

Respondent

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Submission Date	25-Feb-11

Id	Date of Comments/Review	Comment Received	Section	Page	Reviewer Opens - NBN Co Closes	NBN Co will update	
					Status	Changes Made/Comments	Date Actioned
1	18/02/11	The product specification of NBN services will be tightly coupled with Optus OSS/BSS. Any change of NBN's product specification will incur a change/reconfiguration of our system. We request that NBN to develop a detailed change management process to enable a better understanding of the versioning of product and process. For example, a tightly defined release schedule (say once very quarter) rather than ad hoc basis should be implemented by NBN Co.	General	N/A	Open		
2	18/02/11	Will the same product definition apply to different types of locations and different technology, namely, brownfield, greenfield, fibre vs satellite?	General	N/A	Open		
3	18/02/11	Will there be a Portal specification provided for the end-state Portal? Optus would like visibility and input into the capability being provided.	General	N/A	Open		
4	18/02/11	Further clarity is required about the various system/process release drops - These documents define a high level end state, Optus require more clarity on what will be released in what phase and in the interim what manual process/system solutions are required.	General	N/A	Open		
5	18/02/11	Whilst the B2B documents provide a good view of the overall integration architecture and high level design for the B2B solution, in order to do detailed design, we need detailed information of some key end to end journeys to review in detail the B2B messages and attributes.	General	N/A	Open		
6	18/02/11	We need details of non-functional system specifications such as transaction response, times, transaction volumes, thresholds etc.	General	N/A	Open		
7	18/02/11	We need an Operations Manual that describes in detail the Fulfillment, Assurance and Billing processes which the B2B will be supporting.	General	N/A	Open		
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A	Document Title	NBN B2B Technical Specification
B	Document Number	NBN-TE-CTO-211
C	Document Version	v0.12
D	Document Type	Technical Specification - Industry Review

Specific Feedback

Id	Area	Response/Comments
1	Is NBN Co B2B's technical architecture clear? If not, what is unclear?	The non functional aspects of the interface is not clear. The high level functional capability is well documented.
2	Is it useful in informing the B2B gateway construction requirements?	Yes, this input assists in the decision making process.
3	Does it provide sufficient information to commence impact analysis and high level design activities?	This assists in the commencement of this process, but ongoing collaboration is required.
4	Is the application and relevance of ebXML within the B2B clearly understood?	Yes.
5	Do you understand the components of ebXML (i.e. MSH, CPA, BPSS)?	The document outlines this well and was enhanced by further workshoping
6	Do you understand how ebXML Profiles can be used to configure messages?	At a high level.
7	Do you understand the level of integration work required to build and implement a MSH that can communicate with	At a high level.
8	Does it adequately inform of MSH selection considerations when implementing B2B gateway?	At a high level.
9	Do you understand how the CPA is used to define services?	At a high level.
10	In the service binding process, are the roles and responsibilities of Access Seekers and NBN clear?	At a high level.

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1	18/02/11	Will AS/RSPs need to be certified for minor changes? E.g. if there is a new product version with the minor change, does the AS/RSP need to be certified?	7.4	24	Open		
2	18/02/11	A definition of "Near real-time" is required.	4.2	10	Open		
3	18/02/11	Given the ebXML message specification 3.0 is out, are you able to provide an understanding of NBN Co's technical roadmap and if there is an intention to move to this specification iteration?	4.3	11	Open		
4	18/02/11	Figure 2 - Technical architecture outlines a solution where the integration between the AS and NBN Co is via the internet. Optus requests that this be reconsidered and the option of a private point to point connectivity is required. Justification for this request include: - Enables more predictable performance - Mitigates risk against external attack (DDOS) - Limits ability to provide an end to end SLA for the B2B Interface. In defining the overall solution Optus would like to gain further understanding of the DR and availability of this B2B solution. Suggest reviewing the suitability of using the AVC infrastructure to provide this interconnection.	4.3	12	Open		
5	18/02/11	Please provide an overview of the physical infrastructure utilised within the B2B Architecture Stack (i.e at physical view on table 4)	4.3	12	Open		

6	18/02/11	<p>Please provide non functional capability overview of the B2B Interface/Individual Interactions. These may include but are not limited to:</p> <ul style="list-style-type: none"> - Response time / SLA for each interaction - Do these differ between the B2B operations - Availability of the operation - during downtime will some operations be made available whilst others may have an outage? - Quantity of operations that are permitted per interaction type (i.e service qual interactions)? Are there any Overall Limitations? How do we manage and report on volume? What happens when thresholds are reached? - Do interactions have a different degree of priority provided? In context, if we have a 	4.2	8	Open		
7	18/02/11	Will the B2B and Portal capability both utilise the same CPA?	4.2	8	Open		
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A	Document Title	NBN B2B Interaction Process Specification
B	Document Number	NBN-TE-CTO-140
C	Document Version	v0.10
C	Document Type	Technical Specification - Industry Review

Specific Feedback

Id	Area	Response/Comments
1	Do the state models provide sufficient details?	These state model provide a good functional overview of the capability. However, the specification lacks specific detail around aspects such as: parameters (field, field values, validation rules, rejection codes etc) In addition, further detail about non system related business interaction with NBN and how the interdependancies within this process is required (example, fault escalation etc).
2	Are the Business Rules understood? Is it clearly identified where they fit into the interactions?	At a high level (i.e business rules that effect state model changes, but further specification is required for our business to best understand how to integrate this capability.)
3	Are the Workflow descriptions useful in helping toi understand the different paths an interaction may take?	Section 2.5.5 (Process Specification) Workflow is difficult to follow - is this incomplete?
4	Is it clear which messages are required in each interaction?	This requires further collaboration and clarification between NBN Co and Optus.

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1	18/02/11	Will there be any other quotas on other types of transactions other than the service query?	Unknown		Open		
2	18/02/11	The Transfer (Churn) process is currently not covered by the B2B Process Specs.We believe that B2B specs must cover the transfer process between Acess Seekers. Pending this, is there a manual process for churn? Also, when developing the B2B spec, please consider providing the capability of the current Access Seeker being attached to each NTU port (if applicable)	1.2	17	Open		
3	18/02/11	It's not clear how NTU ID can be obtained but suggest that NTU ID can be an input for the Query Address	2.1.2	22	Open		
4	18/02/11	Figure 4, which illustrates the High level address match process may require a line from matched on street name to return results.	2.2.1	23	Open		
5		Please advice when NBN Co will be in a position to provide an overview of the data set with "Homes passed" qualification. - Data Format/size, Method of recieving it (Portal, B2B, other?), process for updates, field information and definition. - Explanation or overview of how this information can be used to integrate into the ordering process. - Context on this solution - is it interim whilst systems are being built, or will this continue?	2.1.3	24	Open		

6		Will there be an interaction that will allow Optus to understand a list of products which are available at a particular site, or does this require multiple qualification interactions with NBN? Will the process return specifics on values against a product which may be constained? For example the customer has limited bandwidth due to consuming capability from other providers. eg The product 'Example' allows for a selected speed of 10Mbps - 100Mbps. But given the customer's situation only 10 Mbps is available.	2.1.3	24	Open		
7	17/02/11	For the Ordering process, there is a Pending State which will only be triggered when either parties are waiting for input from the other party. There is no mechanism for Access Seeker to put an order on hold pro-actively. Order on hold is a common practise for business grade services due to customer reasons. It is suggested NBN Co consider introducing a new request command which can put the order on hold for a finite period.	Fulfilment, 2.2.1.1		Open		
8	17/02/11	Will the same process flow apply to greenfield, brownfield, fibre and satellite sites. Our preference is to have one single interface and one single process flow covering all NBN services, rather than different arrangement for each type of building or technology. Need NBN to clarify their position.	Fulfilment, 2.2		Open		
9	17/02/11	An order will be deemed completed whe NBN CO activate the service. There is lack of an Access Seeker acceptance step prior to completing the order. There should be a window of opportunity for AS to test and accept the service and ensure that NBN Co has delivered to their requirement before an order is deemed complete.	Fulfilment, 2.2.1.1		Open		
10	17/02/11	If an AVC order triggers an infrastructure order eg new or upgrading a CVC, will these related orders be linked by NBN systems such that the dependency of availability dates are properly managed.	Fulfilment, 2.2		Open		
11	17/02/11	Further information is required surrounding the tri-party appointment/field services management process.	2.4		Open		
12	17/02/11	Access Seeker can request some basic diagnostic tools via the B2B gateway such as Loop back. Will these tests affect the whole NTU or just the port in question. As there is a secnario of providing services to multiple RSP through a single NTU, how would it be managed if a test will affect the other, eg, power reset the NTU?	Service Assurance, 2.7.2		Open		
13	17/02/11	When NBN Co detects an NBN access service not working, will they proactively send the not in service notfication to the RSP?	Service Assurance, 2.7.2		Open		
14	17/02/11	We would like NBN Co to disclose more details about the SLA management capabilities. For example, will there be an SLA report produced when a certain SLA is breached, such as restoration time or availability time. This is important in particualr for tiered service level where we purchase premium SLA for business grade service.	Service Assurance, 2.7.2		Open		
15	17/02/11	Cancelled order - at which stage Access Seeker can cancel a service without penalty?	Fulfilment,2.2.1		Open		
16	17/02/11	Apart from New, Modify and Cancel service, we suggest to have an option to suspend a service for a finite period of time, due to end customer reasons.	Fulfilment,2.2.2		Open		
17	17/02/11	The Modify order supports configuration change only. How about relocation? Will there be a separate order type for relocation?	Fulfilment, 2.2.2.3		Open		

18	18/02/11	<p>There was discussion within the workshop about the BEF process, and the potential options available.</p> <ul style="list-style-type: none"> - We understand the benefits of repudiation that the B2B interface provides to receive this information. However, this presents a number of questions/challenges surrounding how this can be managed by the service provider. - ebXML 2.0 presents no out of the box solution to manage the send/receive of large files. This results in customised development to support this capability. - Given above, we would like to suggest an exploration of options such as: <ul style="list-style-type: none"> Does NBN Co have a roadmap to upgrade to ebXML 3.0 which supports this capability out of the box? Does sending large files across the ebXML interface have any performance impacts across other functions such as assurance/provisioning operations? Can we explore a possible option of a mix of SFTP/B2B Gateway? 	2.6	41	Open		
19	18/02/11	<p>Further detail is required about the type of information that will be provided back during the Network testing and diagnosis.</p> <ul style="list-style-type: none"> - Has Ethernet OAM capability been considered? - MAC address related tests? MAC Ping etc. - Infrastructure Validation (Up, Down, Contactable) - Will these tests be done via the purchased circuit, or will this be done via a management link. - Will the test types vary across the type of access? brownfield, greenfield, SAT, etc. 	2.7	44	Open		
20	18/02/11	<p>Will there be process related interdependencies prior to the submission of a fault ticket? I.e do we need to conduct a service test prior?</p>	2.7	44	Open		
21	18/02/11	<p>In addition to BatchAddressSearch where Access Seekers have to use individual addresses, there should be a way to download NBNCos service addresses without having to use the B2B BatchAddressSearch. Also Can NBNCos actively publish the new set of service addresses for Access Seeker to download?</p>	4.3	128	Open		
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A	Document Title	NBN B2B Product Definition Specification
B	Document Number	NBN-TE-CTO-210
C	Document Version	v0.8
D	Document Type	Technical Specification - Industry Review

Specific Feedback

Id	Area	Response/Comments
1	Is NBN Co's proposal for product description clear ?	Yes. It would be good to understand how non tangible elements of a product are defined, such as SLAs for assurance, provisioning etc.
2	Is it useful in informing the integration work/impact?	It provides a good solution overview for our business to commence deciding on our integration infrastructure solution.
3	Does it provide sufficient information to commence impact analysis and high level design activities?	as above.
4	Does it inform you of your integration needs : How orderable products are published and described?	It provides a good solution overview of the proposed solution capability.
5	Does it inform you of your integration needs: How product orders can be placed?	It provides a good solution overview of the proposed solution capability.
6	Does it inform you of your integration needs: How a new NBN Co product can be used?	It provides context of how products are structured, not the use of the products being offered.
7	Does it inform you of your integration needs: How a change to a product will be managed?	Ideally further information is required on the change management process and hoe they will be managed within the B2B including interrelationships or linkages to other processes (such as the accreditation/onboarding process). In addition further detailed understanding of the versioning process and the granularity or impact (i.e impact on operations such as SQ, Assurance etc))
8	Is the Product Specification Schema basics understood?	This information was well defined within this document. However, Optus do see key benefit to continuing ongoing working sessions between us and NBN SMEs to further explain and walk through the documentation.
9	Is the Product Specification Schema elements, attributes and rules understood?	as above.

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1	18/02/11	The product model will simplify NBNC Co product definition. However, it appears that this structure may complicate the Access seekers understanding/use of this model. An example of this is traversing the product data model including characteristic spec and product construct extention.	4.2	19	Open		
2	18/02/11	In relation to managing change between product definitions, will there be a method of the service provider to identify that the definition has changed without comparing this to the previous versions?	3	7	Open		
3	18/02/11	With the release of a new major version (which may not be backwards compatible) or at the end of the depreciated service providers which have passed the retention period (pg 16 point 2.) - What is the expected engagement process with the service provider?	4.3	27	Open		
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