



<Address Line 1>  
<Address Line 2>  
<Address Line 3>

Attention: <First Name> <Last Name>

11 June 2014

Dear <First Name>,

## Notice of changes pertaining to your Wholesale Broadband Agreement

### Changes to your WBA

NBN Co's is introducing Test & Diagnostics enhancements to support new assurance operational capabilities. The WBA's Operations Manual has been updated to accommodate this new capability and consequential amendments have been introduced into the Dictionary in support of its deployment.

Capitalised terms used in this notice have the meaning given to them in your WBA unless otherwise defined.

Below is a description of the changes to your Wholesale Broadband Agreement (**WBA**).

Affected WBA Document	Description	Effective Date
<b>NBN Co Operations Manual v2.4</b>	Changes to provide Test & Diagnostics enhancements available through the NBN Co Service Portal and B2B Access.  Amendments contained in the following Modules: <ul style="list-style-type: none"><li>On-boarding (limited to reference to the Test &amp; Diagnostic Checklist)</li><li>Assurance (at 5.2.1 and 5.2.3)</li></ul>	28 July 2014
<b>Dictionary V2.6</b>	Consequential amendments to support the introduction of NBN Co service assurance test and diagnostic tools.	28 July 2014

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Copies of the affected documentation showing the changes in mark-up as well as with all the changes accepted are available at:

<http://www.nbnco.com.au/industry/service-providers/agreements/wba2.html#11jun14notification>

## Changes to B2B Specifications

A number of changes have been introduced to the B2B Specifications to support the following enhancements:

- **Address Inconsistency Management (roadmap reference CE018).** Introduction of Service Request Trouble Ticket sub categories used to submit, for example, to report a B2B Access or NBN Co Service Portal fault or to request assistance such as rectifying an address inconsistency.
- **Battery Installation Date (roadmap reference CE028).** NBN Co will enhance the Site Qualification capability to include the original installation date of the Power Supply with Battery Backup where applicable.
- **Service Level Region Information (roadmap reference CE034).** Enhancement to Site Qualification and Manage Product Order notifications to include the accurate Region information in alignment with the historical footprint list.
- **Enhanced Trouble Ticket Notifications (roadmap reference CE035).** Introduction of standard reason codes to Trouble Ticket In Progress-Pending and In Progress-Held notifications together with standard resolution codes to Trouble Ticket Resolved Notifications.

The changes have been developed and previously socialised through the B2B Forum formal consultations dated 23 March 2014 and 7 April 2014. Changes are further described in the B2B Access Release Notes for each Industry Interface Release provided by NBN Co. Additionally, related operational changes have been described in the Operations Interaction Forum dated 27 March 2014 and 15 May 2014.

Below is a description of changes to the B2B Specifications provided in accordance with your WBA.

Specification	Version	Document Date	Effective Date
<b>B2B Access Industry Interface Release 8.1 – Minor Release</b>			
Interface Common Objects Specification	4.3	11 June 2014	28 July 2014
ManageProductOrder V5.0 IndustryInterface Interface Functional Specification	1.3	11 June 2014	28 July 2014
ManageServiceQualification V4.0 IndustryInterface Interface Functional Specification	1.3	11 June 2014	28 July 2014
ManageTroubleTicket V4.0 IndustryInterface Interface Functional Specification	1.0	11 June 2014	28 July 2014
<b>B2B Access Industry Interface Release 7.2 – Minor Release</b>			
Interface Common Objects Specification	4.3	11 June 2014	28 July 2014
ManageProductOrder V5.0 IndustryInterface Interface Functional Specification	1.3	11 June 2014	28 July 2014
• ManageServiceQualification V4.0	1.3	11 June 2014	28 July 2014

<b>IndustryInterface Interface Functional Specification</b>			
• <b>ManageTroubleTicket V4.0 IndustryInterface Interface Functional Specification</b>	1.0	11 June 2014	28 July 2014
<b>B2B Access Industry Interface Release 6.3 – Minor Release</b>			
• <b>Interface Common Objects Specification</b>	4.3	11 June 2014	28 July 2014
• <b>ManageProductOrder V4.0 IndustryInterface Interface Functional Specification</b>	1.2	11 June 2014	28 July 2014
• <b>ManageServiceQualification V3.0 IndustryInterface Interface Functional Specification</b>	1.6	11 June 2014	28 July 2014
• <b>ManageTroubleTicket V4.0 IndustryInterface Interface Functional Specification</b>	1.0	11 June 2014	28 July 2014
<b>B2B Access Industry Interface Release 5.5 – Minor Release</b>			
• <b>Interface Common Objects Specification</b>	4.3	11 June 2014	28 July 2014
• <b>ManageProductOrder V3.0 IndustryInterface Interface Functional Specification</b>	1.4	11 June 2014	28 July 2014
• <b>ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification</b>	1.9	11 June 2014	28 July 2014
• <b>ManageTroubleTicket V4.0 IndustryInterface Interface Functional Specification</b>	1.0	11 June 2014	28 July 2014
<b>B2B Access Industry Interface Release 4.8 – Minor Release</b>			
• <b>Interface Common Objects Specification</b>	4.3	11 June 2014	28 July 2014
• <b>ManageProductOrder V3.0 IndustryInterface Interface Functional Specification</b>	1.4	11 June 2014	28 July 2014
<b>ManageServiceQualification V2.0 IndustryInterface Interface Functional Specification</b>	1.9	11 June 2014	28 July 2014
<b>ManageTroubleTicket V4.0 IndustryInterface Interface Functional Specification</b>	1.0	11 June 2014	28 July 2014
<b>B2B Access Industry Interface Release 3.9 – Minor Release</b>			
• <b>Interface Common Objects Specification</b>	4.3	11 June 2014	28 July 2014
• <b>ManageProductOrder V2.0 IndustryInterface Interface Functional Specification</b>	2.10	11 June 2014	28 July 2014

<ul style="list-style-type: none"> <li>• <b>ManageServiceQualification V1.0 IndustryInterface Interface Functional Specification</b></li> </ul>	3.4	11 June 2014	28 July 2014
<ul style="list-style-type: none"> <li>• <b>ManageTroubleTicket V4.0 IndustryInterface Interface Functional Specification</b></li> </ul>	1.0	11 June 2014	28 July 2014

The changes specifications and the B2B Access Release Notes are available through the B2B Collaboration Portal.

If you have any questions in relation to the changes, or if you would like copies of the any of the documents emailed to you directly, please contact **Account Manager**, your NBN Co Account Manager.

Yours sincerely



**Susan Huggett**  
General Manager – Wholesale Supply