication, as specified by Customer in the Contact Matrix.

NBN Co will use reasonable endeavours to provide Customer with the following information in respect of the Unplanned NBN Maintenance:

- Customer's services and/or Products that will, or are likely to be, affected by the works; and the expected timeframes for the implementation of the Unplanned NBN Maintenance,

(Unplanned NBN Maintenance Notice).

### **3.11.43.10.4 Non-binding operational performance targets for unplanned network outage responses and status updates**

NBN Co will endeavour to meet the following non-binding operational performance targets in relation to the timeframes within which NBN Co will report the occurrence of unplanned network outages to Customer and all Other NBN Co Customers and how frequently NBN Co will communicate with Customer and all Other NBN Co Customers regarding the status of the rectification of unplanned network outages:

- before NBN Co introduces fully automated OSS/BSS systems and processes:

Priority of unplanned network outage	Response time	Frequency of status updates
<b>Critical</b>	30 minutes after NBN Co becomes aware of the unplanned network outage	Every hour (unless otherwise agreed)
<b>High</b>	60 minutes after NBN Co becomes aware of the unplanned network outage	Every 2 hours (unless otherwise agreed)
<b>Medium</b>	2 hours after NBN Co becomes aware of the unplanned network outage	Every 4 hours (unless otherwise agreed)
<b>Low</b>	4 Business Hours after NBN Co becomes aware of the unplanned network outage	Every 6 Business Hours (unless otherwise agreed)

- After NBN Co introduces fully automated OSS/BSS systems and processes:

Priority of unplanned network outage	Response time	Frequency of status updates
<b>Critical</b>	15 minutes after NBN Co becomes aware of the unplanned network outage	Every hour (unless otherwise agreed)
<b>High</b>	30 minutes after NBN Co becomes aware of the unplanned network	Every 2 hours (unless

	outage	otherwise agreed)
<b>Medium</b>	60 minutes after NBN Co becomes aware of the unplanned network outage	Every 4 hours (unless otherwise agreed)
<b>Low</b>	2 Business Hours after NBN Co becomes aware of the unplanned network outage	Every 6 Business Hours (unless otherwise agreed)

For the purposes of this ~~section 3.11~~ section 3.10.4:

- “Business Hours” means 8:00am to 5:00pm on a Business Day in the location at which NBN Co first becomes aware of the occurrence of the unplanned network outage; and
- “Critical”, “High”, “Medium” and “Low” are defined with reference to the following matrix:

Priority = Impact & Urgency Original

Incident Priority Matrix			Urgency			
			4 – Low	3 – Medium	2 – High	1 - Critical
			Incidents with no impact to system functionality or service to customers.	Incidents which do not significantly impair the functioning of the system and do not significantly affect service to customers.	Incident severely affecting system usage, service levels to customers and billing. Impact less than Severity 1.	Incidents which renders critical systems or functionality unusable. Very high end user impact for multiple instances.
Impact	Minor / Localised	• Minimal Service / performance impact. • No business impact, workaround exists.	4	3	3	2
	Moderate / Limited	• Small number of users impacted • Service availability/loss of functionality. • Degraded Service Levels but still processing within SLA constraints • Bypass available to mitigate Service impact	4	3	2	2
	Significant / Large	• Multiple personnel/services impacted by application/ system/ infrastructure outage • Degraded Service Levels or able to perform only minimum level of service • It appears cause of incident falls across multiple technology areas • Low/Med risk of potential service impact	3	3	2	1
	Extensive / Widespread	• High risk of business impact, loss meet critical business • Unable to meet Service Levels • application/system/infrastructure • Multiple services	2	2	1	1

### 3.123.11 Physical access policy

When visiting Customer sites and Premises to perform NBN Maintenance, NBN Co will comply with Customer policies in accordance with clause C11 of the Wholesale Broadband Agreement.

### 3.133.12 Complaints Management

Customer should raise Operational Issues with NBN Co via their Operational Point of Contact.

NBN Co shall acknowledge all complaints received and respond in writing to all complaints received from Customer within 20 Business Days.





# NBN Co Operations Manual

## Module 5: Physical Access



# **1 Introduction**

This module contains the processes, rights, and obligations for gaining Physical Access to Type 2 Facilities where NBN Co is supplying Customer with NBN Co ODF Termination Point or NBN Co Co-location in accordance with the NBN Co Facilities Access Service Product Description

This module covers the following:

- Site induction;
- Electronic Access Cards lifecycle;
- Keys lifecycle;
- Occupational health and safety requirements;
- Site specific requirements; and
- Breaches of Physical Access rules and procedures.



## **1.1 New Physical Access Requests**

In accordance with clause 1.4 of the NBN Co Facilities Access Service Product Description Customer is responsible for obtaining and maintaining Building Entry Rights for access by Customer and its Authorised Persons to NBN Co Type 2 Facilities.

NBN Co will outline and notify to Customer processes and procedure relating to Physical Access during Customer On-boarding and also provide Customer with contact details (within the Contact Matrix) relating to Physical Access requests.

NBN Co will provision Physical Access to Type 2 Facilities at a State. Where Customer requires access for Authorised Persons across multiple states this can be provisioned under a single electronic access card.

NBN Co may charge Customer for Physical Access requests as set out in the Price List.

### **1.1.1 Site Induction**

NBN Co will provide Customer with details (including associated cost and online induction location) of Site Induction Courses during Operational Workshop.

Customer is liable for any costs incurred in completion of the Site Induction Courses by Customer and any of its Personnel.

Site Induction Courses are valid for 3 years from the date of completion. Customer must ensure that Authorised Persons renew their Site Induction Courses as required. After an Authorised Person successfully completes a Site Induction Course the Authorised Person will be given a unique reference number. This reference number is unique to the individual who completed the Site Induction Course.

Customer must include the unique reference number provided following successful completion of a Site Induction Course in subsequent applications for Physical Access including for electronic access cards or keys required for the purpose of Physical Access.

NBN Co may require Customer Authorised Persons to complete a Site Induction Course at first attendance at some Type 2 Facilities. Customer Authorised Persons must comply with requests to complete any specific Site Induction Course (where required) before entrance to a Type 2 Facility will be granted.

### **1.1.2 Electronic Access Card Request**

Customer may request electronic access cards for the purpose of Physical Access to Type 2 Facilities where NBN Co is supplying Customer with NBN Co Co-location. Each electronic access cards will authorise a Customer Authorised Person to access all Type 2 Facilities within a particular state (note ACT access will be granted under the NSW state).

Customer must ensure that electronic access card requests are only submitted for Authorised Persons.

Where required, Customer may request electronic access cards for more than one state for an individual Authorised Person. If eligible for the electronic access cards, Customer will be issued a single electronic access card for that Authorised Person which will be provisioned for all states requested.

Customer must complete the Physical Access order form provided by NBN Co at the time of Onboarding and submit the completed form to the relevant contact contained in the Contact Matrix. Customer must list on the Physical Access order form each of its Authorised Persons who will be at any time accessing the relevant Type 2 Facility and will be issued with an electronic access card.

Customer may request multiple electronic access cards through a Physical Access order form.

Customer must submit all requests for electronic access card through the email address Customer has provided in the Contact Matrix during On-boarding. Where requests are received from any other email address NBN Co may reject the electronic access card request back to the submitter stating the reason for rejection.

NBN Co will validate submitted Physical Access order forms to ensure that all mandatory fields are completed. NBN Co will reject Physical Access order forms back to the requestor when mandatory fields are incorrect or incomplete.

NBN Co will inform Customer of dispatch of electronic access cards.

Electronic access cards will be delivered to Customer via post to the address provided in the Physical Access order. Electronic access cards will be delivered in an active state and do not require further activation for use.

NBN Co will use reasonable endeavours to provide Customer electronic access cards within 25 Business Days of ordering provided Customer gives all information required on the Physical Access order form and subject to NBN Co receiving the electronic access cards from the Underlying Facility Provider. .

Customer may contact NBN Co using the details provided in the Contact Matrix for issues relating to electronic access cards requests.

### **1.1.3 Key Requests**

Some Type 2 Facilities will require Customer to have keys (in addition to an electronic access card) to access the Type 2 Facility where the facility:

- Does not have an electronic access card reader; or
- Has an additional physical security measure (for example a padlocked gate).

During Onboarding, NBN Co will provide Customer a list of Type 2 Facilities that require keys.

Customer may request keys for the purpose of Physical Access to Type 2 Facilities where NBN Co is supplying Customer with NBN Co Co-location.

Customer must ensure that key requests are only submitted for Authorised Persons.

When required, Customer may request keys to more than one Type 2 Facility for an individual Authorised Person. Customer will be issued keys for each Type 2 Facility requested.

Customer must complete the Physical Access order form provided by NBN Co at the time of On-boarding and submit the completed form to the relevant contact contained in the Contact Matrix. Customer must list on the Physical Access order form, each of its Authorised Persons who will be at any time accessing the relevant Type 2 Facility and will be issued with a key.

Customer may request multiple keys through a single Physical Access order form.

Customer must submit all requests for keys through the email address Customer has provided in the Contact Matrix during Onboarding. Where requests are received from any other email address NBN Co will reject the key request back to the submitter stating the reason for rejection.

NBN Co will validate submitted Physical Access order forms to ensure that all mandatory fields are completed. NBN Co will reject Physical Access order forms back to the requestor when mandatory fields are incorrect or incomplete.

Keys will be delivered to Customer via post to the address provided in the Physical Access order form.

NBN Co will use reasonable endeavours to provide Customer keys within 25 Business Days of validating a Physical Access order form.

Customer may contact NBN Co using the details provided in the Contact Matrix for issues relating to key requests.

## **1.2 Electronic access card and Key maintenance**

Customer and its Authorised Persons must in the use and safekeeping of keys or electronic access cards:

- adopt effective security measures to prevent loss, damage and unauthorised use or access;
- ensure there is no unauthorised copying of keys and electronic access cards;
- provide assistance as requested by NBN Co in ensuring adequate security and safety in Type 2 Facilities to which Customer has keys and electronic access cards; and
- return any keys or electronic access cards when Customer or its Authorised Persons are no longer required or entitled to access a Type 2 Facility.

### **1.2.1 Lost / Stolen / Missing electronic access cards and Keys**

When notifying NBN Co of lost/stolen or missing electronic access cards or keys in accordance with clause 5.16 of the NBN Co Facilities Access Service Product Description, Customer must contact NBN Co using the contact details available in the Contact Matrix and provide the following information:

- Access Card number; and/or
- Key code and serial number; and
- Circumstances surrounding the lost/stolen or missing card(s) and/or keys.

Customer is required to complete a new electronic access cards or key request where a replacement electronic access cards or key is required. Charges for replacement electronic access cards are set out in the Price List.

### **1.2.2 Damaged or Faulty electronic access cards and Keys**

Customer must notify NBN Co where Customer finds electronic access cards or keys are faulty using the contact details specified in the Contact Matrix.

Customer must return the faulty electronic access cards or keys to NBN Co and NBN Co will request the Underlying Facility Provider rectify and faults in the electronic access cards or keys. Where the fault with the electronic access cards or keys cannot be rectified NBN Co will inform Customer. Customer must complete a request for a replacement electronic access card or keys using the process outlined in section 1.1.2 or section 1.1.3.

If NBN Co is able to resolve the fault with electronic access cards or keys NBN Co will inform Customer of fault resolution using the contact details contained in the Contact Matrix.

### **1.2.3 Transfer electronic access cards and keys**

Where Customer wishes to transfer use of electronic access cards and/or keys between Authorised Persons, Customer must complete the Physical Access order form and include the electronic access card number (located on the electronic access card) and/or the key serial number, together with details of the Authorised Persons that the electronic access cards or keys are being transferred from and to and submit the form to NBN Co using the contact details provided in the Contact Matrix.

Customer must ensure that transfer requests for electronic access cards and/or keys are only submitted for transfers between Authorised Persons. NBN Co will inform Customer of the successful transfer of electronic access cards or keys by contacting Customer using the details contained in the Contact Matrix.

### **1.2.4 Update Keys**

When NBN Co or the Underlying Facility Provider reconfigure locks in Type 2 Facilities, NBN Co will inform Customer of the update using the contact details contained in the Contact Matrix and will provide Customer with updated keys.

### **1.2.5 Electronic access card Renewals**

Physical Access to Type 2 Facilities via electronic access cards are provided with a rolling 12 month expiry period.

Customer must manage electronic access card expiry and submit requests for renewal as required by Customer using the Physical Access order form.

Customer verifies as part of the submission of the Physical Access order form that:

- Each Authorised Person is currently working for Customer;
- Electronic access card are still required; and
- Electronic access cards are still in Customer's possession.

NBN Co will validate submitted Physical Access order forms to ensure that all mandatory fields are completed. NBN Co may reject Physical Access order forms back to the requestor when mandatory fields are incorrect or incomplete.

NBN Co will inform Customer of successful renewal of electronic access cards.

If Customer does not wish to renew electronic access cards, Customer must cancel and return electronic access cards using the process set out in section 1.2.6.

### **1.2.6 Electronic access cards and Key Cancellation**

Customer must inform NBN Co of requests to cancel electronic access cards and/or keys for Type 2 Facilities by submitting a Physical Access order form.

NBN Co will validate submitted Physical Access order forms to ensure that all mandatory fields are completed. NBN Co may reject Physical Access order forms back to the requestor when mandatory fields are incorrect or incomplete.

NBN Co will inform Customer of successful cancellation of electronic access cards and/or keys.

Customer must return electronic access cards and/or keys after cancellation to NBN Co by mailing them to the address provided in the Contact Matrix.

## **1.3 Occupational Health and Safety requirements**

Customer must attend any briefing on safe work practices, environmental workplace and occupational health and safety in relation to Aggregation Node Sites as required by NBN Co from time to time.

Customer must contact NBN Co prior to and at the completion of any visit by Customer Authorised Persons to a Type 2 Facility using the contact details within the Contact Matrix.

Customer must ensure that Site Attendance Logbooks are signed on entry and exit to a Type 2 Facility.

Customer must ensure that Authorised Persons display a Customer Identification Card while on site at a Type 2 Facility at all times.

Customer must ensure Authorised Persons ensure they are familiar with emergency procedures relating to a particular Type 2 Facility and obey direction given in accordance with the emergency plan and by emergency management personnel.

Customer must ensure its Authorised Persons keep the Type 2 Facility in a neat and tidy state during Physical Access including:

- Promptly removing all waste, fibre filings and dust to appropriate receptacles;
- Promptly removing any excess equipment of the Customer or its Authorised Persons; and
- Keeping exits and paths clear of obstructions and trip hazards.

Customer must conform to the HS&E and security framework defined in the OMM provided to Customer during Onboarding.

NBN Co will supply Customer with the iSafe application during Onboarding as well as Customer login details. The iSafe application must be used by Customer to capture all occupational health and safety incidents and hazards that occur within Type 2 Facilities.

Where NBN Co is required under law to provide a Government Agency with information relating to occupational health and safety incidents (or is required to obtain that same information under contract) then, if requested to do so by NBN Co, Customer must:

- Allow NBN Co to audit its occupational health and safety documentation records to confirm that, as far as reasonably practicable, Customer is compliant with relevant occupational health and safety documentation relating to its continued Physical Access to Type 2 Facilities and

- Report back to the Government Agency in relation to the results of that audit.

Customer must comply with the Access Seeker Undertaking regarding occupational health and safety obligations, including complying with any directions of the Underlying Facility Provider.

Without limiting any other obligation in this section 1.3.

Customer and its Authorised Persons must not, in carrying out any activities in Type 2 Facilities:

- endanger the health and safety of Personnel of the Underlying Facility Provider or any other party;
- cause a nuisance in or while accessing the Type 2 Facility ; or
- interfere with, prejudice the integrity of or cause damage to any network, communications within a network, infrastructure or other property or facilities of the Underlying Facility Provider or any other party.

Customer must:

- comply with all laws relating to use of the Type 2 Facility including work/and or occupational health and safety laws;
- undertake a general hazard identification and risk assessment and provides controls in relation to the proposed Physical access;
- undertake a job specific hazard identification and risk assessment at each Type 2 Facility where proposed Physical Access will be performed to check for hazards;
- notify NBN Co of any inspection, record, finding or notice of a Government Agency that relates to Customer's use of the Type 2 Facility (including providing a copy of any documentation exchanged with the Government Agency); and
- identify and manage according to the applicable law all relevant risks to health and safety arising from or in relation to works and activities undertaken when accessing the Type 2 Facility.

In addition:

- Customer and its Authorised Persons must not store any goods or substances at Type 2 Facilities except on a temporary basis, unless agreed by NBN Co in writing.
- Customer must notify NBN Co if it reasonably considers that an action of another person in the Type 2 Facility will threaten the immediate safety of Customer or its Authorised Person.
- If actions of the Customer or its Authorised Person threaten the immediate safety of persons or plant in a Type 2 Facility, Customer and its Authorised Persons must follow NBN Co's directions in relation to such actions.
- Customer must notify NBN Co of any breach by Customer or its Authorised Persons of any requirement in this section 1.3 as soon as possible and in any case within 1 Business Day of becoming aware of the breach.

Customer and its Authorised Persons when using any Type 2 Facility must:

- not cause or contribute to an environmental hazard, including by way of handling storing or use Hazardous Materials in a manner likely to give rise to an Environmental Hazard; or

- not dump Hazardous Materials or cause Hazardous Materials to emanate from the Type 2 Facility.

### **1.3.1 Hazard and Incident Notification**

Customer must immediately report hazards, hazardous material and contamination, and incidents using the iSafe application provided to the Customer during On-boarding and report the incident to the NBN Co occupational health and safety contact provided in the Contact Matrix.

Customer must provide all required details when submitting the hazard or incident form required in the iSafe submission form.

NBN Co will investigate and work with Customer to resolve all hazards, Hazardous Material and contamination, and incidents in Type 2 Facilities.

Customer must obtain consent from NBN Co to store any Hazardous Materials at a Type 2 Facility and must follow all directions of NBN Co as to notices required in relation to Hazardous Materials where Customer has obtained consent to store them at the Type 2 Facility.

## **1.4 Site Specific Requirements**

Customer and its Authorised Persons (where applicable) must:

- physically enter a Type 2 Facility only by way of any entry point identified in the Site Induction Course;
- ensure that only Authorised Persons nominated on the Physical Access order form gain access to Type 2 Facilities;
- exercise Physical Access only to that part of the Type 2 Facility as is permitted by the NBN Co Facilities Access Service; and
- Follow any standard procedures of the Underlying Facility Provider in respect of a notice of departure from Type 2 Facilities.

Customer and its Personnel must, in connection with its Physical Access to a Type 2 Facility:

- not erect, install or display any advertising, promotional or similar signage on or in any Type 2 Facility without the prior written agreement of NBN Co and the Underlying Facility Provider.
- keep the Type 2 Facility free from any unnecessary obstruction and promptly clear away any rubbish, excess equipment, fibre filings or dust; and
- remove any construction plant and equipment no longer required by Customer.

If any person makes a delivery at a Type 2 Facility on behalf of Customer, that person can access the Type 2 Facility for the purpose of making the delivery without prior notification to NBN Co or the Underlying Facility Provider only if the person is under the supervision of Customer Authorised Persons at all times during the delivery.

Customer and its Authorised Persons (where applicable) must:

- ensure all applicable security arrangements in place prior to Physical Access being exercised in a Type 2 Facility are in place prior to leaving the Type 2 Facility and, where practical and under the control of an Authorised Person, remain in place while they are at the Type 2 Facility; and
- use due care and attention regarding security of the infrastructure and equipment in or forming part of Type 2 Facilities.
- co-operate with the Underlying Facility Provider its Authorised Persons and customers to the extent Customer and its Authorised Persons are accessing Type 2 Facilities at the same time;
- remove its Authorised Persons from any Type 2 Facility to the extent necessary to enable the Underlying Facility Provider to remedy significant faults in its services or address an emergency; and
- not damage, disturb or destroy any heritage items in or on Type 2 Facilities or act in a way which is contrary to any applicable laws relating to any Heritage Items

## **1.5 Breaches of Physical Access Rules and Policies**

NBN Co will work with Customer during Onboarding to ensure that Customer is provided with rules and policies relating to Physical Access in Type 2 Facilities.

When NBN Co deems that Customer and/or its Personnel has breached these rules and/or policies or the Access Seeker Undertaking, NBN Co may immediately refuse Customer access to site or revoke Customers ongoing Physical Access.

### **1.5.1 Physical access Refusal or Revocation**

NBN Co or the Underlying Facility Provider may at any time refuse Physical access to, or request Customer Authorised Persons to cease work and/or leave the Type 2 Facility immediately if:

- on the grounds set out in 5.3 of the Product Description
- If it determines Customer is in breach of this Operations Manual or Physical Access rules and/or policies as provided to Customer
- If the Authorised Person has not been notified to NBN Co or the Underlying Facility Provider or does not produce acceptable photographic identification (driver's licence or similar) if requested to do so; If the person has not completed any relevant Site Induction Course or other relevant course or the eligibility period for the Site Induction Course or other relevant course has expired; or
- in accordance with the NBN Co Facilities Access Service Product Description.

NBN Co will provide Customer with a notification of Physical Access refusal when immediate Physical Access refusal occurs that outlines the reasoning for the Physical Access refusal.

Customer and its Authorised Persons must immediately comply with any direction given by NBN Co or the Underlying Facility Provider regarding cessation of work or leaving the Type 2 Facility, including any direction given pursuant to an Access Seeker Undertaking.

NBN Co will work with Customer to resolve issues relating to immediate Physical Access refusal to ensure reinstatement of Physical Access occurs when required.



### **1.5.2 Revocation of Physical Access**

If NBN Co refuses Physical Access to a Type 2 Facility for a Customer or Authorised Person in accordance with the Wholesale Broadband Agreement, NBN Co may provide Customer with the reasons for the refusal.

If NBN Co provides Customer with reasons for the Physical Access refusal, NBN Co will use reasonable endeavours to with Customer to resolve issues relating to proposed Physical Access refusal where required.

# NBN Co Operations Manual

## Module 6: Billing



# 1 Billing and payments

This module describes the billing processes and interactions that apply to NBN Co and Customer in connection with the supply of Products under the Wholesale Broadband Agreement.

## 1.1 Billing Period Options

### 1.1.1 Billing Period ~~Option at commercial launch date~~ Options available

~~NBN Co will provide only one Billing Period Option. The Billing Period will start at 00:00:00 on the 4th day of each calendar month and end at 23:59:59pm on the 3rd calendar day of the next calendar month.~~

NBN Co will make available the following Billing Period Options:

<u>Name of Billing Period</u>	<u>Start of Billing Period (Time/Day of Calendar Month)</u>	<u>End of Billing Period (Time/Day of Calendar Month)</u>
<u>4</u>	<u>00:00:00/4<sup>th</sup></u>	<u>23:59:59/3<sup>rd</sup></u>
<u>10</u>	<u>00:00:00/10<sup>th</sup></u>	<u>23:59:59/9<sup>th</sup></u>
<u>20</u>	<u>00:00:00/20<sup>th</sup></u>	<u>23:59:59/19<sup>th</sup></u>

### 1.1.2 Notification of new or changed Billing Period Options

From time to time, NBN Co may make available new Billing Period Options, or change any of the then-current Billing Period Options, by providing 30 Business Days prior notice to Customer.

Customer may also request that NBN Co notify Customer of the current Billing Period Options by submitting a Billing Enquiry in accordance with section 1.5 (and NBN Co will respond to such Billing Enquiries in accordance with section 1.5).

### 1.1.3 Selecting and changing Billing Period Options

If more than one Billing Period Option is available:

- ~~•~~ • Customer may select one of those Billing Period Options by notifying NBN Co of that selection during the creation of Customer's billing account during Account Establishment or at any other time by providing 60 Business Days prior notice to NBN Co; or
- ~~•~~ • if Customer does not select a Billing Period Option by the end of Account Establishment, NBN Co will select a Billing Period Option for Customer in accordance with clause B2.2 of the Wholesale Broadband Agreement and will notify Customer of that selection.

## 1.2 Invoicing

~~An example invoice is set out in section 3 of the Appendix of this NBN Co Operations Manual.~~

### 1.2.1 ~~Form~~Forms of Invoices

In respect of each Billing Period, NBN Co will ~~provide~~make available the following forms of invoices to Customer through the NBN Co Service Portal or via unencrypted email in PDF format.:

Customer may also request that NBN Co provide to Customer invoice detail records on a monthly basis in machine readable form by submitting a Billing Enquiry in accordance with section 1.5 (and NBN Co will respond in accordance with section 1.5).

- Summary Invoice
- Billing Invoice File (BIF)
- Billing Event File (BEF)
- Billing Adjustment File (BAF)

as further described in sections 1.2.1.1 to 1.2.1.4 below and in section 3 of the Appendix to this NBN Co Operations Manual.

From time to time NBN Co may change the format, layout, presentation and data contained within ~~an invoice~~the different forms of invoices by providing at least 30 Business Days prior notice to Customer.

#### 1.2.1.1 Summary Invoice

A Summary Invoice is the monthly tax invoice issued by NBN Co that summarises the Charges incurred by Customer in respect of the relevant Billing Period.

NBN Co will provide Summary Invoices in PDF format.

NBN Co will make Summary Invoices available for retrieval by Customer via the NBN Co Service Portal on a monthly basis. NBN Co will notify Customer by email when a Summary Invoice is available for retrieval by Customer via the NBN Co Service Portal.

NBN Co will ensure that each Summary Invoice includes the following information to the extent relevant:

- NBN Co company information;
- Total amount due and GST payable;
- Payment due date and payment options;
- Customer address information;
- Summary of spend by Product;
- Payments processed since last invoice;
- Account-level adjustments processed since last invoice;
- Billing Event Files distributed since last invoice;
- Service-level adjustments included in a Billing Adjustment File distributed since last invoice.

An example of the Summary Invoice is set out in section 3 of the Appendix to this NBN Co Operations Manual.

**1.2.1.2 Billing Invoice File (BIF)**

A BIF is a machine-readable version of a Summary Invoice and contains a summary of the Charges incurred by Customer in respect of the relevant Billing Period.

NBN Co will provide BIFs in XML format.

NBN Co will make BIFs available for retrieval by Customer via the NBN Co Service Portal on a monthly basis. NBN Co will notify Customer by email when a BIF is available for retrieval by Customer via the NBN Co Service Portal.

NBN Co will ensure that each BIF contains the following information to the extent relevant:

- NBN Co company information;
- Total amount due and GST payable;
- Payment due date and payment options;
- Customer address information;
- Summary of spend by Product;
- Billing Event Files distributed since last invoice;
- Other charges and credits

Further information in relation to BIFs is set out in the B2B Developer's Guide - Billing, a copy of which can be obtained by Customer by making a Billing Enquiry pursuant to section 1.5.

**1.2.1.3 Billing Event File (BEF)**

A BEF is a machine readable file that contains an itemised list of Charges incurred by Customer in respect of the relevant Billing Period.

NBN Co will provide BEFs in XML format.

NBN Co will make available BEFs on a daily or monthly basis (referred to as "BEF file frequency"). Customer may select the BEF file frequency during the creation of Customer's billing account in NBN Co's billing system during Customer Account Establishment phase of On-boarding, or at any other time by submitting a Billing Enquiry in accordance with section 1.5 at least 5 Business Days prior to the date on which Customer requires that the change take effect.

If Customer does not select a BEF file frequency, BEF file frequency will be monthly.

NBN Co will make BEFs available for retrieval by Customer via the NBN Co Service Portal on a monthly or daily basis. If Customer has selected a daily BEF file frequency, NBN Co will make available the BEF for retrieval by 11am on each Business Day in Sydney, New South Wales.

NBN Co will ensure that each BEF contains the following information:

- Service level charges for each Product acquired by Customer in accordance with the Price List. This includes monthly recurring charges for NNI, CVC, AVC, UNI-D and UNI-V. NBN Co will ensure that all service level charges are categorised by Product Instance ID.
- Service level ancillary charges incurred by Customer in accordance with the Price List. This includes Charges for service installation, service modification and service management.

- Service level adjustments that are processed and applied in the current Billing Period. This may include settlements of disputes raised in accordance with section 1.6.
- Any service-level rebates, discounts or credits provided in accordance with section 1.3.
- Pro-rated charges for activation, modification or disconnection of a Product based on the number of days the Product was supplied by NBN Co to Customer during the applicable Billing Period.

Further information in relation to BEFs is set out in the B2B Developer's Guide - Billing, a copy of which can be obtained by Customer by making a Billing Enquiry pursuant to section 1.5.

#### **1.2.1.4 Billing Adjustment Files (BAF)**

A BAF is a machine readable file that contains service level adjustments for Charges relating to a previously issued invoice.

NBN Co will provide BAFs in XML format.

NBN Co will only make BAFs available to Customer when an adjustment or settlement is performed on a service level Charge event invoiced in a previous Billing Period.

If Customer has elected to receive daily BEF files, BAF files will be issued daily whenever a relevant transaction has been generated by NBN Co on the relevant day.

If Customer has elected to receive monthly BEF files, BAF files will be issued monthly whenever a relevant transaction has been generated by NBN Co during the Billing Period and will include all relevant transactions performed during the Billing Period.

NBN Co will not produce a BAF if that BAF does not contain any records.

Further information in relation to BAFs is set out in the B2B Developer's Guide - Billing, a copy of which can be obtained by Customer by making a Billing Enquiry pursuant to section 1.5.

### **1.2.2 Charge Information**

Each form of invoice will set out ~~detailed~~ Charge records and, in respect of each Charge, a corresponding description of the Product purchased by Customer in respect of which that Charge relates.

Customer may request that NBN Co provide to Customer a list of all descriptions that may be set out in ~~an~~ a form of invoice in respect of each Charge that applies in respect of each Product that Customer may acquire under the Wholesale Broadband Agreement by submitting a Billing Enquiry in accordance with section 1.5 (and NBN Co will respond in accordance with section 1.5).

From time to time NBN Co may change any of the descriptions that are used by NBN Co to describe the Charges set out in ~~an~~ a form of invoice. NBN Co will use reasonable endeavours to communicate those changes to Customer within 5 Business Days after those changes take effect.

### **1.2.3 Issuing forms of invoices**

NBN Co will, in its discretion, ~~issue~~ issues each form of invoice to Customer by ~~one of the following options:~~

- making the invoice forms of invoices available ~~for Customer to download/retrieve~~ via the NBN Co Service Portal, together with an email notification ~~that when~~ the form of invoice is available (which will be sent via unencrypted email to the email address specified by Customer in the Billing Account Request Form); ~~or Contact Matrix~~)
- ~~— sending the invoice via unencrypted email to the email address specified by Customer in the Billing Account Request Form~~

Customer may change the email address to which NBN Co sends invoices/notifications, by submitting a Billing Enquiry in accordance with section 1.5 notifying NBN Co of the change no later than 10 Business Days before the change is requested to take effect (and NBN Co will acknowledge receipt in accordance with section 1.5).

If Customer encounters technical problems with receiving/retrieving forms of invoices via the NBN Co Service Portal ~~or by unencrypted email~~, Customer must notify NBN Co immediately by submitting a Billing Enquiry in accordance with section 1.5.

#### 1.2.4 Late issuing of invoice forms of invoices

If NBN Co is unable to issue a form of invoice within the time specified in clause B2.3 of the Wholesale Broadband Agreement, NBN Co will use reasonable endeavours to notify Customer by email of the delay and the revised date by which NBN Co will issue that form of invoice to Customer.

Any delay will not affect Customer's obligation to pay the invoice in accordance with the terms of the Wholesale Broadband Agreement and this module.

#### 1.2.5 Failure to receive a form of invoice

If Customer does not receive the form of invoice:

- within 10 calendar days after the start of the Billing Period; or
- on or before the revised date if NBN Co has notified Customer of a delay in issuing the form of invoice,

Customer must notify NBN Co within 15 Business Days of the relevant date set out above, by submitting a Billing Enquiry stating that it has not received the form of invoice in accordance with section 1.5.2 (and NBN Co will acknowledge receipt of such Billing Enquiry in accordance with section 1.5.2).

### 1.3 Process for Claiming Rebates and Credits

#### 1.3.1 Backhaul Rebate

Where Customer is entitled to claim the Backhaul Rebate in accordance with the Product Description for the Tasmania Tri-Area Service, Customer must:

- lodge its claim for the Backhaul Rebate with NBN Co in the form of a Billing Dispute in accordance with section 1.6;
- in addition to the information required by section 1.6, provide to NBN Co the supplementary materials referred to in the Product Description for the Tasmania Tri-Area Service; and

- specify the NBN Co invoice number for the NBN Co invoice (being an invoice which has an outstanding balance) against which Customer wishes the Backhaul Rebate to be applied (or, where there are no invoices that have an outstanding balance against which the Backhaul Rebate can be applied, Customer's nominated bank account details).

Where NBN Co is obliged to provide the Backhaul Rebate to Customer and there is an NBN Co invoice with an outstanding balance against which the Backhaul Rebate can be applied, NBN Co will provide the Backhaul Rebate to Customer by setting off the Backhaul Rebate against the amount payable by Customer under the NBN Co invoice specified by Customer.

Where NBN Co is obliged to provide the Backhaul Rebate to Customer and there are no NBN Co invoices that have an outstanding balance against which the Backhaul Rebate can be applied, NBN Co will provide the Backhaul Rebate to Customer by paying the Backhaul Rebate to Customer by electronic funds transfer to Customer's nominated bank account.

NBN Co will use reasonable endeavours to provide the Backhaul Rebate within 30 days after receipt of the above information in respect of that Backhaul Rebate.

### 1.3.2 CVC Transitional Pricing Credits and CVC Credit

Where a Customer is entitled to receive a "CVC Transitional Pricing Credit" under a CVC transitional pricing credit letter issued by NBN Co, NBN Co will provide that credit to Customer in accordance with the terms of that CVC transitional pricing credit letter.

Where a Customer is entitled to receive a "CVC credit" (as that term is defined in the WBA Product Catalogue), NBN Co will automatically apply this credit to the NBN Co invoice for the respective CVC charge item.

### 1.3.3 Customer Service Guarantee (CSG) Compensation Contribution

Where Customer is entitled to receive a CSG Compensation Contribution in accordance with the Service Levels Schedule, Customer must:

- lodge the claim for a CSG Compensation Contribution as Billing Dispute in accordance with section 1.6; and
- provide the following additional information with that Billing Dispute Notice:
  - a list of all orders, Trouble Tickets or appointment bookings in respect of which Customer believes CSG Compensation Contributions apply;
  - reasons supporting its claim in respect of each order, Trouble Ticket or appointment booking in respect of which Customer believes CSG Compensation Contributions apply;
  - whether, in respect of each order, Trouble Ticket or appointment booking, Customer believes Customer is entitled to a full or partial CSG Compensation Contribution; and
  - where, in respect of each order, Trouble Ticket or appointment booking, Customer believes that Customer is entitled to a partial CSG Compensation Contribution, the proportion that Customer believes that NBN Co's failure to meet the relevant Service Level has contributed to Customer's obligation to pay primary damages.

NBN Co will investigate and resolve Customer's claim in accordance with the Billing Disputes process and timing outlined in section 1.6 of this module.

The availability of rebates and the circumstances in which rebates may be payable to Customer are set out in the Service Levels Schedule.



## 1.4 Payment

### 1.4.1 NBN Co's bank account

NBN Co will ensure that each invoice specifies the details of NBN Co's nominated bank account to which payments must be made.

From time to time NBN Co may change its nominated bank account by providing at least 5 Business Days' prior notice to Customer.

### 1.4.2 Remittance advices

Each payment of an invoice by Customer must be accompanied by a remittance advice in accordance with clause B3.2(b) of the Wholesale Broadband Agreement.

The remittance advice must, as a minimum, include:

- the invoice number to which the payment relates;
- the value of the payment;
- if applicable, the value of any disputed amount withheld in accordance with the Wholesale Broadband Agreement;
- the date of the payment;
- the funds transfer reference number assigned by the financial institution; and
- the financial institution undertaking the transfer.

Each remittance advice must be sent by Customer to the email address specified by NBN Co in the invoice.

### 1.4.3 Customer to notify NBN Co if Customer cannot pay invoice

Customer must immediately notify NBN Co in writing if Customer anticipates that it will not be able to pay NBN Co any undisputed amount set out in an invoice on or before the relevant Due Date.

### 1.4.4 Record of payments in next invoice

When NBN Co treats an invoice payment as being received in accordance with clause B3.2 of the Wholesale Broadband Agreement, NBN Co will ensure that, subject to an allowance of 2 Business Days for the processing of payments, the invoice next issued by NBN Co to Customer after the receipt of the payment includes a record of that received payment.

If Customer considers that a prior payment has not been properly recorded in the next invoice, Customer may notify NBN Co by submitting a Billing Enquiry to NBN Co in accordance with section 1.5, (and NBN Co will acknowledge receipt, in accordance with section 1.5).

## 1.5 Billing Enquiries

### 1.5.1 Authorised Contacts

Only the contact person/s that are specified as authorised to raise a Billing Enquiry on behalf of Customer (each an **Authorised Contact**) during Account Establishment may do so on Customer's behalf.

Customer may change its Authorised Contacts, by submitting a Billing Enquiry notifying NBN Co of the change no later than 10 Business Days before the change takes effect in accordance with section 1.5 (and NBN Co will acknowledge receipt in accordance with section 1.5).

### 1.5.2 Making a Billing Enquiry

Customer may raise a Billing Enquiry through an Authorised Contact in order to:

- raise simple or general enquiries about invoices, billing or Charges;
- request notification of new or changed Billing Period Options;
- change the email address or postal address to which NBN Co sends invoices;
- request invoice detail records;
- notify NBN Co of a failure to receive an invoice; and
- raise a query about a prior payment that has not been properly recorded in the next invoice.

Any enquiry that may result in an adjustment to an invoice must be raised as a Billing Dispute in accordance with section 1.6.

An Authorised Contact may at any time raise a Billing Enquiry by:

- submitting an email to the NBN Co Billing Contact as specified in the Contact Matrix; or
- calling the NBN Co Customer Solutions Centre, in accordance with the contact details specified in the Contact Matrix.

NBN Co will use reasonable endeavours to acknowledge receipt of the Billing Enquiry by notifying the person specified as Customer's nominated contact person in the Billing Enquiry, within 2 Business Days of receipt of a Billing Enquiry.

The contact details for the NBN Co Billing Team are specified in the Contact Matrix, unless otherwise advised by NBN Co.

The contact details for the NBN Co Customer Solutions Centre are specified in the Contact Matrix, unless otherwise advised by NBN Co. The NBN Co Customer Solutions Centre is open from 9:00 am to 5:00 pm (Australian Eastern Standard Time or Australian Eastern Daylight Time as the case may be) during Business Days

The NBN Co Billing Team or the NBN Co Customer Solutions Centre (as the case may be) must use reasonable endeavours to respond to the Billing Enquiry within 10 Business Days of Customer raising the Billing Enquiry.

If the NBN Co Billing Team or the NBN Co Customer Solutions Centre (as the case may be) considers that it will not be able to respond to a Billing Enquiry within 10 Business Days of receipt of the Billing Enquiry, it will use reasonable endeavours to notify Customer of a revised timeframe for response.

### 1.5.3 Escalating Billing Enquiries

If Customer is not reasonably satisfied with the resolution of a Billing Enquiry, an Authorised Contact may contact the NBN Co Relationship Point of Contact to seek to resolve the issue giving rise to the Billing Enquiry.

## 1.6 Billing Disputes

### 1.6.1 Interaction with Module G of the Wholesale Broadband Agreement

Where a reference is made to clause G15 of the Wholesale Broadband Agreement, the term Dispute in that clause shall be read to mean a Billing Dispute and the term “expert” shall be read to mean the Billing Expert.

### 1.6.2 Raising a Billing Dispute

Customer can raise a Billing Dispute by completing and submitting a billing dispute notice (**Billing Dispute Notice**) to NBN Co. Customer can request a Billing Dispute Notice by submitting a Billing Enquiry in accordance with section 1.5.

Customer must complete all fields of the Billing Dispute Notice and provide all of the information required.

Without limiting the information that the form of the Billing Dispute Notice itself requires Customer to provide, Customer must provide, include the following information in relation to the Billing Dispute Notice (as applicable):

- type of Billing Dispute (e.g. standard Billing Dispute, CSG Compensation Contribution claim, Backhaul Rebate claim);
- Customer account number;
- invoice number (in respect of which Customer is raising a Billing Dispute);
- amount (exclusive of GST) of dispute or claim, including a list of the disputed items – and an indication of whether a part or all of the amount is in dispute;
- reason(s) for the Billing Dispute (e.g. a brief description of the disputed matter);
- supplementary information or evidence that supports the Billing Dispute (this may include additional documentation, or reference numbers of any issues notified to NBN Co);
- contact details for Customer’s nominated representative with whom NBN Co may communicate regarding the Billing Dispute; and
- any other information that Customer reasonably considers necessary for resolution of the Billing Dispute by NBN Co.

After Customer has completed the form of the Billing Dispute Notice, Customer must send the Billing Dispute Notice to the NBN Co Billing Team using the email address set out in the Contact Matrix.

### 1.6.3 Acknowledgement of Billing Disputes

NBN Co will use reasonable endeavours to acknowledge receipt of the Billing Dispute Notice by notifying the person specified as Customer's nominated contact person in the Billing Dispute Notice, within 2 Business Days of receipt of a Billing Dispute Notice.

NBN Co will not acknowledge receipt of the Billing Dispute Notice (and is deemed not to have received the Billing Dispute Notice) if the Billing Dispute Notice does not contain the information referred to in section 1.6.2.

If after receiving a Billing Dispute Notice or at any time in the course of the dispute resolution procedures set out in this module, NBN Co, acting reasonably, forms the view that the matters in dispute raised by the Billing Dispute Notice do not constitute a Billing Dispute (except where this module specifies that a matter which is not a Billing Dispute should be raised as a Billing Dispute), NBN Co will notify Customer as soon as practicable, in which event this section 1.6.3 ceases to apply. In these circumstances, Customer may raise the matter raised in the Billing Dispute Notice as a Dispute in accordance with Module G of the Wholesale Broadband Agreement.

### 1.6.4 Resolving Billing Disputes

NBN Co will use reasonable endeavours to investigate and resolve a Billing Dispute as soon as reasonably practicable. In any event, NBN Co shall within 30 Business Days from the date of receipt of the Billing Dispute Notice (or such longer period as is agreed by the parties), notify Customer in writing of its proposed resolution of a Billing Dispute (**Billing Dispute Resolution Notice**). The Billing Dispute Resolution Notice will explain NBN Co's proposed resolution and any action to be taken to settle the Billing Dispute by:

- \*• NBN Co (e.g. withdrawal, adjustment or refund of the disputed amount); or
- \*• Customer (e.g. payment of the disputed amount).

If:

- \*• NBN Co has not provided Customer with the Billing Dispute Resolution Notice within the timeframe set out above; or
- \*• Customer is not satisfied with the NBN Co's proposed resolution as set out in the Billing Dispute Resolution Notice

Customer may escalate the Billing Dispute under section 1.6.5.

If Customer does not escalate a Billing Dispute within 30 Business Days of receiving the Billing Dispute Resolution Notice (or such longer period as is agreed by the parties), Customer will be deemed to have accepted NBN Co's proposed resolution and section 1.6.8 will apply.

### 1.6.5 Escalation of a Billing Dispute

If Customer wishes to escalate a Billing Dispute, Customer must give NBN Co's Relationship Point of Contact a written notice (**Billing Dispute Escalation Notice**):

- \*• stating why it does not agree with NBN Co's Billing Dispute Resolution Notice; and
- \*• seeking escalation of the Billing Dispute.

NBN Co's Relationship Point of Contact will seek to resolve the Billing Dispute with Customer's Relationship Point of Contact.

If the matter cannot be resolved between the parties Relationship Points of Contact within 5 Business Days of the Billing Dispute Escalation Notice being received by NBN Co:

- either party may provide a written proposal to the other party for the appointment of a mediator to assist in resolving the Billing Dispute. Mediation will be conducted in accordance with the Mediation and Conciliation Rules of the Institute of Arbitrators and Mediators Australia, and concluded within three calendar months of the proposal (or such longer timeframe as the parties agree); or
- if the parties either do not agree to proceed to mediation or are unable to resolve the entire Billing Dispute by mediation in accordance with the timeframe specified in the paragraph above, either party may by notice to the other refer the Billing Dispute to expert determination, the conduct and determination of which will be governed by section 1.6.6 and 1.6.7 of this module.

### 1.6.6 Appointment of a Billing Expert

Within 10 Business Days of receipt of the Billing Dispute Escalation Notice, NBN Co and Customer must endeavour to agree a person to be appointed as an expert to resolve the Billing Dispute (a **Billing Expert**).

Failing agreement by the parties on the appointment of a Billing Expert, either party may request the President of the Institute of Arbitrators and Mediators Australia (or his or her nominee) to appoint as a Billing Expert an auditor who is qualified under Australian law, who accepts that appointment and is from one of the following firms:

- PricewaterhouseCoopers Australia;
- Ernst & Young Australia;
- KPMG Australia;
- Deloitte Touche Tohmatsu Australia;
- any successor firm of any of the firms listed in the paragraphs above ; or
- if all of the firms in the paragraphs above refuse to act, another audit firm that, in the reasonable opinion of the President of the Institute of Arbitrators and Mediators Australia (or his or her nominee) has sufficient experience and expertise to resolve that Billing Dispute, but who is not engaged by, or whose firm is not engaged by, NBN Co, Customer or any of their Related Bodies Corporate (unless Customer and NBN Co agree otherwise).

The parties must appoint the Billing Expert on terms that require the Billing Expert to comply with the obligations of an expert set out in clause G15 of the Wholesale Broadband Agreement.

A party may only commence court proceedings in relation to a Billing Dispute in accordance with clause G9.1 of the Wholesale Broadband Agreement.

If the Billing Dispute relates to a tax or the proportion of a tax associated with an invoice, NBN Co will, on reasonable notice from Customer (or the Billing Expert) provide information and/or assistance, as may be reasonably required by the Billing Expert, to determine the Billing Dispute.

### 1.6.7 Expert Determination Rules

An expert determination of a Billing Dispute must be conducted in accordance with clause G15.2 of the Wholesale Broadband Agreement.

The Billing Expert must provide a determination in accordance with clause G15.3 of the Wholesale Broadband Agreement.

A party can only appeal the decision of a Billing Expert in accordance with clause G15.4 of the Wholesale Broadband Agreement. Any reference in clause G15.4 to the Resolution Advisor shall be ignored.

A party must comply with clause G15.5 of the Wholesale Broadband Agreement in relation to the costs of the expert determination of a Billing Dispute.

### 1.6.8 Settling of Billing Disputes

The parties will settle Billing Disputes in accordance clause B5.5 of the Wholesale Broadband Agreement.

# NBN Co Operations Manual

## Module **67**: NBN Co Service Portal



# 1 Introduction

The NBN Co Service Portal is the primary means of NBN Co and Customer communicating with each other in respect of all ordering transactions and assurance transactions.

The NBN Co Service Portal allows Customer to log onto a secure web-based portal for the purpose of performing the following functions. Additional functions may be added to the NBN Co Service Portal by NBN Co from time to time.

Function	Action by Customer	Action by NBN Co
<b>Activation</b>		
Ordering (including connect, modify and disconnect) of Access Components <del>and</del> , Connectivity Components <u>and</u> <u>Infrastructure Components</u>	Yes	No
Viewing and scheduling appointments for Installations	Yes	Yes
Viewing, searching, filtering and exporting submitted orders	Yes	Yes
Editing orders	No	Yes
Adding comments to orders	Yes	Yes
Changing the order status	No	Yes
Adding Service IDs	No	Yes
<b>Assurance</b>		
Submitting Trouble Tickets	Yes	Yes
Viewing and scheduling appointments	Yes	Yes
Viewing, searching, filtering, and exporting Trouble Tickets	Yes	Yes
Editing Trouble Tickets	No	Yes
Adding comments to Trouble Tickets	Yes	Yes
Changing Trouble Ticket status	No	Yes
<b>Change</b>		
Creating Planned Change events	No	Yes
Updating Planned Change events	No	Yes
Viewing change NBN Co change activities	Yes	Yes
<b>Billing</b>		
<del>View</del> <u>Download Summary Invoice PDFs</u> <u>PDF files</u>	Yes	Yes
Download <del>Invoice</del> <u>BIF, BEF, and BAF XML files</u>	Yes	Yes

**Table 3: Key functions that can be performed through the NBN Co Service Portal**

This module describes:

- the general features and functions of the NBN Co Service Portal; and
- the information Customer requires to use the NBN Co Service Portal.



## 2 Web browser requirements

Customer will require a web browser to access the NBN Co Service Portal.

Subject to the functionalities associated with the particular web browser, NBN Co will ensure that the NBN Co Service Portal will support the following Customer web browsers:

- Internet Explorer 6, 7, 8 and 9;
- Firefox 3.5 and 3.5.1;
- Chrome 10.x; and
- Safari 5.04 (Macintosh only).

## 3 Authorised use of NBN Co Service Portal

### 3.1 Delegated Administrators and Authorised Users

During the on-boarding process, Customer must nominate:

- \*• either one, or two, senior employees of Customer to become the delegated administrators of the NBN Co Service Portal on behalf of Customer (each a **Delegated Administrator**); and
- \*• the employees of Customer who will become the Authorised Users of the NBN Co Service Portal on behalf of Customer;

For each nominated Delegated Administrator and Authorised User, Customer must specify the relevant employee's:

- \*• first and last names;
- \*• job title;
- \*• fixed and mobile phone numbers;
- \*• fax number;
- \*• email address;
- \*• work postal address; and
- \*• in relation to each Authorised User, whether that employee should have:
  - **Activation Rights**: that is the right to use the functionalities associated with activation of orders, as set out in Table 4 above, and more fully described in the Activation module of this NBN Co Operations Manual (Activation);
  - **Assurance Rights**: that is the right to use the functionalities associated with fault diagnosis, reporting, investigation and repair, as set out in Table 5 above, and more fully described in the Assurance module of this NBN Co Operations Manual (Assurance);
  - **Change Rights**: that is the right to use functionalities associated with viewing NBN Co Planned Change activities;
  - **Billing Rights**: that is the right to use functionalities associated with viewing and downloading Customer invoices and billing data; or
  - some combination of Activation Rights, Assurance Rights, Change Rights and Billing Rights

As soon as reasonably practicable after Customer's nomination of the Delegated Administrators and Authorised Users, NBN Co will create new Authorised User accounts for each nominated employee and, email each Delegated Administrator the user name and password for each Authorised User.

### 3.2 Requesting new Authorised Users

If a Delegated Administrator wishes to nominate additional employees of Customer as Authorised Users who have not been nominated during the on-boarding process, in accordance with section 3.1, the Delegated Administrator must submit a Trouble Ticket in respect of that request through the NBN Co Service Portal and label that request "Portal Access", specifying the details of the relevant employee, as specified in section 3.1, within the comments field through the NBN Co Service Portal (Additional Authorised User Account Request).

As soon as reasonably practicable after the receipt of the Additional Authorised User Account Request, NBN Co will create a new Authorised User account for the requested employee and, email each Delegated Administrator the user name and password for the requested employee by sending an email to the Delegated Administrator.

### 3.3 Changing or requesting new Delegated Administrators

Customer may, at any time, amend the list of existing Delegated Administrators, or request additional senior employees to become Delegated Administrators.

If Customer wishes to amend the list of existing Delegated Administrators or request additional senior employees to become Delegated Administrators, a Customer Relationship Point of Contact, a Customer Operational Point of Contact or the relevant contact person specified by Customer in the Contact Matrix must contact the NBN Co Operational Point of Contact to notify them of the change to existing Delegated Administrators, or request for additional Delegated Administrators.

Customer must, in respect of each request for an additional Delegated Administrator, specify for the relevant employee:

- \*• first and last names;
- \*• job title;
- \*• fixed and mobile phone numbers;
- \*• fax number;
- \*• email address; and
- \*• work postal address.

As soon as reasonably practicable after Customer's nomination of additional Delegated Administrators, NBN Co will create new Delegated Administrator accounts for each nominated employee and, email the Customer's contact point that submitted the request for additional Delegated Administrators the user name and password for each additional Delegated Administrator.

### 3.4 Maintaining Authorised User accounts

The Delegated Administrator is responsible for performing tasks associated with maintaining Authorised User accounts through the NBN Co Service Portal, including:

- \*• amending Authorised User details;
- \*• deleting, disabling or resetting Authorised User accounts; and
- \*• ensuring that accurate Authorised User accounts are maintained.

## 4 Accessing the NBN Co Service Portal

### 4.1 Accessing the NBN Co Service Portal

After Customer has successfully completed the requirements of Operational Accreditation Testing, NBN Co will provide Customer with the URL address through which Customer's Authorised Users can access the NBN Co Service Portal.

The URL address for the NBN Co Service Portal will display the NBN Co Service Portal login page, which prompts the Authorised User to provide their username and password.

### 4.2 Logging on to NBN Co Service Portal

An Authorised User must access the NBN Co Service Portal by entering valid user name and password details via the URL address that NBN Co provides to Customer.

The NBN Co Service Portal will automatically log out the Authorised User after a period of inactivity in the NBN Co Service Portal.

### 4.3 Authentication and security

Customers will be required to provide IP address ranges for Authorised Users and Delegated Administrators who require access to the NBN Co Service Portal. NBN Co will only permit access to the NBN Co Service Portal from these IP address ranges.

If a Delegated Administrator wishes to nominate additional IP addresses or ranges that have not been nominated during the on-boarding process, in accordance with section 3.1, the Delegated Administrator must submit a Trouble Ticket in respect of that request through the NBN Co Service Portal and label that request "IP Address Range Modification", specifying the details of the IP address range changes required.

As soon as reasonably practicable after the receipt of the IP Address Range Modification request, NBN Co will update its security rules to allow/disallow the IP addresses supplied by Customer to access the NBN Co Service Portal.

When an Authorised User or Delegated Administrator logs on to the NBN Co Service Portal, the information that is displayed in the NBN Co Service Portal will be unique to that individual (for example, in relation to an Authorised User, whether that individual has Activation Rights or Assurance Rights or both).

The username and password provided to an Authorised User or Delegated Administrator is individual to that NBN Co Service Portal user and used to ensure secure access to the NBN Co Service Portal by that NBN Co Service Portal user. Customer must ensure that such NBN Co Service Portal user does not share his or her personal login details with any other person.

NBN Co will ensure that the NBN Co Service Portal uses Hypertext Transfer Protocol Secure (HTTPS) to provide encrypted communication and secure identification (through the username and password provided to each Authorised User and Delegated Administrator) through the NBN Co Service Portal.

## 4.4 NBN Co Service Portal support

If an Authorised User requires assistance for any issues associated with the NBN Co Service Portal, the Authorised User must contact the NSOC via the contact details specified in the Contact Matrix.

Planned Outages for the NBN Co Service Portal will follow the Planned Change Notification process outlined in section 3.109 of the Assurance module. Customer will receive an email notification via the NBN Co Service Portal of the Planned Change.

Unplanned outages for the NBN Co Service Portal will be communicated by NBN Co to the person nominated by Customer in the Contact Matrix during the on-boarding process.

During NBN Co Service Portal Outages, Customer may contact the NSOC for updates on the Outages as well as Trouble Ticket updates. During Outages Customer will be unable to lodge new orders.

## 4.5 Right to restrict or prohibit use of NBN Co Service Portal

NBN Co reserves the right to restrict or prohibit access to, and use of, the NBN Co Service Portal if in its reasonable opinion any Delegated Administrator or Authorised User:

- engages in any act that damages or may potentially damage the NBN Co Service Portal;
- uses the NBN Co Service Portal in an unauthorised manner; or
- uses the NBN Co Service Portal in such a way that causes or may cause material performance issues,

provided that NBN Co may only restrict or prohibit access to the minimum extent practicable to protect the NBN Co Service Portal and any related system.

NBN Co will use reasonable endeavours to provide Customer with reasonable notice prior to such restrictions or prohibitions. Where this is not practicable in the circumstances, NBN Co will give Customer notice of the restriction or prohibition as soon as practicable after the event.

## 4.6 Terms of use of NBN Co Service Portal

Use of the NBN Co Service Portal is subject to NBN Co Service Portal Terms and Conditions. Customer must ensure that each Delegated Administrator and each Authorised User agrees to, and complies with, the NBN Co Service Portal Terms and Conditions, which may be updated by NBN Co from time to time.

A Delegated Administrator must also ensure that each Authorised User is provided with a copy of the NBN Co Service Portal Terms and Conditions prior to the first time that they log in to the NBN Co Service Portal.

# NBN Co Operations Manual

## Module **78**: Reporting



# 1 Reporting

## 1.1 Service Level Performance Report

NBN Co will provide a Service Level Performance Report to Customer in accordance with clause A2.9 of the Wholesale Broadband Agreement.

Each Service Level Performance Report will be sent electronically to the designated email address nominated by Customer in the Contact Matrix during the on-boarding process.

Subject to availability, the Service Level Performance Report will contain information regarding:

- ~~1.~~ NBN Co's performance against the Access Component connection-related Service Levels, broken down by:
  - ~~a.~~ type of Access Component connection (i.e. Type 1 Connections, Type 2 Connections, Priority Assist Connections);
  - ~~b.~~ where applicable, infrastructure type (i.e. In Place Infrastructure, Available Infrastructure, No Available Infrastructure); and
  - ~~c.~~ where applicable, geographic location (i.e. Urban, Major Rural, Minor Rural, Remote);
- ~~2.~~ NBN Co's performance against NFAS Fault rectification-related Service Levels broken down by:
  - ~~a.~~ type of NFAS Fault rectification (i.e. Standard NFAS Fault Rectification, Priority Assist NFAS Fault Rectification)
  - ~~b.~~ where applicable, infrastructure type (i.e. In Place Infrastructure, Available Infrastructure, No Available Infrastructure); and
  - ~~c.~~ where applicable, geographic location (i.e. Urban, Major Rural, Minor Rural, Remote);
- ~~3.~~ NBN Co's performance against Appointment-related Service Levels, broken down by:
  - ~~a.~~ type of Appointment-related Service Level (i.e. Kept Appointments, Type 1 Type 1/Type 2 Connection Appointments Met, Type 1/Type 2 Connection Appointments Rescheduled);
- ~~4.~~ NBN Co's performance against other activation and modification related Service Levels, broken down by:
  - ~~a.~~ type of activation (CVC, NNI Bearer); and
  - ~~b.~~ type of modification (i.e. AVC, CVC, NNI Bearer);
- ~~5.~~ NBN Co's performance against the NBN Co Platform Availability Service Level; and
- ~~6.~~ onsite maintenance callout events.

NBN Co will conduct Operational Report Reviews with Customer to review both NBN Co and Customer performance.

## 1.2 Request for ad hoc reports

Customer may request that NBN Co provide ad hoc reports.

Requests for ad hoc reports must be emailed to Customer's Operational Point of Contact, and must include details of the requested report including:

- the information and data requested, including the start and end dates for such information and data;
- the date the additional report is requested by; and
- any other information that is necessary to allow NBN Co to understand the parameters of the report being requested.

NBN Co will assess each request for ad-hoc reports on a case by case basis and may, but is not required to, provide such requested report to Customer. In its assessment, NBN Co will consider the capability and availability of the NBN Co systems and resources.

## 1.3 Governance of operational performance

### 1.3.1 Governance Processes

NBN Co and Customer agree to:

- prepare and exchange reports on NBN Co's operational performance under the Wholesale Broadband Agreement (**Governance Process Reports**);
- meet to discuss NBN Co's operational performance under the Wholesale Broadband Agreement (**Governance Process Meetings**); and
- identify action items for the purposes of improving NBN Co's operational performance under the Wholesale Broadband Agreement during the Term (**Governance Process Action Items**),

(together, the **Governance Processes**) in respect of regular periods of the Term that are agreed between NBN Co and Customer (each, a **Governance Process Period**).

NBN Co and Customer agree that:

- the Governance Processes may evolve during the Term to accommodate the learnings and experiences of the parties;
- owing to the distinguishing features and characteristics of each of the Products, the Governance Processes may need to take a different form or apply differently in respect of each of the Products, and NBN Co and Customer will work together in good faith to ensure that the Governance Processes are capable of being applied effectively and efficiently in respect of each of the Products; and
- the Governance Processes do not apply in respect of the Tasmania Tri-Area Service.

NBN Co and Customer agree that:

- billing and payment;
- network rollout and network planning;
- general network performance that does not have a specific impact on the supply of Products to Customer;
- marketing;
- commercial matters, such as the terms of the Wholesale Broadband Agreement; and
- NBN Co's operational performance in respect of Other NBN Co Customers,



are outside the scope of the Governance Processes.

### 1.3.2 Governance Process Reports

After the end of a Governance Process Period and at least one week prior to a Governance Process Meeting in respect of that Governance Process Period, NBN Co and Customer will each prepare a Governance Process Report and provide a copy of their Governance Process Report to the other party.

NBN Co and Customer agree that each Governance Process Report must contain relevant information in relation to NBN Co's operational performance under the Wholesale Broadband Agreement during the relevant Governance Process Period, including in relation to:

- NBN Co's compliance with the Service Levels;
- NBN Co's compliance with the non-binding operational performance targets;
- the frequency of the occurrence of No Fault Found (No Truck Roll Required) and No Fault Found (Truck Roll Required);
- Non-Standard Installations; and
- any other matters that NBN Co and Customer agree to include in a Governance Process Report.

The parties agree that each Governance Process Report must include relevant data and graphs showing trends over the Term of the Wholesale Broadband Agreement, and must not contain lengthy narratives.

Each party must send a copy of their Governance Process Report to the designated email address nominated by the other party in the Contact Matrix.

From time to time, NBN Co and Customer may agree to amend the form of the Governance Process Report.

### 1.3.3 Governance Process Meetings

After the parties have prepared and exchanged their Governance Process Reports in respect of a Governance Process Period, NBN Co and Customer will meet to review and discuss NBN Co's operational performance under the Wholesale Broadband Agreement during the relevant Governance Process Period.

NBN Co will host, chair and record minutes of the first Governance Process Meeting. - NBN Co and Customer will host, chair and record minutes of Governance Process Meetings on an alternate basis thereafter.

NBN Co and Customer agree that the party hosting a Governance Process Meeting will prepare and circulate a proposed agenda for the meeting, attaching copies of the relevant Governance Process Reports from each party, in advance of the Governance Process Meeting.

Customer agrees that the purpose of a Governance Process Meeting is to enable NBN Co's and Customer's representatives to:

- review and discuss each party's relevant Governance Process Report, including any discrepancies that are apparent between such reports;

- review and discuss the status of open Governance Process Action Items that were set or discussed in previous Governance Process Meetings (if any);
- set new Governance Process Action Items for the purposes of improving NBN Co's operational performance during the Term; and
- discuss such other Governance Process matters that either NBN Co or Customer wishes to discuss.

NBN Co and Customer will ensure that all of their relevant ~~Personnel~~Authorised Persons (which may include their Relationship Point of Contact and Operational Point of Contact) attend the Governance Process Meetings and are appropriately briefed and prepared to discuss the agenda items for that meeting. -NBN Co and Customer will use reasonable endeavours to keep the number of attendees at Governance Process Meetings to a minimum.

NBN Co and Customer agree that, where practicable, Governance Process Meetings should be held in person. -Where this is not practicable, the parties agree that meetings may be held by video or telephone conference, provided that all participating representatives of each party can simultaneously hear each other throughout the meeting. -NBN Co and Customer will use reasonable endeavours to conduct Governance Process Meetings efficiently.

The party hosting the Governance Process Meeting must record the minutes of the Governance Process Meeting and circulate the minutes as soon as practicable after the meeting.

### 1.3.4 Governance Process Action Items

At each Governance Process Meeting, NBN Co and Customer will (if necessary) work together in a collaborative manner to identify and set new Governance Process Action Items for the purpose of improving NBN Co's operational performance during the Term. -The parties agree that the Governance Process Action Items may include actions that drive improvements in NBN Co's operational performance in accordance with any glide paths that may have been established under the non-binding operational performance targets set out in this NBN Co Operations Manual.

In setting Governance Process Action Items, NBN Co and Customer will consider whether the proposed action items are reasonable in the circumstances, including by having regard to the costs and benefits associated with the proposed action items.

NBN Co and Customer will assign responsibility for performance of each Governance Process Action Item to a small performance improvement group, comprising equal number of representatives from each of NBN Co and Customer. -These groups will be required to report back at subsequent Governance Process Meetings until the relevant Governance Process Action Item is agreed to be closed by NBN Co and Customer.

# NBN Co Operations Manual

## Appendix



# 1 Common identifiers

NBN Co and Customer will interact and exchange information in respect of Products that NBN Co supplies to Customer over the NBN Co Network.

For the purpose of these interactions and exchanges, NBN Co will use a number of common identifiers for ease of reference. This Appendix defines these identifiers and their usage.

## 1.1 NBN Co Location ID

### 1.1.1 Description

An NBN Co Location is functionally equivalent to the Australian standard AS4819:2003 definition of an 'Address' site.

An **NBN Co Location** is defined as:

- a geographical location that occupies a real area within Australia that is either addressable or non-addressable;
- has one or more Geocodes within the geospatial boundary of the location;
- may have a physical Australian address, either absolute or relative; and
- is potentially serviceable by the National Broadband Network, as defined by government policy from time to time.

An NBN Co Location has an 'absolute' physical address type when the physical address used accurately describes the location.

An NBN Co Location has a 'relative' physical address type when the physical address used is the location of a place relative to the NBN Co Location (e.g. a traffic light or a non-premises location with a relative address).

#### 1.1.1.1 Premises

Premises means each of the following where NBN Serviceable:

- an addressable location currently used on an ongoing basis for residential, business (whether profit or not), government, health or educational purposes;
- a school as defined by the Department of Education, Employment and Workplace Relations;
- a location within a new development at an addressable location for which NBN Co is the wholesale provider of last resort;
- an addressable location for a standard telephone service;
- a payphone which is activated or which is otherwise specified by NBN Co as a premises from time to time; and
- a location which NBN Co is directed by the Minister to connect to the NBN Co Network.

Address data for a Premises may be a:

- 1. **Structured address** (Synonym: Standard address): These are structured addresses that conform to the AS4590:2006 and AS4819:2003 address formats using the set of included data elements to describe the address.

**a. Primary address;** and

**b. Complex address** (always location within a primary address).

**2. Unstructured address** (Synonym: Non-standard address): These addresses do not conform to the address format as described in AS4590:2006 and AS4819:2003 and this cannot be described using the set of known data elements in the standard address format. Four unstructured address line data elements will be made available in the data exchange model. These data elements should not be used except when it is impossible to use other more structured address data elements. E.g. university rooms, wards in a hospital.

**3. Land parcel address** (Synonym: Real property descriptor): The format of the land parcel address varies by State and Territory. The land parcel address consists of the land lot number (reference number) and the deposited plan number (if applicable) allocated to a property for sub division administration purposes prior to road numbering. Lot without a deposited plan. Note that some of these addresses actually do have a plan. These sometimes have a property name.

#### 1.1.1.2 Non-premises

A non-premises is a location which NBN Co can, but is not required, to connect (unless directed to do so by the Government). Examples of such non-premises are described below. Additional location types may be defined as agreed by NBN Co with its shareholder Ministers where capable of connection to the NBN Co Network:

- \* traffic lights / traffic light controller / electronic sign / traffic signals, including variable speed signs;
- \* bus stops, tram stops, railway stations;
- \* banking communications (EFTPOS or ATM terminal);
- \* privately operated payphones;
- \* assistance telephones (e.g. elevator or roadside phone);
- \* transformers / kiosks / pad mount substations / pole mount transformers;
- \* links / Link pole LV / MV / HV links / ABC links / dynamic switches / airbrake switches / isolators;
- \* other metering points (any service);
- \* cameras (security / traffic);
- \* bridge controls, swing bridges, traffic control gates;
- \* mobile phone cell towers / radio antennae;
- \* street lighting poles, street light controllers;
- \* band stands, rotundas, other park buildings;
- \* unmanned (council) car parks;
- \* weather monitoring devices;
- \* water (including storm water and sewage management), gas and electricity infrastructure; and
- \* public alarm and security systems.

### 1.1.2 Schema

The NBN Co Location ID follows the data schema LOCnnnnnnnnnnnnnn where:

- 'LOC' is the three letter code representing an NBN Co Location
- 'nnnnnnnnnnnn' is a 12 digit number, the last being a check digit.

Example:

• LOC000033782101

### 1.1.3 When assigned

NBN Co will allocate the NBN Co Location ID during the network planning process, or alternatively as part of resolving unknown addresses with Customer as may arise from time to time. NBN Co will provide the NBN Co Location ID to Customer through the NBN Co Service Portal, or as listed in the weekly Excel spreadsheet.

### 1.1.4 When used

Customer will use an NBN Co Location ID for any process and interaction with NBN Co that requires specifying the location of a Premises.

Examples include:

- address qualification process (as and when available);
- service Qualification process (as and when available);
- ordering a new Product or service over the NBN Co Network; and
- booking appointments (for activation and assurance purposes).

### 1.1.5 Lifetime

The NBN Co Location ID remains valid and static for a Premises once allocated.

## 1.2 Product Instance ID

### 1.2.1 Description

The Product Instance ID uniquely identifies the Product Component that NBN Co has activated for Customer in respect of an Ordered Product.

### 1.2.2 Schema

The Product Instance ID is defined by PRInnnnnnnnnnnnnn where:

- 'PRI' is the three letter code representing the Product instance
- 'nnnnnnnnnnnn' is a 12 digit number

Example:

• PRI342710029254

### 1.2.3 When assigned

NBN Co will provide the Product Instance ID to Customer during the order fulfilment process when NBN Co sends Customer a connect order completion notification. NBN Co will provide the Product Instance ID to Customer when NBN Co updates Customer's order status from "In Progress" to "Order Accepted".

A Product Instance ID will remain unchanged during the order processing.

### 1.2.4 When used

Customer will use the Product Instance ID for:

- modifying orders or requesting disconnection orders; and
- relating Charges in the billing event file and invoice to the Product instance, which Customer has ordered.

### 1.2.5 Lifetime

The Product Instance ID remains valid until NBN Co accepts a cancellation request in respect of an In Flight order or NBN Co has completed a disconnect order.

## 1.3 Service ID

### 1.3.1 Description

Different Product Components make up the Products that NBN Co will supply to Customer over the NBN Co Network. Examples of these Product Components include the AVC and the CVC.

The Service ID uniquely identifies a service associated with a Product Component. NBN Co will allocate a unique Service ID in respect of each service associated with the Product Component.

### 1.3.2 Schema

The Service ID follows the data schema SSSnnnnnnnnnnnn where:

- 'SSS' is a three letter code representing the service type
  - 'CVC' represents a Connectivity Virtual Circuit
  - 'AVC' represents an Access Virtual Circuit
- 'nnnnnnnnnnnn' is a 12 digit number

Examples:

- CVC674687487855
- AVC002901145273

### 1.3.3 When assigned

NBN Co will provide a Service ID to Customer during the order fulfilment process when NBN Co sends Customer a connect or modify order completion notification. NBN Co will provide the Service ID to Customer when NBN Co updates Customer's order status from "In Progress" to "Order Accepted".

### 1.3.4 When used

Customer will use the Service ID for:

- modifying orders or requesting disconnection orders; and
- requesting Service Level Performance Report or submitting a Trouble Ticket.

NBN Co will use the Service ID to notify Customer of any unplanned outages or notifying Customer of an unplanned outage. NBN Co will issue a Service ID to Customer to notify Customer of any impacted Products and services.

### 1.3.5 Lifetime

The Service IDs remain valid as long as the service is active in the NBN Co Network. NBN Co may need to change the Service ID during the feasibility and design stage in respect of an amendment or modification order.

## 1.4 Appointment ID

### 1.4.1 Description

The Appointment ID uniquely identifies an appointment timeslot assigned to Customer for organising to attend an End User Premises.

### 1.4.2 Schema

The Appointment ID follows the data schema APTnnnnnnnnnnnn where:

- 'APT' is a three letter code representing the fact that this is an appointment
- 'nnnnnnnnnnnn' is a 12 digit number

Example:

• APT000216237702

### 1.4.3 When assigned

NBN Co will assign an Appointment ID during the order creation process if Customer selects a valid and available appointment timeslot.

NBN Co may also allocate an Appointment ID during the life of a Trouble Ticket if and when NBN Co determines that it may need to attend the End User Premises to carry out maintenance.



#### 1.4.4 When used

Customer will use the Appointment ID in relation to any enquiry regarding an appointment, or any change to or cancel an appointment.

#### 1.4.5 Lifetime

The Appointment ID remains valid and static once allocated.

### 1.5 Order ID

#### 1.5.1 Description

The Order ID uniquely identifies an order that has been placed with NBN Co.

#### 1.5.2 Schema

The Order ID follows the data schema ORDnnnnnnnnnnnn where:

- 'ORD' is a three letter code representing an Order
- 'nnnnnnnnnnnn' is a 12 digit number

Example:

• ORD002398992452

#### 1.5.3 When assigned

NBN Co will provide an Order ID to Customer in the Acknowledged notification.

#### 1.5.4 When used

Customer will use the Order ID to:

- amend or cancel orders;
- query status of an Ordered Product.

#### 1.5.5 Lifetime

The Order ID remains valid until 30 days following the date of the Completed notification.

### 1.6 Trouble Ticket ID

#### 1.6.1 Description

A Trouble Ticket ID uniquely identifies a ticket associated with Faults, Unplanned NBN Maintenance or Planned NBN Maintenance.

#### 1.6.2 Schema

The Trouble Ticket ID follows the data schema TTTnnnnnnnnnnnn where:

- 'TTT' is a three letter code representing the ticket type.

-● 'INC' represents an incident such as a Fault or Unplanned NBN Maintenance.

-● 'CRQ' represents Planned NBN Maintenance

● 'nnnnnnnnnnnn' is a 12 digit number

Examples:

● INC428229988982

● CRQ000048377434

### 1.6.3 When assigned

If NBN Co determines that a Reported Fault is a validly reported NBN Fault, then NBN Co will issue a unique Trouble Ticket ID in respect of the relevant Trouble Ticket to Customer through the NBN Co Service Portal. NBN Co may also issue a unique Trouble Ticket ID in respect of a relevant Trouble Ticket in relation to Faults which are not NBN Faults.

A Trouble Ticket ID can also be assigned in relation to Planned NBN Maintenance and Unplanned NBN Maintenance.

### 1.6.4 When used

The Trouble Ticket ID is to be used in all communications regarding updates through the NBN Co Service Portal.

Customer can use the Trouble Ticket ID to track progress, provide additional details, or request a status update. Additionally, the Trouble Ticket ID is used when Customer is accepting or rejecting closure of Customer raised Trouble Tickets.

### 1.6.5 Lifetime

The Trouble Ticket ID remains valid and static once allocated.

## 2 Interaction Specifications

### 2.1 Activation

#### 2.1.1 Product Order Interactions

##### CCO-1

Transaction	Product Order Interactions
Initiator	Customer
Purpose	Customer will submit a order for new Connectivity Component or Access Component
Precondition/s	<ul style="list-style-type: none"> <li>• Customer has been on-boarded</li> <li>• Customer has the required prerequisites for Access Component (NNIs and CVCs)</li> </ul>
Data Specification	<p>NNI orders</p> <ul style="list-style-type: none"> <li>• Customer reference ID</li> <li>• POI</li> <li>• NNI interface type</li> <li>• TPID</li> <li>• Technical contact details               <ul style="list-style-type: none"> <li>☞ <u>•</u> Given name</li> <li>☞ <u>•</u> Family name</li> <li>☞ <u>•</u> Contact number</li> </ul> </li> </ul> <p>CVC orders</p> <ul style="list-style-type: none"> <li>• Customer reference ID</li> <li>• POI</li> <li>• CSA</li> <li>• NNI Group ID</li> <li>• S-TAG</li> <li>• Traffic Class 1</li> <li>• Traffic Class 4</li> <li>• CVC type</li> </ul> <p>AVC orders</p> <ul style="list-style-type: none"> <li>• Customer reference ID</li> <li>• Address</li> <li>• Downstream Priority Assistance Service</li> <li>• Connection type</li> <li>• Appointment ID</li> <li>• Given name</li> <li>• Family name</li> </ul>

	<ul style="list-style-type: none"> <li>• Contact number</li> <li>• Appointment site information</li> <li>• Alternate contact details</li> <li>• Configuration</li> </ul>
<b>Acknowledgement</b>	Order ID
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### CCO-2

<b>Transaction</b>	<b>Product Order Interactions</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer of rejected order
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>• Customer has placed an order for a Connectivity Component or Access Component</li> </ul>
<b>Data Specification</b>	Order Status updated to “Rejected”
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• NBN Co Service Portal email.</li> </ul>

#### CCO-3

<b>Transaction</b>	<b>Product Order Interactions</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer of acknowledgement of order
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>• Customer has placed a Connectivity or Access order</li> <li>• The order is in a status of “New”</li> </ul>
<b>Data Specification</b>	<ul style="list-style-type: none"> <li>• Order Status updated to “Acknowledged”</li> </ul>
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• NBN Co Service Portal email.</li> </ul>

#### CCO-4

<b>Transaction</b>	<b>Product Order Interactions</b>
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<b>Initiator</b>	Customer
<b>Purpose</b>	To provide additional required information on a submitted order
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Customer has placed an order for a Connectivity Component or Access Component</li> <li>The order is in a status of "Pending"</li> </ul>
<b>Data Specification</b>	Order details are updated or further information is provided as a comment on an order
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	•NBN Co Service Portal

#### CCO-5

<b>Transaction</b>	<b>Product Order Interactions</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer of requirement for further information on an order
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Customer has placed an order for a Connectivity Component or Access Component</li> <li>The order is in the status of "Acknowledged"</li> </ul>
<b>Data Specification</b>	Order Status updated to "Pending"
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>NBN Co Service Portal email.</li> </ul>

#### CCO-6

<b>Transaction</b>	<b>Product Order Interactions</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer of change of status of an order to Held
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Customer has placed an order for a Connectivity Component or Access Component</li> <li>The order is in the status of "Acknowledged"</li> </ul>
<b>Data Specification</b>	• <u>Order</u> Status updated to "Held"
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>NBN Co Service Portal email.</li> </ul>

**CCO-7**

Transaction	Product Order Interactions
Initiator	NBN Co
Purpose	To inform Customer of change of status of an order to “In Progress”
Precondition/s	<ul style="list-style-type: none"> <li>Customer has placed an order for a Connectivity Component or Access Component</li> <li>The order is in the status of “Acknowledged”</li> </ul>
Data Specification	• Order Status updated to “In Progress”
Acknowledgement	None
Timing	As required
Channel	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>NBN Co Service Portal email.</li> </ul>

**CCO-8**

Transaction	Product Order Interactions
Initiator	NBN Co
Purpose	To inform Customer of change of status of an order to “Completed”
Precondition/s	<ul style="list-style-type: none"> <li>Customer has placed an order for a Connectivity Component or Access Component</li> <li>The order is in the status of “In Progress”</li> </ul>
Data Specification	Order Status updated to “Completed”
Acknowledgement	None
Timing	As required
Channel	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>NBN Co Service Portal email.</li> </ul>

**2.1.2 Disconnect Orders****DIS-1**

Transaction	Disconnect Order
Initiator	Customer
Purpose	Customer will raise a disconnect order for a Connectivity Component or Access Components
Precondition/s	Connectivity Component and/or Access Component is activated
Data Specification	<ul style="list-style-type: none"> <li>Reference ID</li> <li>Confirm disconnection tickbox</li> </ul>

<b>Acknowledgement</b>	Order ID
<b>Timing</b>	As required
<b>Channel</b>	NBN Co Service Portal

#### DIS-2

<b>Transaction</b>	<b>Disconnect Order</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer of rejected Product order
<b>Precondition/s</b>	Customer has placed an order for a -Connectivity Component or Access Component
<b>Data Specification</b>	Order status updated to "Rejected"
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>NBN Co Service Portal email.</li> </ul>

#### DIS-3

<b>Transaction</b>	<b>Disconnect Order</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer of acknowledgement of a disconnect order
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Customer has placed an order for a Connectivity Component or Access Component</li> <li>The order is in a status of "New"</li> </ul>
<b>Data Specification</b>	Order Status updated to "Acknowledged"
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>NBN Co Service Portal Email.</li> </ul>

#### DIS-4

<b>Transaction</b>	<b>Disconnect Order</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	To provide additional required information on a submitted disconnect order

<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Customer has placed a disconnect order for a Connectivity or Access Component</li> <li>The order is in a status of "Pending"</li> </ul>
<b>Data Specification</b>	Order details are updated or further information is provided as a comment on an order
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	NBN Co Service Portal

#### DIS-5

<b>Transaction</b>	<b>Disconnect Order</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer of requirement for further information on an order
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Customer has placed a disconnect order for a Connectivity Component or Access Component</li> <li>The order is in the status of "Acknowledged"</li> </ul>
<b>Data Specification</b>	Order Status updated to "Pending"
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>NBN Co Service Portal email.</li> </ul>

#### DIS-6

<b>Transaction</b>	<b>Disconnect Order</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer of change of status or a disconnect Order to Completed
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Customer has placed a disconnect order for a Connectivity Component or Access Component</li> <li>The order is in the status of "In Progress"</li> </ul>
<b>Data Specification</b>	Order status updated to "Completed"
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>Service Portal Email.</li> </ul>



### 2.1.3 Amend or Cancel Orders

#### AME-1

<b>Transaction</b>	<b>Amend or Cancel order</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Customer will submit a request to amend or cancel an order for a Connectivity Component or Access Component
<b>Precondition/s</b>	The Connectivity Component or Access Component has been ordered (for new services) or is active (for existing services)
<b>Data Specification</b>	N/A – Customer will make request to amend by adding a comment noting the amendment or request to cancel the order within Service Portal on that order instance
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	NBN Co Service Portal

#### AME-2

<b>Transaction</b>	<b>Reject Amend or Cancel order</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To advise Customer that the requested amendment or cancellation of an order has been rejected
<b>Precondition/s</b>	Customer has requested an amendment or cancellation of an order
<b>Data Specification</b>	N/A – NBN Co will reject the request for amendment or cancellation by placing a comment on the order within the NBN Co Service Portal
<b>Acknowledgement</b>	None
<b>Timing</b>	As required
<b>Channel</b>	NBN Co Service Portal

#### AME-3

<b>Transaction</b>	<b>Reject Amend or Cancel order</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To advise Customer that the requested amendment or cancellation of an order has been accepted
<b>Precondition/s</b>	Customer has requested an amendment or cancellation of an order
<b>Data Specification</b>	N/A – NBN Co will update the order and note the change by placing a comment on the order within the NBN Co Service Portal
<b>Acknowledgement</b>	None
<b>Timing</b>	As required

<b>Channel</b>	NBN Co Service Portal
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## 2.2 Assurance

### 2.2.1 Raising a Trouble Ticket (Customer Initiated)

#### RAIAS-1

<b>Transaction</b>	<b>Identify Incident and Raise Trouble Ticket</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Customer will raise a Trouble Ticket request with the NBN Co Service Portal
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Customer has first identified the cause of the Fault is not related to the End User equipment or Customer's equipment and cannot be resolved at the first level of support</li> <li>Test results are provided.</li> </ul>
<b>Data Specification</b>	<ul style="list-style-type: none"> <li>Trouble Ticket request</li> <li>Test Results</li> <li>Appointment ID (if required).</li> </ul>
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>Phone call</li> <li>Email.</li> </ul>

#### RAIAS-2

<b>Transaction</b>	<b>Cancel Appointment</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer that the appointment booking is not required.
<b>Precondition/s</b>	Customer has raised a Trouble Ticket request with the NBN Co Service Portal
<b>Data Specification</b>	Cancel appointment message, with the reason
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>Phone call</li> <li>Email.</li> </ul>

#### RAIAS-3

<b>Transaction</b>	<b>Confirm Appointment and Trouble Ticket</b>
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<b>Initiator</b>	NBN Co
<b>Purpose</b>	NBN Co notifies Customer that the Trouble Ticket request has been lodged and the appointment booking is confirmed.
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>Valid Trouble Ticket request lodged</li> <li>Appointment booking confirmed</li> </ul>
<b>Data Specification</b>	Trouble ticket lodgement notification
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As per agreed Service Levels
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>Phone call</li> <li>Email.</li> </ul>

## 2.2.2 Raising a Trouble Ticket (NBN Co Initiated)

### RAINBN-1

<b>Transaction</b>	<b>Raise Trouble Ticket – Initiated by NBN Co</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Raise Trouble Ticket
<b>Precondition/s</b>	Trouble Ticket identified through alarm management systems.
<b>Data Specification</b>	Trouble Ticket lodgement notification
<b>Acknowledgement</b>	N/A
<b>Timing</b>	N/A
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>Phone call</li> <li>Email.</li> </ul>

## 2.2.3 Rescheduling an Appointment

### RSAAPP-1

<b>Transaction</b>	<b>Request Appointment Reschedule</b>
<b>Initiator</b>	Customer (on behalf of the End User)
<b>Purpose</b>	Customer requests the rescheduling of an existing appointment.

<b>Precondition/s</b>	Customer has: <ul style="list-style-type: none"> <li>• Booked or confirmed the initial appointment that is required to be rescheduled.</li> <li>• Selected a new, available and valid appointment.</li> <li>• Contacted NSOC via phone requesting to reschedule the appointment.</li> </ul>
<b>Data Specification</b>	<ul style="list-style-type: none"> <li>• Initial Appointment ID.</li> <li>• Valid Rescheduled (new) Appointment ID.</li> </ul>
<b>Acknowledgement</b>	The appointment reschedule request will be acknowledged and confirmed via the NBN Co Service Portal.
<b>Timing</b>	Ad hoc
<b>Channel</b>	NBN Co Service Portal

#### RSAAPP-2

<b>Transaction</b>	<b>Reject Appointment Reschedule – Invalid Appointment ID</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Notify Customer that the rescheduled (new) Appointment ID is invalid.
<b>Precondition/s</b>	Customer has: <ul style="list-style-type: none"> <li>• Booked or confirmed the initial appointment that is required to be rescheduled.</li> <li>• Selected a new Appointment ID which is invalid.</li> </ul>
<b>Data Specification</b>	<ul style="list-style-type: none"> <li>• Initial Appointment ID.</li> <li>• A new (rescheduled) invalid Appointment ID.</li> </ul>
<b>Acknowledgement</b>	N/A
<b>Timing</b>	Ad hoc
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone</li> </ul>

#### RSAAPP-3

<b>Transaction</b>	<b>Notify Customer of New Appointment</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Notify Customer that the rescheduled (new) Appointment ID is invalid.
<b>Precondition/s</b>	Customer has: <ul style="list-style-type: none"> <li>• Booked or confirmed the initial appointment that is required to be rescheduled.</li> <li>• Selected a new Appointment ID which is invalid.</li> </ul>
<b>Data Specification</b>	<ul style="list-style-type: none"> <li>• Initial Appointment ID.</li> <li>• A new (rescheduled) invalid Appointment ID.</li> </ul>

<b>Acknowledgement</b>	N/A
<b>Timing</b>	Ad hoc
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>Phone</li> </ul>

#### RSAAPP-4

<b>Transaction</b>	<b>Publish Calendar View</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	The appointment calendar will be updated with decremented appointments. The updated calendar will be published and made available to Customer via the NBN Co Service Portal. This calendar will contain the most up to date appointment slots available.
<b>Precondition/s</b>	Decrement / updated calendar appointment slots.
<b>Data Specification</b>	An updated and published calendar.
<b>Acknowledgement</b>	N/A
<b>Timing</b>	Ad hoc
<b>Channel</b>	NBN Co Service Portal

### 2.2.4 Updating a Trouble Ticket

#### UPD-1

<b>Transaction</b>	<b>Contact NSOC</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Contact NSOC to inform updates on the Trouble Ticket.
<b>Precondition/s</b>	Trouble Ticket exists in NBN Co Service Portal
<b>Data Specification</b>	Trouble Ticket comments
<b>Acknowledgement</b>	NBN Co acknowledge contact from Customer
<b>Timing</b>	Ad hoc
<b>Channel</b>	Phone

#### UPD-2

<b>Transaction</b>	<b>Update Trouble Ticket Comments</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Update comments in the NBN Co Service Portal Trouble Ticket
<b>Precondition/s</b>	Trouble Ticket exists in NBN Co Service Portal

<b>Data Specification</b>	Trouble Ticket comments
<b>Acknowledgement</b>	NBN Co Service Portal email
<b>Timing</b>	As per agreed Service Levels
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone</li> </ul>

#### UPD-3

<b>Transaction</b>	<b>Update Trouble Ticket Comments</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Update comments in the NBN Co Service Portal Trouble Ticket
<b>Precondition/s</b>	Trouble Ticket exists in NBN Co Service Portal
<b>Data Specification</b>	Trouble Ticket comments
<b>Acknowledgement</b>	NBN Co Service Portal email
<b>Timing</b>	Ad hoc
<b>Channel</b>	NBN Co Service Portal

### 2.2.5 Querying a Trouble Ticket

#### QRY-1

<b>Transaction</b>	<b>Request Status Information</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	To provide Trouble Ticket information for an existing Fault
<b>Precondition/s</b>	Trouble Ticket ID from Customer (Customer Trouble Ticket, which has been raised with the End User)
<b>Data Specification</b>	Trouble Ticket history/details
<b>Acknowledgement</b>	NBN Co receive query
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### QRY-2

<b>Transaction</b>	<b>Request Clarification</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer that more information/clarification is required

<b>Precondition/s</b>	The Trouble Ticket is invalid
<b>Data Specification</b>	Clarification message, with the reason
<b>Acknowledgement</b>	Customer receives the request for clarification message
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### QRY-3

<b>Transaction</b>	<b>Provide Status information</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Send Customer the requested Trouble Ticket history/details
<b>Precondition/s</b>	Existing Trouble Ticket
<b>Data Specification</b>	History/details sent
<b>Acknowledgement</b>	Customer receives history/details
<b>Timing</b>	As per agreed Service Levels
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### QRY-4

<b>Transaction</b>	<b>Inform Ticket Resolution</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Customer informs that the Trouble Ticket has been resolved
<b>Precondition/s</b>	Monitor Trouble Ticket Progress
<b>Data Specification</b>	Trouble ticket resolved
<b>Acknowledgement</b>	NBN Co receives information
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

## 2.2.6 Resolving a Trouble Ticket

### RES-1

<b>Transaction</b>	<b>Propose Appointment Booking</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Propose appointment booking for a field visit to the End User in order to resolve a Fault
<b>Precondition/s</b>	Existing Trouble Ticket
<b>Data Specification</b>	Appointment booking
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"><li>• Phone call</li><li>• Email.</li></ul>

### RES-2

<b>Transaction</b>	<b>Confirm Appointment Booking</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Send confirmation of appointment booking.
<b>Precondition/s</b>	NBN Co has contacted Customer with proposed appointment booking
<b>Data Specification</b>	Appointment booking confirmation
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As requested
<b>Channel</b>	<ul style="list-style-type: none"><li>• Phone call</li><li>• Email.</li></ul>

### RES-3

<b>Transaction</b>	<b>Request New Appointment Booking</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Request new appointment booking
<b>Precondition/s</b>	NBN Co has contacted Customer with proposed appointment booking
<b>Data Specification</b>	New appointment booking request
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"><li>• Phone call</li><li>• Email.</li></ul>



**RES-4**

<b>Transaction</b>	<b>Seek Assistance/Clarification</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Request clarification, additional information or test results from Customer
<b>Precondition/s</b>	More clarity required on Trouble Ticket details
<b>Data Specification</b>	Clarification request
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

**RES-5**

<b>Transaction</b>	<b>Provide Assistance/Clarification</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Provide assistance or clarification on a Trouble Ticket
<b>Precondition/s</b>	Existing Trouble Ticket
<b>Data Specification</b>	Assistance or clarification provided
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

**RES-6**

<b>Transaction</b>	<b>Send Notification on Trouble Ticket Progress</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Notify Customer of Trouble Ticket progress
<b>Precondition/s</b>	Existing Trouble Ticket
<b>Data Specification</b>	Notification
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As required

<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>
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## 2.2.7 Closing a Trouble Ticket (NBN Co Initiated)

### CLS-1

<b>Transaction</b>	<b>Send Trouble Ticket Clear Request</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Contact Customer to close the Trouble Ticket
<b>Precondition/s</b>	The Trouble Ticket is in resolved status in the NBN Co Service Portal.
<b>Data Specification</b>	Clear request sent
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

### CLS-2

<b>Transaction</b>	<b>Contact After to Confirm Closure</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Contact Customer to confirm closure of the Trouble Ticket
<b>Precondition/s</b>	No contact received from Customer to close the Trouble Ticket after 1 business day of the Trouble Ticket being cleared
<b>Data Specification</b>	N/A
<b>Acknowledgement</b>	N/A
<b>Timing</b>	1 Business Day after clearance request if no contact received from Customer
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

### CLS-3

<b>Transaction</b>	<b>Send Accept Notification</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	To inform NBN Co the acceptance to close a Trouble Ticket
<b>Precondition/s</b>	Confirmation from Customer that the End User service is restored

<b>Data Specification</b>	<ul style="list-style-type: none"> <li>• Closure acceptance notification sent</li> <li>• Trouble Ticket Closed.</li> </ul>
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As requested
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### CLS-4

<b>Transaction</b>	<b>Send Closure Notification</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To inform Customer that a Trouble Ticket has been closed
<b>Precondition/s</b>	Customer confirmed with the End User that the service has been restored
<b>Data Specification</b>	Closure notification sent
<b>Acknowledgement</b>	N/A
<b>Timing</b>	After receiving notification from Customer of acceptance of closure or 2 Business Days after clearance request sent if no Customer contact received
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### CLS-5

<b>Transaction</b>	<b>Send Reject Notification</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	To inform NBN Co that a Trouble Ticket closure is rejected
<b>Precondition/s</b>	End User service failed test
<b>Data Specification</b>	Reject notification sent
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

## 2.2.8 Closing a Trouble Ticket (Customer Initiated)

### CAN-1

<b>Transaction</b>	<b>Request Cancellation</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	To cancel a Trouble Ticket that is no longer required
<b>Precondition/s</b>	Valid Trouble Ticket exists
<b>Data Specification</b>	Cancellation request from Customer
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"><li>• NBN Co Service Portal</li><li>• Phone call</li><li>• Email.</li></ul>

### CAN-2

<b>Transaction</b>	<b>Close Trouble Ticket (with cancellation code)</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	To close a Trouble Ticket (with cancellation code) that is no longer required
<b>Precondition/s</b>	Valid Trouble Ticket exists
<b>Data Specification</b>	Trouble Ticket closed
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"><li>• NBN Co Service Portal</li><li>• Phone call</li><li>• Email.</li></ul>

## 2.2.9 Escalating a Trouble Ticket

### ESC-1

<b>Transaction</b>	<b>Request Escalation</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Customer requests escalation of a specific Trouble Ticket
<b>Precondition/s</b>	Existing and still open Trouble Ticket
<b>Data Specification</b>	Escalate Trouble Ticket interaction flow

<b>Acknowledgement</b>	N/A
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### ESC-2

<b>Transaction</b>	<b>Advise Customer of Invalid Escalation Request</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Advise Customer of invalid escalation request
<b>Precondition/s</b>	Escalation request received for an existing and still open Trouble Ticket
<b>Data Specification</b>	Notification to inform invalid escalation request
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### ESC-3

<b>Transaction</b>	<b>Provide Plan of Action</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Provide a plan of action for an escalated Trouble Ticket
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>• Prioritised Trouble Ticket</li> <li>• Request from Customer to escalate a specific Trouble Ticket.</li> </ul>
<b>Data Specification</b>	N/A
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

#### ESC-4

<b>Transaction</b>	<b>Agree Plan of Action</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Agreement on NBN Co plan of action

<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>• Prioritised Trouble Ticket</li> <li>• Request from Customer to escalate a specific Trouble Ticket.</li> </ul>
<b>Data Specification</b>	N/A
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call</li> <li>• Email.</li> </ul>

## 2.2.10 Notifying Planned NBN Maintenance

### NPE-1

<b>Transaction</b>	<b>Notify Planned NBN Maintenance</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Notification of Planned NBN Maintenances
<b>Precondition/s</b>	N/A
<b>Data Specification</b>	Customers has been notified of Planned NBN Maintenance
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	NBN Co Service Portal

### NPE-2

<b>Transaction</b>	<b>Notify Planned NBN Maintenance Start</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Notification of Planned NBN Maintenance start
<b>Precondition/s</b>	Customer has been notified of Planned NBN Maintenance
<b>Data Specification</b>	Customers have been notified of the start of a Planned NBN Maintenance
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	NBN Co Service Portal

### NPE-3

<b>Transaction</b>	<b>Notify Planned NBN Maintenance Completion</b>
<b>Initiator</b>	NBN Co

<b>Purpose</b>	Notification of a Planned NBN Maintenance completion
<b>Precondition/s</b>	Customer has been notified of Planned NBN Maintenance start
<b>Data Specification</b>	Customers has been notified of the completion of a Planned NBN Maintenance
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	NBN Co Service Portal

## 2.2.11 Querying Planned NBN Maintenance

### QPE-1

<b>Transaction</b>	<b>Request Status Information</b>
<b>Initiator</b>	Customer
<b>Purpose</b>	Seek information on Planned NBN Maintenance prior to implementation date
<b>Precondition/s</b>	Customers have been notified of a Planned NBN Maintenance
<b>Data Specification</b>	Send request for information
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As required
<b>Channel</b>	<ul style="list-style-type: none"> <li>NBN Co Service Portal</li> <li>Phone Call</li> </ul>

### QPE-2

<b>Transaction</b>	<b>Request Clarification</b>
<b>Initiator</b>	NBN Co
<b>Purpose</b>	Seek additional information or clarify original request
<b>Precondition/s</b>	Customer has sent a request for information
<b>Data Specification</b>	NBN Co has responded seeking clarification
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As required
<b>Channel</b>	NBN Co Service Portal Phone call.

### QPE-3

<b>Transaction</b>	<b>Provide Planned NBN Maintenance Information</b>
<b>Initiator</b>	NBN Co

<b>Purpose</b>	To provide additional information about the Planned NBN Maintenance to Customer prior to implementation
<b>Precondition/s</b>	Customer has requested additional information
<b>Data Specification</b>	Response provided to Customer
<b>Acknowledgement</b>	N/A
<b>Timing</b>	As applicable
<b>Channel</b>	<ul style="list-style-type: none"> <li>• NBN Co Service Portal</li> <li>• Phone call.</li> </ul>



## 3 Billing

### 3.1 Invoice Summary Example

#### 3.1.1 Introduction

The Invoice Summary section provides information regarding NBN Co's account and invoice details to Customer. It includes a summary of the ~~charges~~Charges, and the ~~due-date~~Due Date for payment. ~~These charges~~The Charges are categorised into a summary of ~~charges~~Charges by ~~product~~Product, and the ~~billing-period~~applicable Billing Period. It further provides information on how to pay the NBN Co invoice.

**Broadbanding Australia**

**Tax Invoice**

  
**NBN Co Limited**

1

ABN: 86 136 533 741  
Website: [nbnco.com.au](http://nbnco.com.au)  
Telephone: 1800 881 816  
Enquiries: [billing@nbnco.com.au](mailto:billing@nbnco.com.au)

2

To: Access Seeker Example 1 Pty Ltd  
ABN: 12345678901  
123 Wideband St.  
Broadbeach QLD 4120

3

Account No: BAN000000009999  
Access Seeker ID: ASI000000009998  
Invoice No: 1000000001  
Issue Date: 04 March 2015

4

New charges (exclusive of GST)	GST (on new charges)	Invoice Total	Payment Due Date
\$7,014.91	\$671.49	\$7,686.40	04 April 2015

**Invoice Summary**

5

	Billing Period	GST Applicable	Amount
<b>Network to Network Interfaces</b>			
New charges	To 03/03/2015	Y	\$1,014.29
New charges	04/03/2015 03/04/2015	Y	\$400.00
<b>Sub-Total</b>			<b>\$1,414.29</b>
<b>Connectivity Virtual Circuits</b>			
New charges	To 03/03/2015	Y	\$2,357.15
New charges	04/03/2015 03/04/2015	Y	\$3,000.00
<b>Sub-Total</b>			<b>\$5,357.15</b>
<b>Access Virtual Circuits</b>			
New charges	To 03/03/2015	Y	\$10.13
New charges	04/03/2015 03/04/2015	Y	\$55.50
<b>Sub-Total</b>			<b>\$65.63</b>
<b>User Network Interfaces</b>			
New charges	To 03/03/2015	Y	\$1.34
New charges	04/03/2015 03/04/2015	Y	\$15.00
<b>Sub-Total</b>			<b>\$16.34</b>
<b>Other Charges and Credits</b>			
New charges	To 03/03/2015	Y	\$138.50 CR
New charges	To 03/03/2015	N	\$300.00
<b>Sub-Total</b>			<b>\$161.50</b>
<b>New Charges (exclusive of GST)</b>			<b>\$7,014.91</b>
<b>GST (on new charges)</b>			<b>\$671.49</b>
<b>Invoice Total</b>			<b>\$7,686.40</b>

6

All amounts are subject to GST unless otherwise indicated.  
All charges are displayed exclusive of GST. GST on Adjustment Notes are issued separately.

**How to pay**

Account No: BAN000000009999  
Payment Due Date: 04 April 2015  
Invoice No: 1000000001

7

**Electronic Funds Transfer**  
Account Name: NBN Co Limited  
Bank Name: Commonwealth Bank  
BSB: 999-999  
Account Number: 999999999  
Remittance Reference: 1000000001  
Please send remittance advice to: [payments@nbnco.com.au](mailto:payments@nbnco.com.au)

  
**NBN Co Limited**  
Broadbanding Australia  
Level 40, 360 Elizabeth St  
Melbourne VIC 3000

# Tax Invoice



**To:** Customer 1 Pty Ltd  
ABN: 12345678910  
123 Wideband St.  
Broadbeach QLD 4120

ABN: 86 136 533 741  
Website: nbnco.com.au  
Telephone: 1800 881 816  
Enquiries: billing@nbnco.com.au  
Account No: BAN000000009999  
Access Seeker ID: ASI000000009998  
Invoice No: 1000000005  
Issue Date: 04 March 2015

New charges (exclusive of GST)	GST (on new charges)	Invoice Total	Payment Due Date
\$349,605.63	\$34,930.56	\$384,536.19	04 April 2015

## Invoice Summary

	Billing Period	GST Applicable	Amount
<b>Network to Network Interfaces</b>			
New charges	To 03/03/2015	Y	\$2,180.45
New charges	04/03/2015 03/04/2015	Y	\$45,000.00
			<b>Sub-Total \$47,180.45</b>
<b>Connectivity Virtual Circuits</b>			
New charges	To 03/03/2015	Y	\$19,376.69
New charges	04/03/2015 03/04/2015	Y	\$174,200.00
			<b>Sub-Total \$193,576.69</b>
<b>Access Virtual Circuits</b>			
New charges	To 03/03/2015	Y	\$2,673.33
New charges	04/03/2015 03/04/2015	Y	\$82,450.50
			<b>Sub-Total \$85,123.83</b>
<b>User Network Interfaces</b>			
New charges	To 03/03/2015	Y	\$223.54
New charges	04/03/2015 03/04/2015	Y	\$11,250.00
			<b>Sub-Total \$11,473.54</b>
<b>Facilities Access</b>			
New charges	To 03/03/2015	Y	\$547.72
New charges	04/03/2015 03/04/2015	Y	\$13,000.00
			<b>Sub-Total \$13,547.72</b>
<b>Billing Event Adjustments</b>			
Adjustments	To 03/03/2015	Y	\$1,458.10 CR
			<b>Sub-Total \$1,458.10 CR</b>
<b>Other Charges and Credits</b>			
Other Charges and Credits	To 03/03/2015	Y	\$138.50 CR
Other Charges and Credits	To 03/03/2015	N	\$300.00
			<b>Sub-Total \$161.50</b>
			<b>New Charges (exclusive of GST) \$349,605.63</b>
			<b>GST (on new charges) \$34,930.56</b>
			<b>Invoice Total \$384,536.19</b>

All amounts are subject to GST unless otherwise indicated.  
All charges are displayed exclusive of GST.

## How to pay

Account No: BAN000000009999 Invoice No: 1000000005  
Payment Due Date: 04 April 2015

## Electronic Funds Transfer

Account Name: NBN Co Limited  
Bank Name: Commonwealth Bank  
BSB: 062-438  
Account Number: 10240786  
Remittance Reference: 1000000005  
Please send remittance advice to: payments@nbnco.com.au



### **3.23.1.2 Detailed explanation of the Invoice Summary Notes**

#### **1. NBN Co Information**

This section ~~of the electronic invoice~~ provides ~~information to Customer on~~ NBN Co company ~~information~~ and contact information to Customer for the purpose of lodging a Billing Enquiry in respect of the invoice.

#### **2. Customer ~~information~~Information**

This section provides the billing address information of Customer.

#### **3. Account and Invoice Information**

This section provides the billing account details, invoice number and issue date of the invoice.

#### **4. Summary of Charges**

This section provides the total amount of the invoice and the date the payment is due.

#### **5. Invoice Summary**

This section provides a summary of the ~~charges~~Charges categorised by the relevant ~~NBN Co products~~Products. Each ~~product~~Product is categorised by the Billing Period ~~that to which~~ the ~~charge~~Charge relates, and the applicability of any GST ~~charges that~~.

#### **6. Billing Event Adjustments**

This section provides the total amount of any service-level adjustments and/or dispute settlements that were provided in a BEF file during the Billing Period. Any service-level adjustments and/or dispute settlements for previous Billing Periods are ~~applicable~~included in a Billing Adjustment File and are not included in this section.

#### **7. Other Charges and Credits**

~~6~~This section provides the total amount of charges listed in the Other Charges and Credits section. This may include account-level adjustments and/or discounts provided during the Billing Period.

#### **8. GST**

All charges displayed on the NBN Co invoice are exclusive of GST, unless otherwise stated. The GST calculated on this invoice does not include any GST totals ~~that are included in the Adjustment Notes section, in the Statement Summary section, including sub-sections Adjustment Notes and/or Billing Adjustment Files. Customers should refer to these sections for any additional GST.~~

#### **79. Payment Information**

This section provides the payment details for Customers to make payments to NBN Co. It also provides the remittance information details required once payments are made to NBN Co's nominated bank account.

Refer to the Payment Information on your invoice for NBN Co's current bank details.

### 3.3 ~~Statement Summary Example~~

## 3.2 Invoice Detail

### 3.2.1 Introduction

The ~~Statement Summary Invoice Detail~~ section provides a list ~~any payments, adjustments that have been processed since the last invoice has been of~~ Billing Event Files (BEF) issued by NBN Co to Customer during the Billing Period. It ~~may also provides a list of any outstanding invoices, include the Other Charges and Credits section that provides a list of any account-level adjustments and account-level dispute settlements processed during the Billing Period.~~

Account No: BAN000000009999

Invoice No: 1000000005

Issue Date: 4 March 2015

**NBN Co**

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Invoice Detail

Billing Event Files

10

Date	Filename	New Charges GST Applicable	New Charges GST Not Applicable	Total Amount
04/02/2015	BEF_BAN000000009999_000011	\$0.00	\$0.00	\$0.00
05/02/2015	BEF_BAN000000009999_000012	\$546.89	\$0.00	\$546.89
06/02/2015	BEF_BAN000000009999_000013	\$0.00	\$0.00	\$0.00
07/02/2015	BEF_BAN000000009999_000014	\$0.00	\$0.00	\$0.00
08/02/2015	BEF_BAN000000009999_000015	\$0.00	\$0.00	\$0.00
09/02/2015	BEF_BAN000000009999_000016	\$2,478.36	\$0.00	\$2,478.36
10/02/2015	BEF_BAN000000009999_000017	\$365.25	\$0.00	\$365.25
11/02/2015	BEF_BAN000000009999_000018	\$0.00	\$0.00	\$0.00
12/02/2015	BEF_BAN000000009999_000019	\$116.75	\$0.00	\$116.75
13/02/2015	BEF_BAN000000009999_000020	\$433.66	\$0.00	\$433.66
14/02/2015	BEF_BAN000000009999_000021	\$1,987.55	\$0.00	\$1,987.55
15/02/2015	BEF_BAN000000009999_000022	\$256.90	\$0.00	\$256.90
16/02/2015	BEF_BAN000000009999_000023	\$3,410.34	\$0.00	\$3,410.34
17/02/2015	BEF_BAN000000009999_000024	\$0.00	\$0.00	\$0.00
18/02/2015	BEF_BAN000000009999_000025	\$760.45	\$0.00	\$760.45
19/02/2015	BEF_BAN000000009999_000026	\$0.00	\$0.00	\$0.00
20/02/2015	BEF_BAN000000009999_000027	\$468.35	\$0.00	\$468.35
21/02/2015	BEF_BAN000000009999_000028	\$0.00	\$0.00	\$0.00
22/02/2015	BEF_BAN000000009999_000029	\$775.23	\$0.00	\$775.23
23/02/2015	BEF_BAN000000009999_000030	\$3,144.76	\$0.00	\$3,144.76
24/02/2015	BEF_BAN000000009999_000031	\$0.00	\$0.00	\$0.00
25/02/2015	BEF_BAN000000009999_000032	\$1,375.90	\$0.00	\$1,375.90
26/02/2015	BEF_BAN000000009999_000033	\$870.67	\$0.00	\$870.67
27/02/2015	BEF_BAN000000009999_000034	\$660.45	\$0.00	\$660.45
28/02/2015	BEF_BAN000000009999_000035	\$2,569.43	\$0.00	\$2,569.43
01/03/2015	BEF_BAN000000009999_000036	\$422.87	\$0.00	\$422.87
02/03/2015	BEF_BAN000000009999_000037	\$1,468.34	\$0.00	\$1,468.34
03/03/2015	BEF_BAN000000009999_000038	\$0.00	\$0.00	\$0.00
04/03/2015	BEF_BAN000000009999_000039	\$327,331.98	\$0.00	\$327,331.98

Total	\$349,444.13	\$0.00	\$349,444.13
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Other Charges and Credits

11

Date	Description	Reference Number	GST	Amount
15/02/2015	Access Virtual Circuit Adjustment	A-0001	Y	\$16.50
17/02/2015	Network to Network Interface Adjustment	A-0002	Y	\$200.00 CR
03/03/2015	Billing Adjustment	A-0003	Y	\$100.00 CR
15/02/2015	Connectivity Virtual Circuit Adjustment	A-0004	Y	\$145.00
16/02/2015	Late Interest Fee	A-0005	N	\$300.00
Total				\$161.50

2

### **3.2.2 Detailed explanation of the Invoice Detail**

#### **10. Billing Event Files (BEF)**

This section provides a list of BEFs made available by NBN Co to Customer during the Billing Period. All BEFs issued during the Billing Period will be listed on the invoice.

#### **11. Other Charges and Credits**

The Other Charges and Credits section ~~provide~~provides a list of any ~~other charges~~account level adjustments and/or dispute settlements processed within the Billing Period.

Any account-level adjustments that have been ~~calculated on the~~ processed to a previous Billing Period, will be shown in the Statement Summary section and not included in this section.

### **3.3 Statement Summary**

#### **3.3.1 Introduction**

The Statement Summary section provides a list of any payments, adjustment notes and Billing Adjustment Files in respect of previous Billing Periods that have been processed since the last invoice was issued by NBN Co. It also provides a current list of any outstanding balances in the Outstanding Invoice Summary.

Account No: BAN000000009999

Invoice No: 1000000001

Issue Date: 04 April 2015



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### Payments Received

8

Date	Payment Method	Type	Invoice Number	Amount
15/02/2015	EFT	Payment	0000000001	\$54,239.78 CR
17/02/2015	EFT	Payment	Unallocated	\$34,666.90 CR
<b>Total</b>				<b>\$88,906.68 CR</b>

### Adjustment Notes

9

Date	Description	Reference Number	Invoice Number	GST Applicable	Amount
15/02/2015	Dispute Settlement	D-00001	0000000001	Y	\$2,456.89 CR
17/02/2015	Service Level Rebate	S-00001	Unallocated	Y	\$46,999.99 CR
<b>Total</b>					<b>\$49,456.88 CR</b>

**Note:** The Adjustment Notes listed in this section do not contribute to the balances for this invoice.  
All charges are listed exclusive of GST. Please refer to the separate Adjustment Note issued.

### Outstanding Invoice Summary

10

Date	Invoice No	Due	Date	Invoice Total	Remaining
<b>Balance</b>					
05/11/2014	0000000001	06/12/2014		\$55,429.23	\$1,189.45
05/12/2014	0000000002	06/01/2014		\$34,666.90	\$34,666.90
05/01/2015	0000000003	06/02/2015		\$23,819.56	\$23,819.56
05/02/2015	0000000004	06/03/2015		\$78,345.26	\$78,345.26
<b>Total Outstanding</b>					<b>\$138,021.17</b>

### Other Charges and Credits

11

Date	Description	Reference Number	GST	Amount
15/02/2015	Access Virtual Circuit Adjustment	A-0001	Y	\$16.50
17/02/2015	Network to Network Interface Adjustment	A-0002	Y	\$200.00 CR
03/03/2015	Billing Adjustment	A-0003	Y	\$100.00 CR
15/02/2015	Connectivity Virtual Circuit Adjustment	A-0004	Y	\$145.00
16/02/2015	Late Interest Fee	A-0005	N	\$300.00
<b>Total</b>				<b>\$161.50</b>

Account No: BAN000000009999

Invoice No: 1000000005

Issue Date: 4 March 2015



## Statement Summary

## Payments Received

Date	Payment Method	Type	Invoice Number	Amount
15/02/2015	EFT	Payment	1000000003	\$391,130.56 CR
17/02/2015	EFT	Payment	Unallocated	\$380,000.00 CR
Total				\$771,130.56 CR

## Billing Adjustment Files

Date	Filename	Adjustments GST Applicable	Adjustments GST Not Applicable	Total Amount
04/02/2015	BAF_BAN000000009999_000001	\$110.00 CR	\$0.00 CR	\$110.00 CR
05/02/2015	BAF_BAN000000009999_000002	\$11,345.50 CR	\$0.00 CR	\$11,345.50 CR
06/02/2015	BAF_BAN000000009999_000003	\$5,755.23 CR	\$2,380.00 CR	\$8,135.23 CR
Total		\$17,210.73 CR	\$2,380.00 CR	\$19,590.73 CR
GST (in Billing Adjustment Files)				\$1,721.07 CR

## Adjustment Notes

Date	Description	Reference Number	Invoice Number	GST Applicable	Amount
15/02/2015	Dispute Settlement	D-00001	1000000001	Y	\$2,456.82 CR
17/02/2015	Service Level Rebate	S-00001	Unallocated	Y	\$46,999.99 CR
Total					\$49,456.81 CR
GST (in Adjustment Notes)					\$4,945.68 CR

Note: The Adjustment Notes and Billing Adjustment Files section totals do not contribute to the balances for this invoice.  
All charges are listed exclusive of GST.

## Outstanding Invoice Summary

Date	Invoice No	Due Date	Invoice Total	Remaining Balance
05/11/2014	1000000001	06/12/2014	\$355,429.23	\$11,056.67
05/12/2014	1000000002	06/01/2015	\$384,666.90	\$1,045.78
05/01/2015	1000000003	06/02/2015	\$393,819.56	\$2,689.00
05/02/2015	1000000004	06/03/2015	\$408,345.26	\$28,345.26
Total Outstanding				\$43,136.71



### **3.43.3.2 Detailed explanation of the Statement Summary Notes**

#### **812. Payments Received**

This section provides a list of all payments processed by NBN Co since the last invoice was issued, and the invoice to which the payment was allocated. Payments are usually processed by NBN Co within 2 Business Days of the payment being received by NBN Co.

If a Payments are allocated as per the allocation instructions given by Customer with a payment remittance. The types of allocations listed under the Invoice Number column are as follows:

- Invoice Number – Lists the invoice number the payment was allocated to in full
- Partially Allocated – Indicates that the payment was partially allocated to an invoice
- Multiple Allocations – Indicates that the payment was allocated to multiple invoices
- Unallocated – Indicates that the payment has a value of “Unallocated” it means not yet been allocated to an invoice

Any subsequent allocation activity completed by NBN Co after the invoice has not allocated the payment to a previously been issued will not be shown on the next issued invoice.

If a Customer should requires any additional information regarding the allocation rules above, Customer may lodge a Billing Enquiry in accordance with section 1.5 of the Billing module of this NBN Co and provide allocation instructions Operations Manual.

Allow 2 Business Days for any payment processing to appear.

#### **9-13. Billing Adjustment Files (BAF)**

This section provides a list of any BAFs made available by NBN Co to Customer during the Billing Period. BAFs include any service level adjustments processed to Charges for previous Billing Period invoices.

BAFs will adjust the outstanding balance of the original invoice that the Charges were generated against. The BAF will contain the individual invoice number that the service level adjustment was processed against.

All BAF amounts shown in this section do not alter the total amount payable of the current invoice, and are provided in the Statement Summary section for informational purposes only.

Please note that Customer should consider the totals of any GST listed here for accounting purposes.

#### **14. Adjustment Notes**

This section provides details of any account level adjustments that have been processed to a previously issued previous Billing Period invoice.

If an adjustment has a value of “Unallocated” it means NBN Co has not allocated the adjustment to a previously issued invoice. Customer should lodge a Billing Enquiry with NBN Co and provide allocation instructions.

Note that adjustments in this section do not contribute to the current invoice total. Any account level adjustments applied to the current invoice will be displayed in under the “Other Charges and Credits” heading in the Invoice Detail section. Adjustments will be shown on the invoice issued after the adjustment has been processed by NBN Co.

~~10-~~ Allocation values at the time the invoice was issued will be identified under the 'Invoice Number' heading are as follows:

- Invoice Number – Lists the invoice number the adjustment was allocated to in full
- Multiple Allocations - Indicates that the adjustment was allocated to multiple invoices
- Partially Allocated - Indicates that the adjustment was partially allocated to an invoice
- Unallocated - Indicates that the payment has not yet been allocated to an invoice

If a Customer requires any additional information regarding the allocation rules above, Customer may lodge a Billing Enquiry in accordance with section 1.5 of the Billing module of this NBN Co Operations Manual.

### **15. Outstanding Invoice Summary**

This section provides ~~the~~ Customer with a breakdown of ~~any remaining balances for~~ previously issued invoices after any payments and adjustments have been processed. ~~Customers should make payment of~~ Customer must pay any outstanding invoices immediately, unless in accordance with the terms of the Wholesale Broadband Agreement.

## **3.4 Billing Invoice Files**

### **3.4.1 Introduction**

As described in section 1.2.1.2 of the Billing module of this NBN Co Operations Manual, the BIF is a machine-readable version of the Summary Invoice. The BIF does not include any information set out within the Statement Summary section.

The B2B Gateway Developers Guide – Billing provides a ~~valid Billing Dispute has been raised-~~ detailed description and examination of NBN Co's XML messaging structures for BIF files.

## **3.5 ~~14~~ Billing Event Files and Billing Adjustment Files**

### **3.5.1 Introduction**

The BEF and BAF files have the same XML structure and are based on the ETIS industry standard format. The B2B Gateway Developers Guide – Billing provides a detailed description and examination of NBN Co's XML messaging structures for invoice, BEF and BAF files.

Customer can request a copy of the B2B Gateway Developers Guide - Billing by lodging a Billing Enquiry in accordance with section 1.5 of the Billing module of this NBN Co Operations Manual.

BEF/BAF files ~~=Other Charges and Credits~~

~~This section provides any other charges, adjustment or rebates that have been applied to the current invoice. These charges could include late payment interest and any amount arising from resolution of a Billing Dispute processed and other charges as defined by NBN Co from time to time.~~


### 3.5 Invoice Detail Example

The Invoice Detail section provides the detail of each charge item that have been applied to the Customer's account. It provides the date the charge was applied, the NBN Co service identifiers, product description, the Billing Period the charge relates and the total amount of the charge.

Account No: BAN000000009999

Invoice No: 1000000001

Issue Date: 04 April 2015

  
NBN Co  
Limited

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Invoice Detail

Network to Network Interfaces

12

Date	Product Inst ID	Service ID	Description	GST	From	To	Amount
18/02/2015	PRID0000000001	NNI0000000001	NNI Capacity 100Base-LX <10 km MRC	Y	18/02/2015	03/03/2015	\$100.00
04/03/2015	PRID0000000001	NNI0000000001	NNI Capacity 100Base-LX <10 km MRC	Y	04/03/2015	03/04/2015	\$200.00
18/02/2015	PRID0000000001	NNI0000000001	NNI Capacity 100Base-LX <10 km Install	Y			\$1,000.00
04/03/2015	PRID0000000002	NNI0000000002	NNI Capacity 100Base-LX <10 km MRC	Y	04/03/2015	03/04/2015	\$200.00
04/02/2015	PRID0000000003	NNI0000000003	NNI Capacity 100Base-LX <10 km MRC	Y	04/02/2015	15/02/2015	\$85.71 CR

Network to Network Interfaces Total \$1,414.29

Connectivity Virtual Circuits

13

Date	Prod ID	Service ID	Description	GST	From	To	Amount
15/02/2015	PRID0000000011	CVC0000000001	CVC Traffic Class 4 Capacity 100 Mbps MRC	Y	15/02/2015	03/03/2015	\$1,214.29
04/03/2015	PRID0000000011	CVC0000000001	CVC Traffic Class 4 Capacity 100 Mbps MRC	Y	04/03/2015	03/04/2015	\$2,000.00
15/02/2015	PRID0000000011	CVC0000000001	CVC Transitional Rebate - 100 Mbps MRD	Y	15/02/2015	03/04/2015	\$1,214.29 CR
04/03/2015	PRID0000000011	CVC0000000001	CVC Transitional Rebate - 100 Mbps MRD	Y	04/03/2015	03/04/2015	\$2,000.00 CR
04/03/2015	PRID0000000012	CVC0000000002	CVC Traffic Class 4 Capacity 150 Mbps MRC	Y	04/03/2015	03/04/2015	\$3,000.00
04/03/2015	PRID0000000012	CVC0000000002	CVC Transitional Rebate—Up to 150 Mbps *	Y	04/03/2015	03/04/2015	\$3,000.00 CR
04/02/2015	PRID0000000013	CVC0000000003	CVC Traffic Class 4 Capacity 100 Mbps MRC	Y	04/02/2015	14/02/2015	\$785.71 CR
04/02/2015	PRID0000000013	CVC0000000003	CVC Transitional Rebate - 100 Mbps MRD	Y	04/02/2015	14/02/2015	\$785.71
15/02/2015	PRID0000000014	CVC0000000004	CVC Traffic Class 4 Capacity 150 Mbps MRC	Y	04/02/2015	15/02/2015	\$1,285.71 CR
15/02/2015	PRID0000000014	CVC0000000004	CVC Transitional Rebate—Up to 150 Mbps *	Y	04/03/2015	03/04/2015	\$3,000.00 CR
15/02/2015	PRID0000000014	CVC0000000004	CVC Traffic Class 4 Capacity 300 Mbps MRC	Y	15/02/2015	03/03/2015	\$3,642.86
15/02/2015	PRID0000000014	CVC0000000004	CVC Traffic Class 4 Capacity 300 Mbps MRC	Y	04/03/2015	03/04/2015	\$6,000.00
15/02/2015	PRID0000000014	CVC0000000004	CVC Modification fee (Unicast)	Y			\$0.00

Connectivity Virtual Circuits Total \$5,357.15

Access Virtual Circuits

14

Date	Prod ID	Service ID	Description	GST	From	To	Amount
15/02/2015	PRID0000000021	AVC0000000001	AVC Traffic Class 4 Capacity 12/1 Mbps MRC	Y	15/02/2015	03/03/2015	\$10.02
04/03/2015	PRID0000000021	AVC0000000001	AVC Traffic Class 4 Capacity 12/1 Mbps MRC	Y	04/03/2015	03/04/2015	\$16.50
04/03/2015	PRID0000000022	AVC0000000002	AVC Traffic Class 4 Capacity 12/1 Mbps MRC	Y	04/03/2015	03/04/2015	\$16.50
04/03/2015	PRID0000000022	AVC0000000002	AVC Traffic Class 1 Capacity 0.15 Mbps \$0.00 MRC	Y	04/03/2015	03/04/2015	\$0.00
04/02/2015	PRID0000000023	AVC0000000003	AVC Traffic Class 4 Capacity 12/1 Mbps MRC	Y	04/02/2015	15/02/2015	\$7.07 CR
04/02/2015	PRID0000000024	AVC0000000004	AVC Traffic Class 4 Capacity 12/1 Mbps MRC	Y	04/02/2015	14/02/2015	\$6.48 CR
15/02/2015	PRID0000000024	AVC0000000004	AVC Traffic Class 4 Capacity 25/10 Mbps MRC	Y	15/02/2015	03/03/2015	\$13.66
04/03/2015	PRID0000000024	AVC0000000004	AVC Traffic Class 4 Capacity 25/10 Mbps MRC	Y	04/03/2015	03/04/2015	\$22.50
15/02/2015	PRID0000000024	AVC0000000004	AVC Modification Fee	Y			\$0.00

Access Virtual Circuits Total \$65.63

User Network Interfaces

15

Date	Prod ID	Service ID	Description	GST	From	To	Amount
15/02/2015	PRID0000000021	UNI0000000001	UNI - Data MRC	Y	15/02/2015	03/03/2015	\$4.55
04/03/2015	PRID0000000021	UNI0000000001	UNI - Data MRC	Y	04/03/2015	03/04/2015	\$7.50
15/02/2015	PRID0000000021	UNI0000000001	Initial Non-Standard Installation MRC	Y			\$0.00
01/03/2015	PRID0000000022	UNI0000000002	UNI - Voice MRC	Y	04/03/2015	03/04/2015	\$0.00
01/03/2015	PRID0000000022	UNI0000000002	UNI - Data MRC	Y	04/03/2015	03/04/2015	\$7.50
01/03/2015	PRID0000000023	UNI0000000003	UNI - Data MRC	Y	04/02/2015	15/02/2015	\$3.21 CR

User Network Interfaces Total \$16.34

## **3.6 Invoice Detail Notes**

### **~~12. Network to Network Interfaces~~**

~~Any new activations, modifications or disconnections may result in charges being pro-rated. Charges are pro-rated in accordance with the number of days the service was active, with the total number of days applicable for that Billing Period. It may also include the advance charges for the current billing period.~~

~~Ancillary charges such as installation charges are comprised of three main sections:~~

- ~~• Header – containing global values and organisation details.~~
- ~~• Detail – containing records that represent individual billing events.~~
- ~~• Summary – the sum of all the charges listed as separate charge items in the file.~~

### **~~13. Connectivity Virtual Circuits~~**

~~Connectivity Virtual Circuits (CVCs) that are applicable for any rebates will show the original charge, and the corresponding rebate that is applicable depending on which rebate is of the highest value.~~

### **~~14. Access Virtual Circuits~~**

~~Access Virtual Circuits (AVC) and User Network Interfaces (UNI) are listed as a combined price in the Price List. The charges that are itemised on the invoice provide a charge for each AVC and UNI component separately to make up the advertised price in accordance with the terms within the Price List.~~

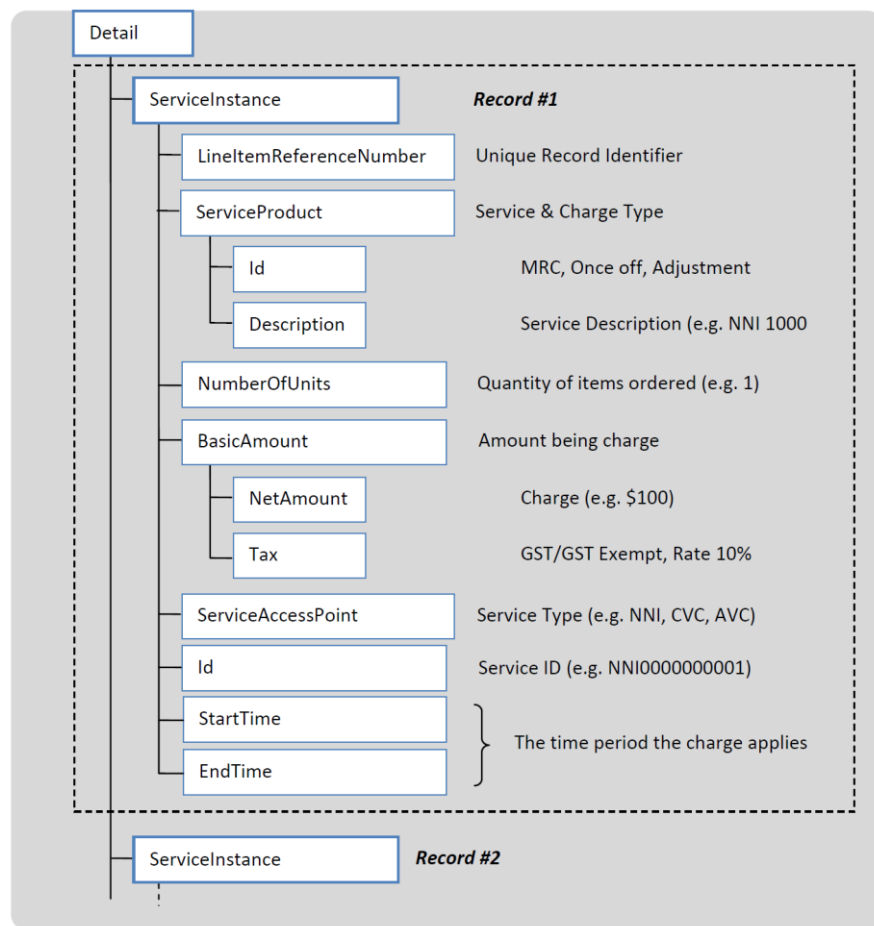
~~Customer may use the product instance ID as the identifier to reconcile the prices listed in the Price List.~~

### **~~15. User Network Interfaces~~**

~~A service may have associated data and voice product combinations. These items are categorised separately on the invoice for service attributes that have been provisioned on the NBN Co network.~~

~~The UNI product may also include any ancillary charges associated for installation and activation, service modification and service management as described in the Price List.~~

The diagram below shows the structure of the Details section, which is where individual billing event details are provided.



### **3.5.2 Detailed explanation of BEFs and BAFs**

#### **Billing Event Files**

The Billing Event File (BEF) is a detailed invoice containing an itemised list of service level Charges. There are two types of Charges:

- Recurring - a charge that occurs repeatedly after a given time period, usually a month.
- Once off - a charge that occurs only once.

New charges, adjustments and settlements for the current invoice will be written into the BEF. Each BEF will contain all the billing events created since the previous BEF file was issued to Customer. The BEF created as part of the bill run process will also contain the month in advance charges generated as part of the bill run process.

BEF files can be issued to the Customer on a daily or monthly basis.

#### **Billing Adjustment Files**

The BAF provides details of any service level adjustments and dispute settlements processed to a previous Billing Period invoice.

Any service level adjustments that were processed for the current billing period will be included in a BEF issued for that Billing Period and will not be included in a BAF.

BAFs have the same XML structure as the BEF with the addition of the Billing Period invoice number to which the adjustment was applied.

A BAF is only generated when a service level adjustment is applied to a previous invoice. BAFs are not provided unless NBN Co has processed this type of adjustment. Accordingly, BAFs are not issued regularly, nor generated with files that contain zero records.

# NBN Co Operations Manual Dictionary



## Dictionary

Term	Definition
<b>1 Year Rollout Plan</b>	Has the meaning given to that term in section 2.1.2 of the Activations module of this NBN Co Operations Manual.
<b>24/7 Priority Assistance Contact Service</b>	Has the meaning given to that term in the Product Description for the NBN Co Fibre Access Service.
<b>3 Year Rollout Plan</b>	Has the meaning given to that term in section 2.1.1 of the Activation module of this NBN Co Operations Manual.
<b>Access Components</b>	Means <u>each of the AVC and UNI comprising the Product Components of the NFAS comprising the NBN Co Fibre Access Service</u> . The AVC and UNI are defined by the combination of configuration attributes contained in the Configuration Template and the service attributes selected at the time of ordering. The Product Technical Specification in the WBA Product Catalogue contains further details on service and configuration attributes.
<b>Access Timetable</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Access Virtual Circuit or AVC</b>	Has the meaning given to that term in the Product Description for the NBN Co Fibre Access Service.
<b>Account Establishment</b>	Means the processes set out in section 1.5 of the On-boarding module of this NBN Co Operations Manual.
<b>Activation Rights</b>	Has the meaning given to that term in section 3.1 of the NBN Co Service Portal module of this NBN Co Operations Manual.
<b>Additional Authorised User Account Request</b>	Has the meaning given to that term in section 3.2 of the NBN Co Service Portal module of this NBN Co Operations Manual.
<b>Appointment ID</b>	Has the meaning given to that term in section 1.4 of the Appendix to this NBN Co Operations Manual.
<b><u>ARPANSA</u></b>	<u>Means the Australian Radiation Protection and Nuclear Safety Agency</u>
<b>Assurance Rights</b>	Has the meaning given to that term in section 3.1 of the NBN Co Service Portal module of this NBN Co Operations Manual.
<b>Australian Standards</b>	Means the AS/ACIF S009:2006 - Installation requirements for customer cabling (Wiring rules) published by the CommsAlliance.
<b>Authorised Contact</b>	Has the meaning given to that term in section 1.5.1 of the Billing module of this NBN Co Operations Manual.
<b>Authorised User</b>	Has the meaning given to that term in section 1.5.2 of the On-boarding module of this NBN Co Operations Manual.
<b>Authorised User Account Request</b>	Has the meaning given to that term in section 3.2 of the NBN Co Service Portal module of this NBN Co Operations Manual.
<b>Available Infrastructure</b>	Has the meaning given to that term in the Service Levels Schedule.



Term	Definition
<b>AVC Modification</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Backhaul Rebate</b>	Has the meaning given to that term in the WBA Product Catalogue.
<b>Billing Account Request Form</b>	Means the document entitled “Billing Account Request Form” (as amended from time to time) that is provided to Customer under section 1.5.1 of the Billing module of this NBN Co Operations Manual.
<b><u>Billing Adjustment File</u></b>	<u>Means a file containing an itemised listing of settlement and adjustment transactions processed on previous invoices.</u>
<b>Billing Dispute</b>	Has the meaning given to that term in clause B5.2 of the Wholesale Broadband Agreement.
<b>Billing Dispute Escalation Notice</b>	Has the meaning given to that term in section 1.6.5 of the Billing module in this NBN Co Operations Manual.
<b>Billing Dispute Notice</b>	Has the meaning given to that term in section 1.6.5 of the Billing module in this NBN Co Operations Manual.
<b>Billing Dispute Resolution Notice</b>	Has the meaning given to that term in section 1.5.3 of the Billing module of this NBN Co Operations Manual.
<b>Billing Enquiry</b>	Has the meaning given to that term in clause B5.1 of the Wholesale Broadband Agreement.
<b><u>Billing Event File</u></b>	<u>Means a detailed invoice file containing an itemised list of charges that is provided as an XML data feed.</u>
<b>Billing Period Option</b>	Has the meaning given to that term in clause B2.2 of the Wholesale Broadband Agreement.
<b>Billing Rights</b>	Has the meaning given to that term in section 3.1 of the NBN Co Service Portal module of this NBN Co Operations Manual.
<b>Business Day</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Change Rights</b>	Has the meaning given to that term in section 3.1 of the NBN Co Service Portal module of this NBN Co Operations Manual.
<b>Charges</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Closure Notification</b>	Has the meaning given to that term in section 3.98.1 of the Assurance module of this NBN Co Operations Manual.
<b>Closure Request</b>	Has the meaning given to that term in section 3.98.1 of the Assurance module of this NBN Co Operations Manual.
<b>Connection</b>	Means the connection of an End User Premises to the NBN Co Network at the UNI to enable a Premises to be supplied with a Customer Product. Connected, Connect and Connecting have a corresponding meaning.
<b>Connecting Equipment</b>	Has the meaning given to that term in the Price List.

Term	Definition
<b>Connectivity Component</b>	<del>Has the meaning given to that term in section 4.1</del> <u>Means each</u> of the <del>Activation module of this NNI and CVC Product Components comprising the</del> NBN Co <del>Operations Manual</del> <u>Fibre Access Service</u> .
<b>Connectivity Virtual Circuit or CVC</b>	Has the meaning given to that term in of the Product Description for the NBN Co Fibre Access Service.
<b>Contact Matrix</b>	Has the meaning given to that term in section 1.2.2 of the On-boarding module of this NBN Co Operations Manual.
<b>CSG Compensation Contribution</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>C-TAG</b>	Means Customer VLAN Tag.
<b>Customer</b>	Has the meaning given to that term in the "Parties" provision of the Agreement Execution Document that forms part of the Wholesale Broadband Agreement.
<b>Customer Equipment</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Customer Event</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>CVC Transitional Pricing Credit</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Deemed Disconnection Date</b>	Has the meaning given to that term in section 4.13 of the Activation module.
<b>Delegated Administrator</b>	Has the meaning given to that term in section 3.1 of the NBN Co Service Portal module of this NBN Co Operations Manual.
<b>Diagnostic Checklist</b>	Has the meaning given to that term in section 3.3.1 of the Assurance module of this NBN Co Operations Manual.
<b>Downstream CSG Service</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Downstream Customer</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Downstream Priority Assistance Service</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Drop Fibre</b>	Has the meaning given to that term in the Price List.
<b>Due Date</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>EME</b>	<u>Means Electromagnetic Radiation</u>
<b>End User</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Escalation Notice</b>	Has the meaning given to that term in section 3. <del>109</del> of the Assurance module of this NBN Co Operations Manual.

Term	Definition
<b><u>ETIS</u></b>	<u>The global IT association for telecommunications (<a href="http://www.etis.org">http://www.etis.org</a>) that has established an industry standard for the transfer of electronic billing information between telecommunications providers.</u>
<b>Excluded Event</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Fault</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Fibre Access Node</b>	Means a facility that houses active equipment to facilitate the supply of Network Services to an NBN Fibre Serving Area.
<b>Fibre Demand Installation Guide</b>	Means the document entitled “Fibre Demand Installation Guide” (as amended from time to time) that NBN provides to Customer during the on-boarding process, under section 6 of the Activation module of this NBN Co Operations Manual.
<b>FSAM</b>	Means Fibre Serving Area Module.
<b>Geocodes</b>	Means numeric geographical identifier which uses the co-ordinates of latitude and longitude in order to provide a specific site location.
<b>Governance Processes</b>	Has the meaning given to that term in section 1.3.1 of the Reporting module of this NBN Co Operations Manual.
<b>Governance Processes Action Items</b>	Has the meaning given to that term in section 1.3.1 of the Reporting module of this NBN Co Operations Manual.
<b>Governance Processes Meetings</b>	Has the meaning given to that term in section 1.3.1 of the Reporting module of this NBN Co Operations Manual.
<b>Governance Processes Period</b>	Has the meaning given to that term in section 1.3.1 of the Reporting module of this NBN Co Operations Manual.
<b>Governance Processes Reports</b>	Has the meaning given to that term in section 1.3.1 of the Reporting module of this NBN Co Operations Manual.
<b>Interoperability Certification Testing or ICT</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>ICT Documentation</b>	Has the meaning given to that term in section 1.4.2 of the On-boarding module of this NBN Co Operations Manual.
<b>ICT Program</b>	Means the document developed between NBN Co and Customer in relation to the Interoperability Certification Testing Program for the relevant Product Testing Module in accordance with section 1.4.1 of the On-boarding module of this NBN Co Operations Manual.
<b>In-Flight</b>	Means, in relation to an order, an order that is between the “Acknowledged” and “Completed” stages.
<b><u>Infrastructure Component</u></b>	<u>Means each of the NBN Co ODF Termination Point, NBN Co Co-location and Cross Connects Product Components of the NBN Co Facilities Access Service.</u>

Term	Definition
<b>In Place Infrastructure</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Installation</b>	Has the meaning given to that term in the Price List.
<b>Installer</b>	Has the meaning given to that term in the Product Description for the NBN Co Fibre Access Service.
<b>Late Cancellation Charges</b>	Means any applicable charges associated with a Late Cancellation (Site Visit Required), as set out in the Price List.
<b>Location ID</b>	Has the meaning given to that term in section 1.1 of the Appendix to this NBN Co Operations Manual.
<b>Missed Appointment Fee</b>	Means any applicable charges associated with a Missed Appointment, as set out in the Price List.
<b>Monthly Ready for Service Rollout Plan</b>	Has the meaning given to that term in section 2.1.3 of the Activation module of this NBN Co Operations Manual.
<b>NBN Co 24/7 Priority Assistance Contact Centre</b>	Has the meaning given to that term in section 4.11.2 of the Activation module.
<b>NBN Co Billing Team</b>	Means, for the purpose of the Billing module in this NBN Co Operations Manual, the team of NBN Co Personnel who are responsible for the management and resolution of Billing Enquiries and Billing Disputes.
<b>NBN Co Customer Solutions Centre</b>	Means, for the purpose of the Billing module in this NBN Co Operations Manual, the team of NBN Co Personnel who are responsible for customer solutions.
<b>NBN Co Equipment</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b><u>NBN Co Facilities Access Service</u></b>	<u>Means the service with that name and as described in the WBA Product Catalogue.</u>
<b>NBN Co Fibre Access Service or NFAS</b>	Means the service with that name and as described in the WBA Product Catalogue.
<b>NBN Co Fibre Network</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>NBN Co Location ID</b>	Means the unique identifier for a Premise in the NBN Co address database.
<b>NBN Co Network</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>NBN Co Platform</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>NBN Co Relationship Point of Contact</b>	Means the Relationship Point of Contact notified by NBN Co to Customer in accordance with clause F1.1 of the Wholesale Broadband Agreement.
<b>NBN Co Service Portal</b>	Means the secure web-based portal described in the NBN Co Service Portal module of this NBN Co Operations Manual.

Term	Definition
<b>NBN Co Service Portal Terms and Conditions</b>	Means the document entitled “NBN Co Service Portal Terms and Conditions” that is available on the NBN Co Service Portal.
<b>NBN Co Service Qualification System</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>NBN Fibre Serving Area</b>	Means the geographic area served by the NBN Co Fibre Network from a Fibre Access Node.
<b>NBN Fibre Serving Area Module</b>	Means the geographic component of the NBN Fibre Serving Area served by a series of fibre distribution hubs linked in a double closed loop configuration and so described in the NBN Co network architecture design from time to time.
<b>NBN Location</b>	Has the meaning given to that term in section 1.1.1 of the Appendix.
<b>NBN Serviceable</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>New Development</b>	Has the meaning given to that term in the Product Description for the NBN Co Fibre Access Service.
<b>Network-Network Interface or NNI</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Non-Standard Installation</b>	Has the meaning given to it in the Price List.
<b>NSOC</b>	Means the NBN Co Network & Service Operations Centre.
<b>OAT</b>	Means Operational Accreditation Testing.
<b>OAT Documentation</b>	Has the meaning given to that term in section 1.6.1 of the On-boarding module of this NBN Co Operations Manual.
<b>OAT Plan</b>	Means the document provided by NBN Co in accordance with section 1.6.1 of the On-boarding module of this NBN Co Operations Manual.
<b>Operational Accreditation Testing</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Operational Point of Contact</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Operational Workshop</b>	Means the workshop conducted by NBN Co in accordance with section 1.2.2 of the On-boarding module of this NBN Co Operations Manual.
<b>Optical Distribution Frame or ODF</b>	Means a passive device which terminates cables, allowing arbitrary interconnections to be made.
<b>Order Receipt</b>	Means a unique Order ID allocated in respect of a Product Order Form
<b>Ordered Product</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Ordered Product Data</b>	Has the meaning given to that term in section 2.1 of the Assurance module of this NBN Co Operations Manual.

Term	Definition
<b>Other NBN Co Customer</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Outage</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<del><b>Personnel</b></del>	<del>Has the meaning given to that term in the Wholesale Broadband Agreement.</del>
<b>Planned NBN Maintenance Completion Notice</b>	Has the meaning given to that term in section 3. <del>11</del> <u>10</u> .1 of the Assurance module of this NBN Co Operations Manual.
<b>Planned NBN Maintenance Notice</b>	Has the meaning given to that term in section 3. <del>11</del> <u>10</u> .1 of the Assurance module of this NBN Co Operations Manual.
<b>POI Rollout Plan</b>	Has the meaning given to that term in section 2.1.5 of the Activation module of this NBN Co Operations Manual
<b>Point of No Return</b>	Has the meaning given to that term in section 4. <del>14</del> <u>15</u> .1 of the Activation module of this NBN Co Operations Manual.
<b><u>PPE</u></b>	<u>Means Personal Protection Equipment</u>
<b>Pre-Certification Testing</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Pre-Certification Test Plan</b>	Means the document provided by NBN Co in accordance with section 1.3.1 of the On-boarding module of this NBN Co Operations Manual.
<b>Premises</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Price List</b>	Means the document entitled "Price List" (as changed from time to time in accordance with the Wholesale Broadband Agreement) that forms part of the WBA Product Catalogue.
<b>Priority Assist NFAS Fault</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Priority Assistance Warranty</b>	Has the meaning given to that term in section 4. <del>6</del> <u>7</u> of the Activation module.
<b>Product</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Product Feature</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Product Instance ID</b>	Has the meaning given to that term in section 1.2 of the Appendix to this NBN Co Operations Manual.
<b>Product Order Form</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Product Template</b>	Means the document produced in accordance with section 1.3.1 of the On-boarding module of this NBN Co Operations Manual.

Term	Definition
<b>Product Testing Module</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Proposed Fibre Footprint</b>	Means the set of unique addresses determined by NBN Co from time to time which are or will be capable of being Connected to the NBN by Drop Fibre.
<b>Proposed Fibre Footprint List</b>	Has the meaning given to that term in section 2.1.3 of the Activation module of this NBN Co Operations Manual.
<b>RCD</b>	<u>Means Residual Current Devices</u>
<b>Ready for Service Date</b>	Means the later of the date on which at least 90% of Premises in a Rollout Region are NBN Serviceable and the date on which NBN Co forecast at least 90% of Premises in a Rollout Region would be NBN Serviceable pursuant to the POI Rollout Plan
<b>Relationship Point of Contact</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Remittance Advice</b>	Has the meaning given to that term in section 1.4.2 of the Billing module of this NBN Co Operations Manual.
<b>Remote Area</b>	Has the meaning given to that term in Service Level Schedule.
<b>Reportable Fault</b>	Has the meaning given to that term in section 3.3.2 of the Assurance module of this NBN Co Operations Manual.
<b>Resolution Adviser</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>RF</b>	<u>Means radio frequency</u>
<b>Rollout Plan</b>	Means a 1 Year Rollout Plan or a 3 Year Rollout Plan.
<b>Rollout Region</b>	Means the geographic component of the NBN Co Fibre Network generally comprising a NBN Fibre Serving Area Module which NBN Co intends to rollout as a discrete section of the NBN Co Fibre Network.
<b>Rural Area</b>	Has the meaning given to that term in Service Level Schedule.
<b>Service Affecting Fault</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Service Class</b>	Has the meaning given to that term in section 4. <del>11</del> <u>12</u> .3 of the Activation Module in this NBN Co Operations Manual.
<b>Service ID</b>	Has the meaning given to that term in section 1.3 of the Appendix to this NBN Co Operations Manual.
<b>Service Levels</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Service Level Performance Report</b>	Has the meaning given to that term in clause A2.9 of the Wholesale Broadband Agreement.
<b>Service Level Rebate</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.

Term	Definition
<b>Service Level Schedule</b>	Has the meaning given to that term in the Wholesale Broadband Agreement.
<b>Service Portal</b>	Has the meaning given to that term in section 1.2 of the WBA Product Catalogue.
<b>Solution Brief</b>	Means the document entitled “Solution Brief” that is provided to Customer under section 1.3.1 in the On-boarding module of this NBN Co Operations Manual.
<b>Solution Definition</b>	Means the Solution Definition phase of the on-boarding process as set out in section 1.3 of the On-boarding module of this NBN Co Operations Manual.
<b>Standard Installation</b>	Has the meaning given to that term in the Price List.
<b>Standard NFAS Fault</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Standard NFAS Fault Rectification Target</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Subsequent Installation</b>	Has the meaning given to that term in the Price List.
<b><u>Summary Invoice (ETIS01)</u></b>	<u>Means an XML version of the summary of all the BEF and BEF files which have been included in the current invoice and any tax amounts and non-service level transactions.</u>
<b>S-TAG</b>	Means Service VLAN tag.
<b>Trouble Ticket</b>	Means a notification of a Reportable Fault <u>or service request</u> by Customer through the NBN Co Service Portal, containing the information set out in section 3.3.3 of the Assurance module of this NBN Co Operations Manual.
<b>Trouble Ticket ID</b>	Has the meaning given to that term in section 1.6 of the Appendix to this NBN Co Operations Manual.
<b>Type 1 Connection</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Type 2 Connection</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Type 2 Connection Performance Targets</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Unplanned NBN Maintenance Completion Notice</b>	Has the meaning given to that term in section 3. <del>11</del> <u>10</u> .3 of the Assurance module of this NBN Co Operations Manual.
<b>Unplanned NBN Maintenance Notice</b>	Has the meaning given to that term in section 3. <del>11</del> <u>10</u> .3 of the Assurance module of this NBN Co Operations Manual.
<b>User Network Interface or UNI</b>	Has the meaning given to that term in the Wholesale Broadband Agreement
<b>Urban Area</b>	Has the meaning given to that term in the Service Levels Schedule.
<b>Wholesale Broadband Agreement or WBA</b>	Means the Wholesale Broadband Agreement between NBN Co and Customer.



Term	Definition
<b>WBA Product Catalogue</b>	Comprises the documents specified in the Agreement Execution Document that forms part of the Wholesale Broadband Agreement.

## XML

eXtensible Markup Language is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable.



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