

NBN Co Operations Manual

This document forms part of NBN Co's Wholesale Broadband Agreement, which is a Standard Form of Access Agreement for the purposes of Part XIC of the Competition and Consumer Act 2010.

NBN Co Limited

NBN Co Operations Manual



NBN Co Networks: Fibre, Wireless and FTTB



Version	Description	Effective Date
2.0	Issued on 9 December 2013	Execution Date
2.1	External User Administration Portal and Electronic Access Cards and Keys notified on 31 January 2014	18 March 2014
2.2	Medium Business Phase 1(b) notified on 13 March 2014	30 April 2014
2.3	Service Request Rights, Order Enquiries, Order Lead Times, and Trouble Tickets notified on 15 April 2014	2 June 2014
2.4	Test & Diagnostics notified on 11 June 2014	28 July 2014
2.5	Mandatory troubleshooting questions, network investigation Service Request, and Technical Bridge notified on 10 October 2014	26 November 2014
2.6	Self-access to electronic key safes at facilities notified on 17 October 2014	3 December 2014
2.7	Transaction Manager and various minor changes (references to NBN Co customer support, the NBN Co Network and areas in a CSA, Occupational Health, Safety and Environment Requirements, Site Qualification, Product Component information, Priority Assistance, and Installation Appointments) notified on 12 December 2014.	30 January 2015
2.8	NEBS supplied by means of the NBN Co FTTB Network and various minor changes (identifying specific content relevant to each Product, and references relating to SAMs, Site Qualification, Service Class changes, Priority Assistance, Disconnect Orders, Installations and Appointments) notified on 13 February 2015.	13 February 2015

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Environment

NBN Co asks that you consider the environment before printing this document.

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Module 1: Introduction

1.1 What is the NBN Co Operations Manual?

This document is the [NBN Co Operations Manual](#) which forms part of the *Wholesale Broadband Agreement* between NBN Co and your organisation. It describes the processes and procedures that apply to the operational aspects of the supply of Products by NBN Co to your organisation under the *WBA*.

1.1.1 A Living Document

As NBN Co continues to roll out the NBN Co Network, it will develop and refine its operational processes.

As these changes occur, NBN Co will make corresponding additions and refinements to this document. This will result in changes to the format and content of this document over time as NBN Co introduces new capabilities, and NBN Co and your organisation learn how to operate more effectively and efficiently together.

NBN Co intends to engage actively with your organisation and Other NBN Co Customers in developing these processes.

The [NBN Co Operations Manual](#) contains content that is applicable to all networks comprising the NBN Co Network. The content relevant to your organisation will depend on the agreements entered into between NBN Co and your organisation.

Note: Module F of the [Head Terms](#) sets out how this document may be changed.

1.1.2 NBN Co Operations User Guide

The *NBN Co Operations User Guide* is a companion document that provides step-by-step work instructions and guidelines for activities that relate to the interactions described in this document.



Important: The *NBN Co Operations User Guide* does not form part of this document or the *WBA*.

Your organisation can obtain a copy of the latest release of the *NBN Co Operations User Guide* from NBN Co's Website or by contacting the NBN Co Relationship Point of Contact.

1.1.3 Operations Manual Map



1.1.4 Modules

This document is divided into a series of modules, each of which describes a discrete aspect of the operational interactions between your organisation and NBN Co.

Module	Content
2. On-boarding	Describes the processes and activities that provide accreditation required to order Products.
3. Physical Access	Describes the interactions and activities that allow your organisation to access Type 1 Facilities and Type 2 Facilities in connection with the supply of the Facilities Access Service.
4. Activations	Describes the interactions and activities that apply to the ordering and provisioning of Products.
5. Assurance	Describes the processes and interactions that apply to the management and resolution of Service Faults and other service-related issues.
6. Billing and Payments	Describes the billing processes and requirements that apply in connection with Products.
7. Operational Governance	Describes the types of reporting that NBN Co will make available to your organisation and the governance processes that will apply in relation to NBN Co's operational performance.

1.1.5 Role Descriptions

Role	Description
Customer Support Centre	<p>Customer Support Centre provides the 'front-of-house' function at NBN Co. The methods of communication with this team are via the NBN Co Service Portal, B2B Access, telephone and email.</p> <p>Customer Support Centre is responsible for the following:</p> <ul style="list-style-type: none"> • Responding to general, order-related and Service Fault / Trouble Ticket enquiries • Providing overall operational support.
Service Activation Centre (SAC)	SAC is responsible for the fulfilment of your organisation's orders.
Workforce Management	<p>Workforce Management determines and coordinates NBN Co's workforce capacity to address Activations (see Module 4) and Assurance (see Module 5) issues.</p> <p>Your organisation's (and Other NBN Co Customers') forecasts and NBN Co historical data comprise the bulk of the information used by Workforce Management to perform this task.</p>

1.2 Interaction Diagrams

The key purpose of this document is to describe the operational interactions that can occur between your organisation and NBN Co.

To help illustrate these interactions, this document uses interaction diagrams, based on the BPMN (Business Process Model & Notation) v2.0 'Choreography' model.

Note: Interaction diagrams are a *refinement* of the information contained in process diagrams, focussing on the messages (interactions) that NBN Co and your organisation exchange.

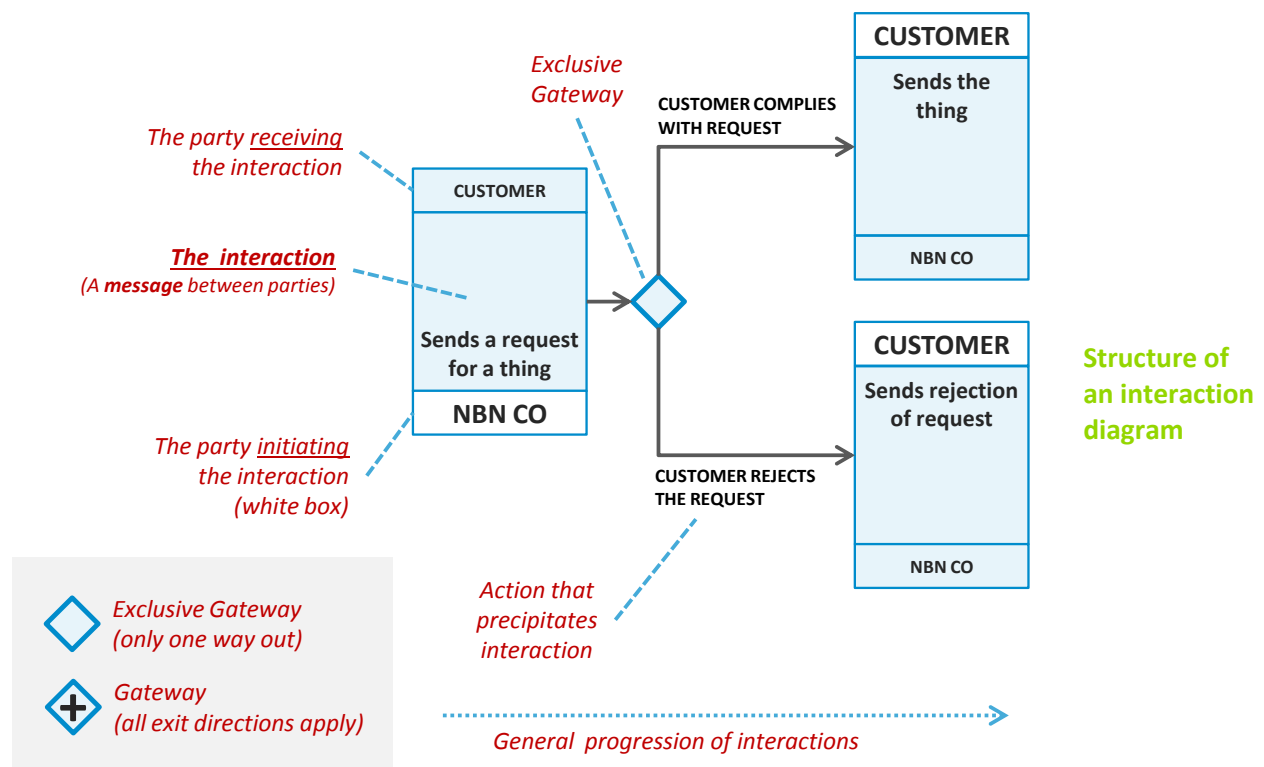
Interaction diagrams provide an at-a-glance summary of the interactions relating to a particular operational aspect. They also indicate the general sequence in which these interactions are likely to occur, and if relevant, the circumstances that may trigger the interaction.

However, they do not indicate the amount of time that elapses between the interactions.



Important: Interaction diagrams are for illustrative purposes and for assistance only. They do not govern NBN Co's and your organisation's rights and obligations and are not contractually binding on either NBN Co or your organisation.

The following diagram breaks down the elements of an interaction diagram, as used in this document:



1.3 Terminology

1.3.1 Interpretation

Capitalised terms have the meanings given to those terms in the [Dictionary](#) of the **WBA**.

1.3.2 Content

Where it is agreed that NBN Co will supply products or services to your organisation by means of particular networks that form part of the NBN Co Network, the content in this document that relates to those networks will apply to your organisation.

Unless otherwise indicated, all content in this document relates to the products or services described in the [WBA Product Catalogue](#), being:

- NEBS supplied by means of the NBN Co Fibre Network
- NEBS supplied by means of the NBN Co Wireless Network
- NEBS supplied by means of the NBN Co FTTB Network
- Facilities Access Service
- NBN Co Platform Interfacing Service
- Sandpit

- Any other products or services introduced into the [WBA Product Catalogue](#) from time to time.

Where content relates to NEBS supplied only by means of the NBN Co Fibre Network, NBN Co Wireless Network, or NBN Co FTTB Network (as applicable), this document uses the following icons:



In the absence of one of the above symbols, content will relate to all products or services supplied by NBN Co.

1.4 Contacts and the Contact Matrix

When complete, the **Contact Matrix** sets out the contact details for the Personnel from both NBN Co and your organisation who can be contacted in relation to the interactions described in the **WBA**. The **Contact Matrix** will be created during On-boarding, see section [2.2.4.1 Operational Workshop](#) on page 18.

Your organisation may obtain a copy of the **Contact Matrix** by contacting the NBN Co Relationship Point of Contact.

1.4.1 Maintaining the Contact Matrix

Both NBN Co and your organisation must ensure that the **Contact Matrix** contains up-to-date details of its Personnel in accordance with clause H1.3 of the [Head Terms](#), and (with the exception of changes to your organisation's Authorised Contacts which are dealt with in section [6.8.1.1 Changing Authorised Contacts](#) on page 157), must advise each other in writing of any changes to those Personnel or their contact details within 2 Business Days of the change.

1.4.2 Communication Channels

Any communication from a party to the other party in relation to this document may be given through any of the following channels:

- Email
- Letter
- The NBN Co Service Portal



Important: B2B Access cannot be used for this purpose, except for the limited communications specifically set out in the B2B Specifications.

- Any other form of communication as may be notified by NBN Co to your organisation from time to time.

Different notification requirements apply to any contentious matter or dispute: see **clause H1.1(e)** of the [Head Terms](#).

Each communication in relation to this document must be given to the other party's relevant contact as specified in the **Contact Matrix**, or as otherwise provided in this document.



Important: Where a section of this document or clause H1.1 of the [Head Terms](#) requires a communication to be given in a specific manner, then this section [1.4.2 Communication Channels](#) does not apply and the communication must be given in the manner specified within that section.

Module 2: On-boarding

2.1 In This Module

This module describes the processes and activities that your organisation must undertake to obtain accreditation prior to ordering Products.

These are the On-boarding processes and activities referred to in clause C1 of the [Head Terms](#).

Your organisation must complete all of the On-boarding processes and activities set out in section [2.2 Conduct Initial On boarding](#) on page 15 prior to doing either of the following:

- ordering any Product, Product Component or Product Feature
- undertaking On-boarding for NEBS supplied by means of the NBN Co Wireless Network.

Your organisation may be required to conduct supplemental On-boarding, for example, where your organisation wishes to order a Product, Product Component or Product Feature for which Interoperability Certification Testing and/or Operational Accreditation Testing have not been performed or when there are significant changes in the NBN Co Network, Products, Product Components and/or Product Features: see section [2.4 Conduct Supplemental On-boarding Activities](#) on page 28.

2.2 Conduct Initial On boarding

2.2.1 Introduction

The On-boarding processes and activities described in this module will assist to operationally prepare your organisation for interacting with NBN Co in relation to the supply, installation and configuration of Products.

The consultation between NBN Co and your organisation during On-boarding is intended to provide your organisation with a greater understanding of NBN Co's operational processes.

On-boarding is also intended to assist your organisation to ensure that its systems and proposed Customer Products or technologies are aligned, and compatible with, NBN Co's systems and Products.

NBN Co will reasonably assist your organisation in the performance and completion of the On-boarding processes and activities.

Your organisation must complete all of the On-boarding processes and activities at its own cost.

2.2.1.1 Workshops and Training

During the On-boarding process, NBN Co may provide workshops and training sessions for your organisation.

The purpose of the workshops and training sessions is to educate your organisation's Personnel (for example, contact centre and service desk staff) who will be involved in day-to-day transactions between NBN Co and your organisation.

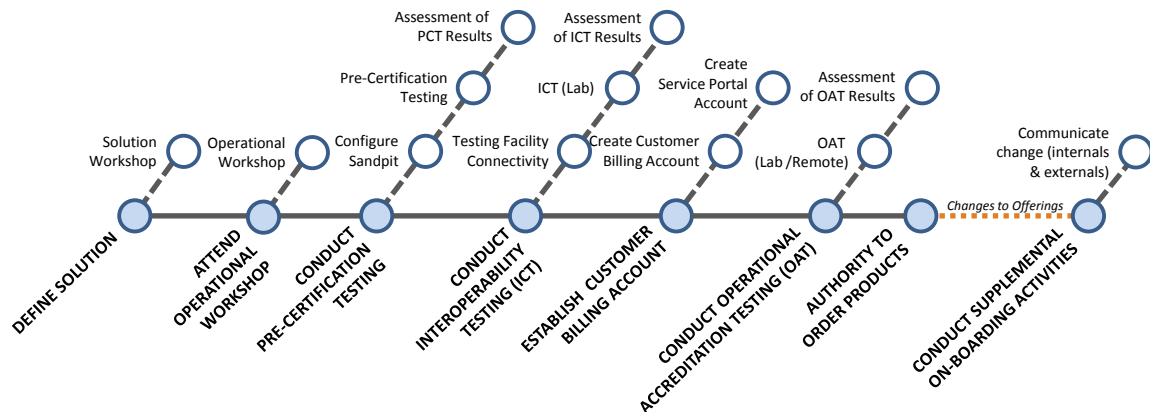


Important: Prior to each workshop or training session, NBN Co will notify your organisation of the type of Personnel (being people who understand your organisation's operations and provisioning) that must attend the workshop or training session. Your organisation must ensure that a reasonable number of these Personnel attend the workshop or training session.

2.2.2 The On-boarding Roadmap

On-boarding consists of a number of stages, each stage is comprised of a sequence of activities.

The following diagram illustrates the stages and activities involved; the sections that follow describe each of these in detail:



Your organisation must do all of the following (unless otherwise agreed with NBN Co):

- Attend the Solution Workshop prior to conducting Pre-Certification Testing
- Conduct Pre-Certification Testing prior to conducting Interoperability Certification Testing
- Attend the Operational Workshop prior to conducting Operational Accreditation Testing
- Conduct Operational Accreditation Testing prior to being authorised to order Products.

The Operational Workshop must be held after the Solution Workshop, but may be held on the same day.

2.2.3 Define Solution



2.2.3.1 Solution Workshop

NBN Co will hold a workshop designed to explain each of the following (**Solution Workshop**):

- Products
- Interfaces and related integration requirements
- Requirements for the Sandpit
- Requirements for Pre-Certification Testing and Interoperability Certification Testing

Module 2: On-boarding

- Other aspects of the On-boarding process, such as the Operational Workshop and Operational Accreditation Testing
- How the construction, technology and hardware architecture associated with your organisation's Customer Network, Customer Platforms, Customer Products, systems and services generally need to successfully interact with the NBN Co Network, NBN Co Platform and Products.



Important: Prior to the Solution Workshop, NBN Co will notify your organisation of the type of Personnel (being people who understand your organisation's business and technical integration requirements) that must attend the Solution Workshop. Your organisation must ensure that a reasonable number of these Personnel attend the Solution Workshop.

Following the Solution Workshop, and with NBN Co's assistance, your organisation must create the following document, which will describe the products and options that your organisation will undertake for Interoperability Certification Testing:

Document	Description
<i>Solution Brief</i>	High-level document containing information about your organisation's: <ul style="list-style-type: none">• Network Architecture• Product requirements• Interoperability Certification Testing requirements. Your organisation drafts this document for discussion with, and the approval of, NBN Co. Your organisation is not required to submit a Product Order Form for B2B Access. Your organisation may request supply of B2B Access as an Ordered Product by notifying NBN Co that it is a Product requirement and completing On-boarding for B2B Access.



Important: Both NBN Co and your organisation must finalise the ***Solution Brief*** and your organisation must have appropriate insurance in place (see clause E5 of the [Head Terms](#)) before Interoperability Certification Testing can begin.

2.2.4 Attend Operational Workshop



This stage consists of the following activities:

Activity	Purpose
Conduct Operational Workshop	Provides a detailed examination of your organisation's and NBN Co's operational responsibilities and practices.

2.2.4.1 Operational Workshop

NBN Co will hold a workshop, designed to introduce your organisation to working with NBN Co (**Operational Workshop**). It will include each of the following topics:

- Overview of NBN Co documentation (including this document, the **Contact Matrix** and the **Test & Diagnostic Checklist**)
- Roles and responsibilities for both NBN Co and your organisation
- Activations
- Assurance
- NBN Co Service Portal
- B2B Access
- Billing.

The workshop will also introduce your organisation to a range of documents/resources. The following table describes the documents commonly referred to elsewhere in this document:

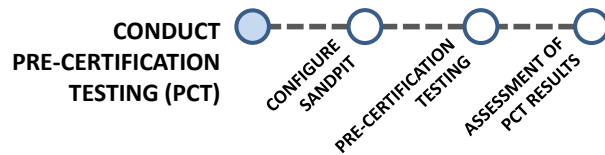
Document	Description
NBN Co Operations Manual	This document, which describes the interactions between your organisation and NBN Co.
Contact Matrix	<p>When complete, the Contact Matrix sets out contact details for Personnel from both NBN Co and your organisation, who can be contacted in relation to the interactions described in the WBA.</p> <p>Important: Within 10 Business Days of completing the Operational Workshop, your organisation must do both of the following:</p> <ul style="list-style-type: none"> • Add the details of its Personnel who can be contacted in relation to the matters specified in the Contact Matrix • Provide the completed Contact Matrix to NBN Co. <p>Both NBN Co and your organisation must ensure that the Contact Matrix contains up-to-date details of their respective Personnel in accordance with clause H1.3 of the Head Terms.</p> <p>Whenever those Personnel or their contact details change, each party must advise the other party of those changes in accordance with section 1.4.1 Maintaining the Contact Matrix on page 12.</p>
Test & Diagnostic Checklist	The Test & Diagnostic Checklist will assist your organisation to identify Service Faults prior to reporting them to NBN Co.



Important: Prior to the Operational Workshop, NBN Co will notify your organisation of the type of Personnel (being people who understand the provisioning and assurance processes of your organisation's business) that must attend the Operational Workshop. Your organisation must ensure that a reasonable number of these Personnel attend the Operational Workshop.

Note: NBN Co will organise the Operational Workshop for a date and time suitable to both your organisation and NBN Co. It may be held either on the same day as the Solution Workshop, or at a later date.

2.2.5 Conduct Pre-Certification Testing



This testing stage consists of the following activities:

Activity	Purpose
Configure Sandpit	Provides your organisation with a safe environment to develop and test technology and systems.
Pre-Certification Testing	Evaluates your organisation's readiness to commence Interoperability Certification Testing.
Assessment of PCT	Determines whether or not your organisation is ready to commence Interoperability Certification Testing.

2.2.5.1 Sandpit Configuration

The [Service Description for the Sandpit](#) contains details of that environment. Your organisation is not required to submit a Product Order Form for the Sandpit. Your organisation may request supply of the Sandpit as an Ordered Product by requesting supply from the NBN Co Relationship Point of Contact. NBN Co will ensure that the Sandpit is configured to allow Pre-Certification Testing to occur.

There are constraints associated with the availability of the Sandpit and the lead times required to provision the service. NBN Co will notify your organisation of the details of these constraints during the Pre-Certification Testing phase.

2.2.5.2 Pre-Certification Testing

NBN Co will provide your organisation with the Pre-Certification Testing Program.

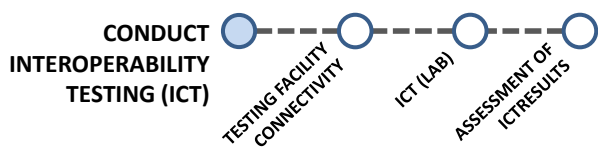
Your organisation must perform and complete each of the certification tests set out in the *Pre-Certification Testing Program*.

2.2.5.3 Assessment of PCT

Following the conclusion of Pre-Certification Testing, NBN Co will do each of the following:

- Determine whether or not your organisation has successfully completed the requirements of Pre-Certification Testing
- Prepare the PCT Documentation
- Provide a copy of the PCT Documentation to your organisation.

2.2.6 Conduct Interoperability Certification Testing



The purpose of this stage is to ensure that your organisation's systems and technologies will operate correctly with NBN Co's Network and Products.



Important: Your organisation must obtain NBN Co's approval for the *Solution Brief*, and successfully complete Pre-Certification Testing, before Interoperability Certification Testing can begin.

NBN Co will provide your organisation with details of the Interoperability Certification Testing required for each relevant Product Testing Module (**ICT Program**).

Each ICT Program will cover the following matters:

Activity	Purpose
Ensure connectivity to the National Test Facility	Ensures that your organisation can connect to the National Test Facility to undertake Interoperability Certification Testing.
Interoperability Certification Testing	Evaluates whether your organisation's technology and systems can interoperate effectively with the NBN Co Network and Products.
Assess Interoperability Certification Testing results	Determines whether or not your organisation's technology and systems can interoperate effectively with the NBN Co Network and Products.

2.2.6.1 National Test Facility Connectivity

To undertake Interoperability Certification Testing your organisation requires connectivity to the National Test Facility.

The *Access Timetable* specifies the period during which the National Test Facility will be available for use by your organisation.

Your organisation may connect to the National Test Facility by either of the following methods:

Connectivity Method	Description
Your organisation may bring equipment to the National Test Facility itself	<p>If your organisation chooses this connectivity method, your organisation must deliver its equipment to the National Test Facility at its own cost and risk.</p> <p>NBN Co will do both of the following:</p> <ul style="list-style-type: none"> Install your organisation's equipment (as delivered) in a secured cabinet in the National Test Facility Equipment Room Provide your organisation with a direct connection to that equipment for testing purposes.

NBN Co can set up a remote connection to your organisation's equipment

If your organisation chooses this connectivity method, NBN Co will provide a fibre link from the National Test Facility to, and connectivity to an NNI at, the West Melbourne Temporary POI.

Your organisation must then connect its test equipment to the NNI (as it would with a normal connection to the NBN Co Fibre Network) at that site and connect to the National Test Facility via that link.

Note: NBN Co may provide your organisation with additional information related to the National Test Facility from time to time.

2.2.6.2 ICT – Lab Environment

For each relevant Product Testing Module, your organisation must perform and complete each of the certification tests set out in the ICT Program.

Testing Phase Requirements

Your organisation must provide all of the following (including all necessary consents and approvals) for the duration of any Interoperability Certification Testing phase:

- All backhaul between the West Melbourne Temporary POI and your organisation's facilities (if choosing remote-access connectivity) and Customer Equipment

Note: Customer Equipment includes any additional equipment reasonably requested by NBN Co that is required to conduct Interoperability Certification Testing.

- Connectivity between your organisation's technology (i.e. the Customer Platform) and the NBN Co Fibre Network and NBN Co Wireless Network, through interfaces developed by your organisation
- Permission for NBN Co to use any of your organisation's Customer Equipment as specified in the ICT Program, so that NBN Co can conduct Interoperability Certification Testing
- Any assistance that is reasonably required by NBN Co to conduct the Interoperability Certification Testing

Note: This assistance includes your organisation making its technical Personnel available on-site at the National Test Facility, as reasonably requested by NBN Co.

End of Testing: Removal of Equipment and Vacating the NTF

At the end of the period specified in the **Access Timetable**, your organisation must, at its own cost and risk, do all of the following, regardless of whether NBN Co has completed Interoperability Certification Testing:

- Immediately remove all of your organisation's Customer Equipment from, and vacate, the National Test Facility
- If reasonably requested by NBN Co, remove all backhaul connections used by your organisation in connection with Interoperability Certification Testing from the West Melbourne Temporary POI.

Exception: This does not apply to the extent that NBN Co explicitly directs your organisation to do otherwise.

What happens if Interoperability Certification Testing is not successfully completed during this period?

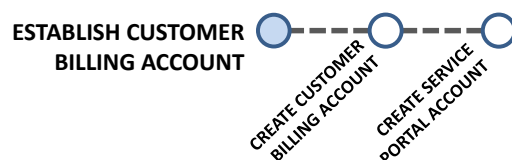
Your organisation must book a new timeslot to complete Interoperability Certification Testing.

2.2.6.3 Assessment of ICT Results

Following the conclusion of Interoperability Certification Testing, NBN Co will do each of the following:

- Determine whether or not your organisation has successfully completed the requirements of Interoperability Certification Testing
- Prepare the ICT Documentation
- Provide a copy of the ICT Documentation to your organisation.

2.2.7 Establish Customer Accounts



This stage is essentially administrative, it consists of the following activities:

Activity	Purpose
Create Customer Billing Account	Enables your organisation to begin transactions with NBN Co (ie. in respect of Ordered Products), following the successful completion of On-boarding.
Create NBN Co Service Portal account	Provides your organisation's Authorised Users with the ability to order Product Components, following the successful completion of On-boarding.

2.2.7.1 Create a Customer Billing Account

During the Solution Workshop, NBN Co will provide your organisation with a form which your organisation must complete to request that a billing account (**Customer Billing Account**) be created for it (**Billing Account Request Form**).

NBN Co requires the following information ...	Your organisation must do the following ...
All items as indicated by the fields in the <i>Billing Account Request Form</i>	Send the completed <i>Billing Account Request Form</i> to the NBN Co Relationship Point of Contact.
The contact details of each Authorised Contact	Add the names and contact details of each Authorised Contact to the <i>Contact Matrix</i> .

After your organisation provides all of the required information and completes all of the activities described above, NBN Co will create the Customer Billing Account for your organisation.

The NBN Co Relationship Point of Contact will notify your organisation as soon as reasonably practicable after NBN Co creates your organisation's Customer Billing Account.

2.2.7.2 Create Service Portal Accounts

Your organisation is not required to submit a Product Order Form for the NBN Co Service Portal. NBN Co will supply your organisation with the NBN Co Service Portal as an Ordered Product in accordance with the process set out below and completing On-boarding for the NBN Co Service Portal.

During the Operational Workshop, NBN Co will provide your organisation with a form to request the creation of NBN Co Service Portal accounts for your organisation's Delegated Administrator(s) and Authorised Users (**NBN Co Service Portal Request Form**).

Your organisation must complete and return the **NBN Co Service Portal Request Form** to NBN Co within 10 Business Days of the date of the Operational Workshop.

The **NBN Co Service Portal Request Form** must contain all of the following information:

Intended role	Permitted Personnel	Rights	Required information
Delegated Administrator	Each senior employee of your organisation who will act as an administrator of the NBN Co Service Portal (each a Delegated Administrator).	All of the following: <ul style="list-style-type: none"> • Activation Rights • Administrator Rights • Assurance Rights • Change Rights • Billing Rights. 	Each person's: <ul style="list-style-type: none"> • First and last names • Job title • Fixed and mobile phone numbers • Fax number • Email address • Work postal address • Physical workplace address (<i>if different from the work postal address</i>).
Authorised User	Personnel of your organisation who will require some level of authorised access to the NBN Co Service Portal (each an Authorised User).	One or more of the following: <ul style="list-style-type: none"> • Activation Rights • Assurance Rights • Change Rights • Billing Rights. 	Each person's: <ul style="list-style-type: none"> • First and last names • Job title • Fixed and mobile phone numbers • Fax number • Email address • Work postal address • Physical workplace address (<i>if different from the work postal address</i>) • The specific rights required.

After your organisation has provided this information, NBN Co will create an NBN Co Service Portal account for each Delegated Administrator and Authorised User your organisation has nominated.

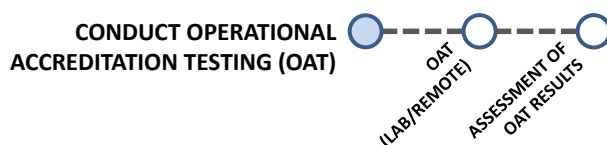


Important: Your organisation must ensure that all Delegated Administrator and Authorised User details are accurate and up-to-date at all times by using the External User Administration Portal, and that each Delegated Administrator and Authorised User agrees to, and complies with, the NBN Co

NBN Co Service Portal Rights

The following table describes each of the NBN Co Service Portal rights.

Rights	Description
Activation Rights	The authority to use (on behalf of your organisation) the sections of the NBN Co Service Portal associated with the ordering and activation of Product Components and Product Features.
Administrator Rights	The authority (on behalf of your organisation) to add or suspend Authorised Users, and to change Authorised User details.
Assurance Rights	The authority to use (on behalf of your organisation) the sections of the NBN Co Service Portal associated with Service Fault reporting, diagnosis, investigation and repair.
Appointment Rights	The authority to use (on behalf of your organisation) the sections of the NBN Co Service Portal specifically associated with viewing and scheduling Appointments for Installations and Trouble Ticket Appointments for the rectification of Service Faults, and for performing Site Qualification Enquiries. Note: Each Authorised User with either Activation Rights or Assurance Rights will also have access to the equivalent Appointment Rights functionality.
Change Rights	The authority to use (on behalf of your organisation) the sections of the NBN Co Service Portal associated with Planned Outage activities.
Billing Rights	The authority to use (on behalf of your organisation) the sections of the NBN Co Service Portal associated with viewing and downloading invoices and billing data.
Service Request Rights	The authority to use (on behalf of your organisation) the sections of the NBN Co Service Portal associated with submitting an enquiry or request to NBN Co.

2.2.8 Conduct Interoperability Certification Testing

This testing process consists of the following activities:

Activity	Purpose
Operational Accreditation Testing	Evaluates whether your organisation can effectively interact with the NBN Co Network and systems.
Assessment of OAT Results	Determines whether or not your organisation's technology and systems can interoperate effectively with the NBN Co Network and systems.

2.2.8.1 Operational Accreditation Testing (OAT)

Preparation for Operational Accreditation Testing

In preparation for Operational Accreditation Testing, NBN Co will do each of the following in respect of each Product Testing Module:

- Provide your organisation with an OAT Plan
- Confirm with your organisation, the mutually-agreed period during which the test environment will be made available to perform elements of the testing.

Note: The above activities will occur within 20 Business Days (or an otherwise mutually-agreed period) of NBN Co notifying your organisation of the successful completion of Interoperability Certification Testing.

Testing Locations and Access Times

Operational Accreditation Testing will be conducted remotely (at a mutually-agreed time), between NBN Co's and your organisation's respective facilities, using the Operational Accreditation Testing environment for the NBN Co Service Portal.

Constraints

For each relevant Product Testing Module, your organisation must perform and complete Operational Accreditation Testing:

- Via telephone or email (the performance of which NBN Co must be reasonably able to monitor)
- During the mutually-agreed period for the relevant Product Testing Module's **OAT Plan**.

Note: Unless otherwise specified in the OAT Plan, NBN Co or its appointed agents may choose to monitor testing via telephone or email.

NBN Co Participation

NBN Co or its agents may also choose to participate in the performance of any element of Operational Accreditation Testing.



Important: Any NBN Co participation in Operational Accreditation Testing does not alter your organisation's obligation to both perform and complete testing.

Interruptions to Testing

If an incident arises during Operational Accreditation Testing, which NBN Co determines is critical, the NBN Co Personnel coordinating the Operational Accreditation Testing will, as soon as reasonably practicable, inform your organisation's Personnel coordinating the Operational Accreditation Testing.



Important: All critical issues must be fixed before your organisation can successfully complete Operational Accreditation Testing.

Your organisation must fix any non-critical issues during Operational Accreditation Testing where reasonably practicable.

2.2.8.2 Assessment of OAT Results

On completion of Operational Accreditation Testing, NBN Co will do all of the following:

- Determine whether or not your organisation has successfully completed the testing requirements
- Issue an Operational Accreditation Test summary report
- Record any outstanding non-critical issues, and track these issues during the Governance Meetings.

2.2.9 Authority to Order Products

2.2.9.1 Additional/New Products/Components/Features

Following initial On-boarding, your organisation may wish to order Products, Product Components or Product Features for which Interoperability Certification Testing and/or Operational Accreditation Testing have not been performed.

Before your organisation can place such orders, NBN Co may require your organisation to undergo supplemental On-boarding activities for each Product, Product Component, or Product Feature, as relevant.

See section [2.4 Conduct Supplemental On-boarding Activities](#) on page 28.

2.3 Conduct Wireless On-boarding



The processes described in this section apply to ordering Product Components for NEBS supplied by means of the NBN Co Wireless Network only. These processes are additional to those set out in section [2.2 Conduct Initial On boarding](#) on page 15, and can only commence once those processes have been successfully completed.



Important: Your organisation must be accredited for NEBS supplied by means of the NBN Co Fibre Network to be able to undertake On-boarding under this section.

2.3.1 Define Solution

2.3.1.1 Solution Workshop

Additional Briefing Content for On-boarding

At the Solution Workshop for the Product Components, NBN Co will explain and discuss each of the items described in section [2.2.3.1 Solution Workshop](#) on page 16. In addition, during the On-boarding briefing, NBN Co will provide information regarding the interoperability processes between NBN Co and your organisation, specific to ordering Product Components.

Each party will update the contact information in the **Contact Matrix** for Product-related communications relating to NEBS supplied by means of the NBN Co Wireless Network (in accordance with section [1.4.1 Maintaining the Contact Matrix](#) on page 12).

2.3.2 First Order Assessment

After all of the following occur, NBN Co will notify your organisation that it will perform an assessment of your organisation's first Access Component order (**First Order Assessment**):

- NBN Co provides access to Product Component orders through the NBN Co Service Portal and (if applicable) B2B Access
- Your organisation completes the Solution Workshop for the Product Components
- NBN Co grants permission to raise your organisation's first Access Component order.



Important: Your organisation must successfully complete the First Order Assessment before NBN Co will permit it to raise subsequent orders for Product Components.

2.3.2.1 Success Criteria

A First Order Assessment is considered successful when NBN Co determines that either of the following has occurred:

- Your organisation raises its first Access Component order correctly without assistance from NBN Co

- (Following assistance from NBN Co) Your organisation demonstrates sufficient competence to enable future Access Component orders to be raised correctly without further assistance from NBN Co.

2.3.2.2 Assessment Results

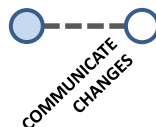
When NBN Co ...	The following occurs
Considers that your organisation has successfully completed the First Order Assessment	NBN Co will issue a written notice to your organisation to that effect. Your organisation gains permission to raise subsequent orders for Product Components.
Has to assist your organisation with raising the first AVC order	NBN Co reserves the right to conduct a review meeting with your organisation, and your organisation must attend such a meeting, if NBN Co believes the meeting is necessary to help your organisation gain the required competence.
Identifies issues that prevent your organisation from successfully completing the First Order Assessment	NBN Co notifies your organisation of the issues, and provides subsequent notifications to your organisation if and when the status of those issues change.

Your organisation must repeat the process outlined in this section [2.3.2](#) until it successfully completes the First Order Assessment.

2.4 Conduct Supplemental On-boarding Activities

2.4.1 Conduct On-boarding for Future Functionality

CONDUCT SUPPLEMENTAL
ON-BOARDING ACTIVITIES



If there are significant changes in the NBN Co Network, Products, Product Components and/or Product Features, NBN Co may require your organisation to take part in supplemental On-boarding activities.

What kinds of changes are considered significant?

Examples include the following (not a comprehensive list):

- NBN Co introduces new Products
- NBN Co introduces variations and enhancements to existing Products
- NBN Co introduces new systems and/or new processes
- NBN Co updates its systems or processes, including by means of any Minor B2B Interface Change or Major B2B Interface Change
- NBN Co wishes to implement a Major Upgrade

NBN Co will consider the impact of all changes and costs on your organisation and Other NBN Co Customers, and notify your organisation if any supplemental On-boarding activities are necessary.

Supplemental On-boarding activities may also be necessary where your organisation wishes to order a Product, Product Component or Product Feature for which Interoperability Certification Testing and/or Operational Accreditation Testing have not been performed.

If NBN Co requires your organisation to complete supplemental On-boarding activities, it will endeavour to bundle multiple changes within a single release (if such changes occur at the same time) to minimise the administrative impact on your organisation.

Your organisation must complete any required supplemental On-boarding activities which NBN Co notifies your organisation of, before your organisation is able to place orders for each relevant Product, Product Component or Product Feature.

2.5 Conduct On-boarding for Future Functionality

NBN Co may allow your organisation to conduct On-boarding for a future Product, Product Component or Product Feature prior to the date that it is available to be ordered, by doing the following:

- Inviting your organisation to conduct On-boarding for the future Product, Product Component or Product Feature (as applicable)
- Notifying your organisation of the terms and conditions which will apply to NBN Co's supply of the future Product, Product Component or Product Feature for the purposes of On-boarding.

If NBN Co allows your organisation to conduct On-boarding for future functionality, then all of the following will apply:

- References in this Module 2 to On-boarding for a Product, Product Component and Product Feature will include On-boarding for a proposed product, proposed product component and proposed product feature (respectively)
- The terms and conditions of supply of the proposed product, proposed product component or proposed product feature will apply to any supply of the proposed product, proposed product component or proposed product feature for the purposes of On-boarding.

Your organisation must comply with the terms and conditions of supply of the proposed product, proposed product component or proposed product feature as notified by NBN Co during On-boarding.

Module 3: Physical Access

3.1 In This Module



This Module is concerned with the protection of NBN Co's and your organisation's information and physical assets in connection with the supply of the Facilities Access Service, including the use of locks and biometric identification systems to limit access to Authorised Persons.

This Module describes the processes, rights and obligations applicable to gaining physical access to Type 1 Facilities and Type 2 Facilities, where this is permitted in connection with NBN Co supplying a Service Element of the Facilities Access Service to your organisation.

During On-boarding, or as a part of a Site Induction Course, your organisation will be provided with information, rules and policies regarding physical access to Type 1 Facilities and Type 2 Facilities.

Refer to the [Dictionary](#) for a description of the differences between a Type 1 Facility and a Type 2 Facility.

3.2 Site Induction

3.2.1 Physical Access Requests

Your organisation may request physical access to Type 1 Facilities and Type 2 Facilities for the purposes outlined in section 9 of the [Service Description for the Facilities Access Service](#).

During On-boarding or as part of a Site Induction Course, and from time to time, NBN Co will outline the processes and procedures relating to physical access, and provide contact details (through the **Contact Matrix**) relating to Physical Access Requests.

Requesting access refers to the process of gaining approval to access Type 1 Facilities and Type 2 Facilities in connection with the supply of relevant Service Elements of the Facilities Access Service.

Subject to the other requirements in the **WBA**, your organisation's permission to access Type 1 Facilities and Type 2 Facilities will last for 12 months (or a lesser period, where Site Induction Course accreditation is due to expire within 12 months). The period of your organisation's permission to access Type 2 Facilities is also subject to the requirements of the Underlying Facility Provider.

During the period of permitted access, your organisation's Authorised Persons will be issued with Electronic Access Cards, and/or Keys, depending on each site's specific entry requirements.



Important: In circumstances where your organisation receives a direction or communication from the Underlying Facility Provider which impacts on your organisation's access to a Type 2 Facility or your organisation's use of a Service Element of the Facilities Access Service it has acquired, your organisation must notify NBN Co of the details of that contact, as soon as practicable.

3.2.2 Site Induction Course

Your organisation must ensure that each of its proposed Authorised Persons completes (or has completed) a Site Induction Course prior to their first attendance at any Type 1 Facility or Type 2 Facility.

Your organisation must also ensure that each of its proposed Authorised Persons comply with any requests of NBN Co to complete any other required Site Induction Courses or briefings before accessing or continuing to access any Type 1 Facility or Type 2 Facility.

NBN Co will provide the details of Site Induction Courses (including any associated costs or locations) from time to time.

After a proposed Authorised Person has successfully completed the Site Induction Course, NBN Co will provide that Authorised Person with a *unique* reference number. Your organisation must include the reference number in each subsequent Physical Access Request for an Authorised Person, including applications for Electronic Access Cards or Keys.

Are there any charges associated with Site Induction Courses?

NBN Co's Charges for Site Induction Courses (if any) are set out in the [Price List](#). Charges levied by Third Party Suppliers are not dealt with under the *WBA*.

How long does accreditation from a Site Induction Course last?

Accreditation is valid for **3 Years** (or such other period as may be determined by NBN Co or the Underlying Facility Provider and notified to your organisation from time to time) from the date of successful completion of the relevant Site Induction Course.

Your organisation must ensure that its Authorised Persons maintain and renew their Site Induction Course credentials as required.

3.2.3 Electronic Access Cards

3.2.3.1 Single or Multiple Electronic Access Cards?

Each Electronic Access Card will provide an Authorised Person with one of the following, at NBN Co's discretion:

- Access to a **single** Facility (i.e. a single Type 1 Facility or Type 2 Facility), as requested.
- Access to **all instances** of a *single* Facility type (i.e. Type 1 Facilities or Type 2 Facilities), for one State and/or Territory, as requested.



Important: A Type 1 Electronic Access Card will be required for access to electronic key safes in both Type 1 Facilities and Type 2 Facilities. For details on electronic key safes, see [section 3.2.4 Physical Key Requests](#) on page 33.

Note: Access to facilities in the Australian Capital Territory is granted as part of access to New South Wales facilities.

If any of your organisation's Authorised Persons require access to both Type 1 Facilities and Type 2 Facilities, or to Type 2 Facilities at which they wish to access electronic key safes, they will require at

least two Electronic Access Cards: one for Type 1 Facilities and electronic key safes and the other for Type 2 Facilities. For details on electronic key safes, see [section 3.2.4 Physical Key Requests](#) on page 33

NBN Co's ability to provide Electronic Access Cards for Type 2 Facilities is subject to availability and receipt of such cards from the Underlying Facility Provider.

Electronic Access Cards and Access in Multiple States

Your organisation can request, or NBN Co may issue at its discretion, an Electronic Access Card that is valid for Type 1 Facilities or Type 2 Facilities in more than one State and/or Territory, for an individual Authorised Person of your organisation.

Following such a request, and subject to eligibility, NBN Co may issue your organisation with a single Electronic Access Card for that Authorised Person, which will be valid for all Type 1 Facilities or Type 2 Facilities in the requested States and/or Territories. Otherwise, that Authorised Person will require multiple cards to cover the requested States and/or Territories.

Note: Your organisation's Authorised Person will still require separate cards for Type 1 Facilities and electronic key safes, and for Type 2 Facilities, if needed.



Important: If the relevant Authorised Person is a sub-contractor working both for your organisation and one or more Other NBN Co Customers, they will require one Electronic Access Card for your organisation and a separate Electronic Access Card for each Other NBN Co Customer.

Before issuing Electronic Access Cards to one person for multiple organisations, NBN Co may in its discretion ask them and each organisation to confirm the person's roles and authorisations, and check the Authorised Person's name, address and date of birth.

3.2.4 Physical Key Requests

3.2.4.1 Type 1 Facilities

Keys may be required to enter relevant parts of Type 1 Facilities and will be securely stored in an electronic key safe accessible by the Authorised Person using their Electronic Access Card(s) in accordance with instructions notified by NBN Co from time to time and by security guards at the relevant Type 1 Facility.

Security guards will require presentation of a valid Electronic Access Card, confirmation of identity, and the Authorised Person's approved Planned Access Request or Emergency Access Request for the related Planned Access or Emergency Access (in accordance with [section 3.5 Planned Access or Emergency Access](#) on page 43).



Important: Electronic key safes which are accessible by your organisation's Authorised Persons may not be available at all Type 1 Facilities. NBN Co will notify your organisation of the Type 1 Facilities at which electronic key safes are accessible by your organisation's Authorised Persons from time to time.

If electronic key safes are not available at a Type 1 Facility, your organisation's Authorised Person may undertake Escorted Physical Access subject to the security checks described above and in accordance with [section 3.5.5 Escorted and Unescorted Physical Access](#) on page 45.

3.2.4.2 Type 2 Facilities

In order to gain access to Type 2 Facilities, your organisation will in most cases be issued with an Electronic Access Card and in some cases may require Keys.

During On-boarding or as part of a Site Induction Course, and from time to time, NBN Co may provide your organisation with information regarding the Type 2 Facilities that require Keys.

NBN Co's ability to provide Keys for Type 2 Facilities is subject to receipt of such Keys from the Underlying Facility Provider.

Your organisation may request Keys for a Type 2 Facility whenever NBN Co supplies your organisation with the relevant Service Elements of the Facilities Access Service which require Physical Access to that Type 2 Facility.

Your organisation may request Keys to more than one Type 2 Facility for an individual Authorised Person.

The Keys to the Equipment Racks supplied to your organisation within Type 2 Facilities will be stored in an electronic key safe accessible by the Authorised Person using a Type 1 Electronic Access Card, which must be used in accordance with instructions notified by NBN Co from time to time.



Important: An Electronic Access Card issued for access to a Type 2 Facility cannot be used to access an electronic key safe in the Type 2 Facility. Your organisation must request, and NBN Co may issue a separate Type 1 Electronic Access Card which may be used to access the electronic key safe.

Electronic key safes which are accessible by your organisation's Authorised Persons may not be available at all Type 2 Facilities. NBN Co will notify your organisation of the Type 2 Facilities at which electronic key safes are accessible by your organisation's Authorised Persons from time to time.

If electronic key safes are not available at a Type 2 Facility, your organisation's Authorised Person must order Keys in accordance with [section 3.2.5 Ordering Electronic Access Cards and Keys](#) on page 33 and may only access your organisation's Equipment Racks by requesting Escorted Physical Access (in accordance with section 3.5.5 Escorted and Unescorted Physical Access on page 45).

3.2.5 Ordering Electronic Access Cards and Keys

To order Electronic Access Cards and/or Keys, your organisation must perform all of the following steps:

Step	Action
1	Complete the <i>Physical Access Request Form</i> accessible on the External User Administration Portal.
2	Ensure that all requests for Electronic Access Cards or Keys are only submitted for Authorised Persons.
3	Submit the completed <i>Physical Access Request Form</i> via the External User Administration Portal.

Note: Your organisation may request multiple Electronic Access Cards and Keys using a *Physical Access Request Form*



Important: Your organisation must ensure that each of your Personnel agrees to, and complies with, the NBN Co EUAP Terms and Conditions when accessing the External User Administration Portal.

NBN Co will check submitted **Physical Access Request Forms** to ensure that your organisation has validly completed all mandatory fields. NBN Co may contact your organisation to confirm that your organisation's Personnel identified in the **Physical Access Request Form** are Authorised Persons. NBN Co may reject any invalid **Physical Access Request Forms**.

If NBN Co rejects an invalid **Physical Access Request Form**, it will notify your organisation.

For Type 1 Facilities and Type 2 Facilities in which electronic key safes are available, your organisation does not need to order Keys to the Equipment Racks which NBN Co is supplying to your organisation. After NBN Co begins supplying an Equipment Rack to your organisation, the Keys will be stored in the electronic key safe by NBN Co and your organisation will be notified. Your organisation's Authorised Persons may then access the Keys from the electronic key safe in accordance with instructions notified by NBN Co from time to time.

3.2.6 Dispatch and Delivery

NBN Co will inform your organisation when ordered Electronic Access Cards or Keys are available and/or dispatched.

Both Electronic Access Cards and the instructions to activate them will be made available for collection at a place nominated by NBN Co, or as follows:

- (Electronic Access Cards for Type 1 Facilities) Delivered to any address for Electronic Access Card deliveries nominated by your organisation that is acceptable to NBN Co
- (Electronic Access Cards for Type 2 Facilities) Delivered to your organisation via post to the address provided in the relevant **Physical Access Request Form**.

Provided that the following requirements have been met (as applicable) NBN Co will use reasonable endeavours to provide (or make available) Electronic Access Cards or Keys within 25 Business Days of receiving the **Physical Access Request Form**:

- The **Physical Access Request Form** has been completed correctly
- (In the case of Type 2 Facilities) The Underlying Facility Provider has supplied any necessary Electronic Access Cards or Keys

(In the case of replacement cards) The requirements of section [3.3.1.1 Lost, Stolen or Missing Electronic Access Cards and Keys](#) on page 36 or section [3.3.2 Damaged or Faulty Electronic Access Cards and Keys](#) on page 37 (as the case requires) are satisfied.

What if ordered Electronic Access Cards / Keys fail to arrive within the expected time?

Your organisation should email NBN Co at nbnco.siteaccess@nbnco.com.au, providing all relevant details of the order and attaching a copy of the relevant **Physical Access Request Form**.

What if my organisation has other issues relating to an Electronic Access Card or Key request?

Your organisation should contact NBN Co, using the details provided in the **Contact Matrix**.

3.3 Electronic Access Card and Key Maintenance

When in possession of Electronic Access Cards or Keys (including when Keys are temporarily accessed from an electronic key safe within a Type 1 Facility or Type 2 Facility for use within that facility), your organisation must (and must ensure that each of its Authorised Persons) do all of the following:

- Adopt effective security measures to prevent loss, damage and unauthorised use or access to the Electronic Access Cards and/or Keys
- Ensure there is no unauthorised copying of Keys and Electronic Access Cards
- Provide assistance as requested by NBN Co (or the Underlying Facility Provider in relation to Type 2 Facilities) in ensuring adequate security and safety in the Type 1 Facilities and Type 2 Facilities to which your organisation has Electronic Access Cards and/or Keys
- Immediately return any Electronic Access Cards or Keys to NBN Co or the electronic key safe, as applicable, when your organisation or its Authorised Persons no longer require access to (or are no longer authorised to access) the relevant Type 1 Facility or Type 2 Facility in accordance with the process in section [3.3.6 Returning Electronic Access Cards and Keys](#) on page 39
- (Where applicable) ensure that any Key accessed from an electronic key safe at a Type 1 Facility or Type 2 Facility does not leave that facility at any time
- (Where applicable) ensure the security of the electronic key safe from which any Key is accessed.

3.3.1.1 Lost, Stolen or Missing Electronic Access Cards and Keys

As soon as your organisation becomes aware that an Electronic Access Card or Key has become lost, has been stolen or is missing, your organisation must do both of the following:

- Telephone NBN Co immediately, using the relevant contact details provided during On boarding or as specified in the **Contact Matrix**
- Log the incident using iSafe.

See section [3.4.3 Safety, Hazard and Incident Notification](#) on page 42.

3.3.1.2 Lost Cards or Keys: Required information

When your organisation contacts NBN Co to notify NBN Co that an Electronic Access Card or Key for a Type 1 Facility or Type 2 Facility has become lost, has been stolen or is missing, your organisation must provide the following information:

- The Electronic Access Card number (located on the Electronic Access Card) or the Key serial number (as applicable)
- The circumstances surrounding the loss, theft or misplacement of the Electronic Access Card(s) and/or Key(s).

In addition to reporting the lost/stolen/missing Electronic Access Card(s) and/or Key(s), your organisation must also request a new Electronic Access Card or Key if a replacement Electronic Access Card or Key is required.

How much do replacement cards or keys cost?

Charges for replacement Electronic Access Cards and Keys are set out in the [Price List](#).

3.3.2 Damaged or Faulty Electronic Access Cards and Keys

When your organisation discovers that an Electronic Access Card or Key for a Type 1 Facility or Type 2 Facility has become faulty or is damaged, your organisation must do each of the following:

- Telephone NBN Co immediately, using the relevant contact details provided during On-boarding or as specified in the **Contact Matrix**
- Log the incident using iSafe

See section [3.4.3 Safety, Hazard and Incident Notification](#) on page 42.

- Return (in person or by post) the faulty Electronic Access Card(s) and/or Key(s) (other than Keys accessed from electronic key safes at the facility) to the following address:

Security Administration Team
NBN Co Limited
Level 4
380 Docklands Drive
Docklands, VIC 3008

- Replace the faulty Key(s) (if they are Keys accessed from electronic key safes at the facility) to the electronic key safe
- Request a new Electronic Access Card or Key if a replacement Electronic Access Card or Key is required.

3.3.3 Transferring Use of Electronic Access Cards and Keys

Means of access for Type 1 Facilities are not transferrable.

To transfer use of Electronic Access Cards and/or Keys between Authorised Persons for Type 2 Facilities, your organisation must complete and submit to NBN Co a **Physical Access Request Form**.

In doing so, your organisation must provide all of the following information (as applicable):

- The Electronic Access Card number (located on the Electronic Access Card)
- The Key serial number
- Details of the Authorised Person from whom the specific Electronic Access Card or Key is being transferred
- Details of the Authorised Person to whom the Electronic Access Card or Key is being transferred.

Your organisation must then email the form to NBN Co at nbnsiteaccess@nbnco.com.au.

Your organisation must ensure that transfer requests of this kind are only submitted for transfers between Authorised Persons. NBN Co will notify your organisation's Operational Point of Contact of the successful transfer once the process is complete.

Note: The transfer of Electronic Access Cards and/or Keys between Authorised Persons for Type 2 Facilities is subject to the approval of the Underlying Facility Provider.

3.3.4 Updating Keys

3.3.4.1 Type 1 Facilities

Physical Keys are kept on-site at Type 1 Facilities. They are provided as appropriate by the facility's security personnel or (where self-access electronic key safes are available) retrieved from the electronic key safe by Authorised Persons using their Electronic Access Card, in accordance with section [3.2.4.1 Type 1 Facilities](#) on page 33.

3.3.4.2 Type 2 Facilities

Whenever NBN Co or the Underlying Facility Provider reconfigures locks in Type 2 Facilities, NBN Co will inform your organisation's Operational Point of Contact of the update and provide your organisation with updated Keys.

Where an electronic key safe is available at a Type 2 Facility as described in section 3.2.4.2 Type 2 Facilities at page 32, updated Keys to Equipment Racks that are supplied to your organisation within the Type 2 Facility will be stored in the electronic key safe at the Type 2 Facility.

3.3.5 Renewing an Electronic Access Card

Electronic Access Cards for both Type 1 Facilities and Type 2 Facilities have a rolling 12-month expiry period (or a lesser period, where Site Induction Course accreditation is due to expire within 12 months).

Your organisation must monitor and manage the expiry of Electronic Access Cards, and request replacements or renewals as required by your organisation, by completing and submitting a **Physical Access Request Form** through the External User Administration Portal.

Your organisation must lodge renewal requests between 20 and 40 Business Days prior to the expiry date of Electronic Access Cards.

What does my organisation need to verify when renewing Electronic Access Cards?

Your organisation must confirm all of the following:

- That each Authorised Person who will use an Electronic Access Card currently works for your organisation
- That the requested Electronic Access Cards are still required by your organisation
- That the current Electronic Access Cards are still in your organisation's possession

When the relevant **Physical Access Request Form** is received by NBN Co, NBN Co will confirm each of the following:

- Whether or not the **Physical Access Request Form** submitted by your organisation has been correctly completed
- That the Authorised Person(s) set out in the **Physical Access Request Form** have a role in your organisation

- That the current Electronic Access Card assigned to each Authorised Person is currently valid (i.e. neither the person's SKA number nor their credentials have expired)
- That the Authorised Person(s) induction accreditation is valid for at least six (6) calendar months from submission of the **Physical Access Request Form**, and that there are no outstanding incidents recorded against them (for example, improperly retained Keys).

If NBN Co determines that the above matters have been satisfied, NBN Co will extend the Electronic Access Card's expiry date to either the Authorised Person's induction expiry date, or for another 12 calendar months, whichever is shorter. NBN Co will also advise your organisation's Operational Point of Contact of the successful renewal.

If NBN Co determines that any of the above matters have not been satisfied or cannot be verified, NBN Co will reject the renewal request, and notify your organisation's Operational Point of Contact.

What if my organisation does not wish to renew Electronic Access Cards?

Your organisation must return the relevant Electronic Access Cards as described in the following section.

3.3.6 Returning Electronic Access Cards and Keys

To return Electronic Access Cards and/or Keys for Type 1 Facilities or Type 2 Facilities that are in the possession of your organisation or any of its Authorised Persons (in the case of Keys, for a Type 1 Facility or Type 2 Facility at which an electronic key safe is not accessible by your organisation's Authorised Persons), your organisation must return (in person or by post) the Electronic Access Card(s) and/or Key(s) to the following address:

Security Administration Team
NBN Co Limited
Level 4
380 Docklands Drive
Docklands, VIC 3008

Where an electronic key safe is accessible by your organisation's Authorised Persons at a Type 1 Facility or Type 2 Facility, the Keys accessed by your organisation's Authorised Person must be returned to the electronic key safe by the Authorised Person immediately upon completing work at the relevant Equipment Rack.

Your organisation will be responsible for each of the following:

- Any Key accessed from an electronic key safe and any damage to the electronic key safe after it has been opened by an Electronic Access Card issued to your organisation (including to your organisation's Authorised Persons) until the electronic key safe is locked
- Any damage, interference or other act affecting an Equipment Rack supplied to your organisation or the Customer Active Equipment in it after the Equipment Rack has been accessed by a Key issued to your organisation's Authorised Person, until the Equipment Rack is locked
- Any damage, interference or other act that occurs in connection with use of a Key issued to your organisation's Authorised Person until that Key is returned by the Authorised Person and, in the case of return to an electronic key safe, until the electronic key safe is locked with the returned Key inside.

What does my organisation do with Electronic Access Cards that have been cancelled or are no longer required?

Your organisation must return cancelled or no longer required Electronic Access Cards and/or Keys, by returning them to the address provided (in person or by post).

3.4 Occupational Health, Safety & Environment Requirements

3.4.1 General OH&S rules

In addition to complying with the OH&S Laws and the matters set out in this section 3.4, your organisation must comply with the following rules:

Rules	
Do	Ensure that your organisation's Authorised Persons attend any briefings (as required by NBN Co from time to time) on safe work practices, health, safety and the environment in relation to Type 1 Facilities or Type 2 Facilities.
Do	Ensure that the Site Attendance Logbooks are signed by your organisation's Authorised Persons.
Do	Ensure that your organisation's Authorised Persons display your organisation's identification card while on site at a Type 1 Facility or Type 2 Facility at all times.
Do	Ensure that each of your organisation's Authorised Persons is familiar with the applicable emergency procedures at each Type 1 Facility or Type 2 Facility and that those Authorised Persons attend to and obey any direction given by NBN Co or an Underlying Facility Provider in accordance with an emergency management plan and/or by emergency management personnel.
Do	Ensure that your organisation's Authorised Persons keep all Type 1 Facilities and Type 2 Facilities in a neat and tidy state while in attendance, and: <ul style="list-style-type: none"> Promptly remove all waste, fibre filings and dust to appropriate receptacles once produced Promptly remove any excess equipment of your organisation or its Authorised Persons once it is no longer required Keep exits and paths clear of obstructions and trip hazards at all times.
Do	Follow any procedures of NBN Co or the Underlying Facility Provider in respect to accessing locations or undertaking works that may be deemed "notifiable" works during the Site Induction Course or as otherwise notified by NBN Co, including the completion of any forms or the provision of any required information prior to such works commencing. Details will be provided during On-boarding and/or any Site Induction Courses.
Do	Co-operate with NBN Co and Other NBN Co Customers in respect of Type 1 Facilities and NBN Co, the Underlying Facility Provider and Other NBN Co Customers in respect of Type 2 Facilities, to the extent that your organisation and its Authorised Persons are accessing such facilities at the same time.
Do	Complete all relevant nationally recognised competence training courses (at your organisation's expense) where any activity within an area at a Type 1 Facility or Type 2 Facility is classified as a confined space.

Rules	
Do	Complete a risk-assessment and establish the relevant control measures for any activities that require it (as required by any applicable law or otherwise).
Do	Comply with all laws relating to use of the Type 1 Facility or Type 2 Facility, including work/and or occupational health and safety laws and Environmental Laws.
Do	Comply with all reasonable directions of NBN Co relating to work and/or occupational health and safety in accessing a Type 1 Facility.
Do	Comply with all reasonable directions of the Underlying Facility Provider relating to work and/or occupational health and safety in accessing a Type 2 Facility.
Do	Identify hazards and assess the risks in relation to accessing and undertaking your organisation's work within Type 1 Facilities or Type 2 Facilities and implement adequate risk controls in relation to the proposed physical access.
Do	Notify NBN Co of any inspection, record, finding or notice of a Government Agency that relates to your organisation's use of the Type 1 Facility or Type 2 Facility (including providing a copy of any documentation exchanged with the Government Agency).
Do	Identify and manage through the implementation of appropriate policies and procedures and in accordance with applicable work and/or occupational health and safety laws, all relevant risks to work and/or occupational health and safety arising from, or in relation to, works and activities undertaken when accessing the Type 1 Facility or Type 2 Facility, including without limitation, risks arising from the presence of any confined spaces (for example, fibre pits at Type 1 Facilities).
Do	Notify NBN Co if your organisation reasonably considers that an action of another person in the Type 1 Facility or Type 2 Facility may threaten the immediate safety of your organisation, its Authorised Persons, NBN Co or other users of the Type 1 Facility or Type 2 Facility.
Do	Notify NBN Co of your organisation's intention to, and obtain NBN Co's prior written consent to: <ul style="list-style-type: none"> store any goods or substances (including any Hazardous Materials) at a Type 1 Facility or Type 2 Facility change to the nature, composition or volume of any goods or substances (including any Hazardous Materials) stored at a Type 1 Facility or a Type 2 Facility.
Do	Give notice to NBN Co of any Contamination or Hazardous Materials in any Type 1 Facility or Type 2 Facility.
Do	Follow all directions of NBN Co as to the notices required in relation to Hazardous Materials where your organisation has obtained that consent, including notifying NBN Co of any change to the nature, composition or volume of those Hazardous Materials and obtaining consent from NBN Co.
Do	Comply with all directions of NBN Co and/or the Underlying Facility Provider where NBN Co or the Underlying Facility Provider reasonably consider that an action of your organisation or its Authorised Person threaten the immediate safety of persons or plant in the relevant Type 1 Facility or Type 2 Facility.
Do not	Store any goods or substances at Type 1 Facilities or Type 2 Facilities while your organisation or its Authorised Persons are not present at the site, unless agreed by NBN Co in writing.
Do not	Cause or contribute to any Contamination or an Environmental Hazard, at, under or in respect of a Type 1 Facility or a Type 2 Facility, including by way of handling, storing or using Hazardous Materials in a manner likely to give rise to an Environmental Hazard.

Rules	
Do not	Dump Hazardous Materials or cause Hazardous Materials or Contamination to emanate to, or from, the Type 1 Facility or Type 2 Facility.
Do not	<p>Carry out any activities in a Type 1 Facility or Type 2 Facility that:</p> <ul style="list-style-type: none"> Endangers the health or safety of Personnel of the Underlying Facility Provider or any other party Causes a nuisance while accessing a Type 1 Facility or Type 2 Facility <p>Interferes with or prejudices 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.</p>

3.4.2 Health and Safety Audits

From time to time, NBN Co may undertake audits of your organisation's health, safety and environmental systems, documents and records where NBN Co is required under law to provide a Government Agency with information relating to occupational health and safety incidents (or NBN Co is obliged under contract to obtain that information).

How will this occur?

NBN Co will provide the relevant information regarding the procedures that NBN Co or your organisation must follow when NBN Co proposes to undertake an audit in the manner described above, when it communicates with your organisation's Operational Point of Contact.

If requested by NBN Co, your organisation must allow NBN Co to do each of the following:

- Audit your organisation's occupational health, safety and environmental documentation records to confirm that, as far as reasonably practicable, your organisation is compliant with relevant occupational health and safety requirements relating to its continued physical access to Type 1 Facility or Type 2 Facilities
- Report back to the relevant Government Agency in relation to the audit.

3.4.3 Safety, Hazard and Incident Notification

Your organisation must immediately report all of the following that occur within Type 1 Facilities or Type 2 Facilities using iSafe:

- All work and/or occupational health and safety hazards
- All Environmental Hazards, Hazardous Material and Contamination
- All other health and safety incidents.

Your organisation must also report these matters to the NBN Co occupational health and safety contact (as specified in the **Contact Matrix**).

What is iSafe?

iSafe is a software application used by NBN Co to log occupational health, safety and environmental incidents and Environmental Hazards.

During the On-boarding process, NBN Co will supply your organisation with access to *iSafe*.

Your organisation must use *iSafe* to capture all hazards, Environmental Hazards, Hazardous Materials, Contamination or health and safety incidents that occur within Type 1 Facilities and Type 2 Facilities.

Your organisation must provide all required details when submitting any "hazard" or "incident" form required in the *iSafe* submission procedure.

NBN Co will investigate and work with your organisation to resolve all hazards, including Environmental Hazards, remove all Hazardous Material and Contamination, and address other such health and safety incidents which occur at or in relation to Type 1 Facilities or Type 2 Facilities.

Your organisation must also do each of the following:

- Notify NBN Co if a fault, defect, damage or problem with any of your organisation's equipment causes, or might reasonably cause, damage to the relevant Underlying Facility Provider's infrastructure in a Type 2 Facility, NBN Co Equipment in a Type 1 Facility or a Type 2 Facility, or pose a risk to the health or safety of any person
- Repair the fault, defect or problem or take other appropriate corrective action, immediately in the case of an Emergency or immediate danger, and as soon as practicable after your organisation becomes aware of it in all other cases
- Notify NBN Co if your organisation becomes aware of a fault, defect, damage, problem or risk to the health or safety of persons in respect of an Underlying Facility Provider's infrastructure in a Type 2 Facility, or NBN Co Equipment in a Type 1 Facility or a Type 2 Facility, to which your organisation has been granted access.

3.4.4 The Access Seeker Undertaking

Your organisation must comply with, and ensure that its Authorised Persons comply with, all obligations described in the Access Seeker Undertaking including with regards to occupational health and safety in Type 2 Facilities and any directions given to your organisation by the Underlying Facility Provider.

3.5 Planned Access or Emergency Access

3.5.1 Site entry prerequisites

Before entering a site, your organisation must have all of (but not limited to) the following site entry requirements in place:

- All Authorised Persons have completed the required Site Induction Courses
See section [3.2 Site Induction](#) on page 31.
- Your organisation's Authorised Persons have the correct Electronic Access Cards and/or Keys, as required for the relevant site(s)
See section [3.2 Site Induction](#) on page 31.
- All relevant on-site entry requirements and responsibilities are met.

3.5.2 Requesting Access

Whenever your organisation wishes to gain Planned Access or Emergency Access for the Permitted Purpose to a Type 1 Facility or a Type 2 Facility, your organisation must submit a Service Request to NBN Co.

The Service Request must include all relevant site-specific information.

3.5.3 Basic responsibilities

While working at a Type 1 Facility or Type 2 Facility, your organisation must abide by the rules of NBN Co and/or any Underlying Facility Provider for working at that facility, as well as those of a relevant facility owner (if any).

At every site, your organisation must, and must ensure that each of its Authorised Persons, do the following:

Basic Responsibilities	
Do	Ensure that all risks associated with the work undertaken are identified, assessed and controlled.
Do	Be in possession of a valid induction number (from a Site Induction Course), valid for 3 years (or such other period as may be determined by NBN Co or the Underlying Facility Provider and notified to your organisation from time to time) from the completion date.
Do	Report all OH&S/HSE hazards and incidents to the NBN Co site contact, and log the hazard in iSafe. See section 3.4.3 Safety, Hazard and Incident Notification on page 42.
Do	Report any property damage, faults or incidents to the NBN Co site contact and the relevant manager in your organisation.
Do	Adhere to all site-specific HSE procedures and signage, including any HSE and security framework provided to your organisation during On-boarding.
Do	Adhere to all site rules and prohibitions, including in relation to the consuming of food, drugs or alcohol.

3.5.4 Site-specific Requirements

Your organisation must, and must ensure that each of its Authorised Persons, adhere to the following rules at all times:

Site-specific Rules	
Do	Complete all site orientation briefings, if and when required.
Do	Only ever physically enter a Type 1 Facility or Type 2 Facility by way of any entry point identified in the relevant Site Induction Course, or as advised by the Underlying Facility Provider.
Do	Ensure that only Authorised Persons nominated on the <i>Physical Access Request Form</i> submitted by your organisation in relation to the Type 1 Facility or Type 2 Facility gain access to the Type 1 Facility or Type 2 Facility.

Site-specific Rules	
Do	Only ever physically enter a Type 1 Facility or Type 2 Facility as is permitted by the Service Description for the Facilities Access Service .
Do	Follow any procedures of NBN Co or the Underlying Facility Provider (as applicable) in respect of a notice of departure from Type 1 Facilities or Type 2 Facilities.
Do	Keep all Type 1 Facilities and Type 2 Facilities free from any unnecessary obstruction and promptly clear away any rubbish, excess equipment, fibre filings or dust once produced.
Do	Remove any construction plant and equipment no longer required by your organisation.
Do	Ensure all applicable security arrangements in place prior to entering a Type 1 or Type 2 Facility are in place prior to leaving the Type 1 or Type 2 Facility and, where practical and under the control of an Authorised Person, remain in place while they are at the Type 1 or Type 2 Facility.
Do	Use due care and attention regarding security of the infrastructure and equipment in or forming part of Type 1 Facilities or Type 2 Facilities.
Do	Remove 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.
Do	Remove Authorised Persons from any Type 1 Facility to the extent necessary to enable NBN Co to remedy significant faults in its services or address an Emergency.
Do	Obtain NBN Co's prior written consent to replace, modify, rearrange, or remove your organisation's equipment on Rack Space in a Type 1 Facility or a Type 2 Facility.
Do Not	Interrupt or interfere with any NBN Co Equipment or the equipment of Other NBN Co Customers, including (but not limited to) generators, heating, ventilation, and air conditioning and fire systems.
Do	Allow NBN Co or the Underlying Facility Provider to inspect your installation works undertaken in and, your organisation's equipment installed in Type 1 Facilities or Type 2 Facilities.
Do	Notify NBN Co of any breach by your organisation or its Authorised Persons of any requirement in this section, or section 3.4 Occupational Health, Safety & Environment Requirements on page 40, as soon as possible and in any case within one Business Day of becoming aware of the breach.
Do Not	Erect, install or display any advertising, promotional or similar signage on or in any Type 1 Facility or Type 2 Facility without the prior written agreement of NBN Co and the Underlying Facility Provider.
Do Not	Damage, disturb or destroy any cultural or Heritage Items in or on Type 1 Facilities or Type 2 Facilities or act in a way which is contrary to any applicable laws relating to any cultural or Heritage Items.
Do	Acknowledge that, as between your organisation and NBN Co, any Heritage Items discovered by your organisation in a Type 1 Facility or a Type 2 Facility are the property of NBN Co.

3.5.5 Escorted and Unescorted Physical Access

If an electronic key safe accessible by your organisation's Authorised Persons is available at a Type 1 Facility or Type 2 Facility (see section 3.2.4.1 Type 1 Facilities and section 3.2.4.2 Type 2 Facilities on page 32) your Authorised Persons may have Unescorted Physical Access to an Equipment Rack being supplied by NBN Co to your organisation unless NBN Co or a relevant Underlying Facility Provider expressly requires Escorted Physical Access in specific situations.

There may be particular physical access situations in which your organisation's Authorised Persons may be escorted by NBN Co Personnel or, in the case of Type 2 Facilities, Personnel of the associated Underlying Facility Provider, while present at the facility.

For example, NBN Co may provide Escorted Physical Access to your organisation where it needs to install lead-in cables. In these circumstances, the purpose of Escorted Physical Access is to unlock doors to facilitate your organisation's access. NBN Co may also escort your organisation's Authorised Persons while they are on site.

3.5.5.1 Requesting Escorted and Unescorted Physical Access

Your organisation must request Escorted Physical Access or Unescorted Physical Access for the Permitted Purpose by raising a Service Request using the NBN Co Service Portal and, in doing so, providing all of the following information:

- The reason for Escorted Physical Access or Unescorted Physical Access (Planned Access or Emergency Access)
- The type of work to be completed
- (*Where applicable*) The Equipment Rack location including the floor, suite and rack number
- Contact details for the Authorised Person for whom your organisation is requesting access
- The Electronic Access Card number(s) to be used by the Authorised Person for whom your organisation is requesting access
- The POI Site or Aggregation Node Site to which your organisation is requesting access
- Requested start and end time for access
- Any other preferred appointment details
- Any additional matters set out in Additional Requirements and Information below.

Additional Requirements and Information

In addition to the matters set out above, whenever your organisation requests Escorted Physical Access or Unescorted Physical Access, NBN Co and your organisation must comply with the following requirements and provide the following information:

Access type	Requirements and Information
Planned Access	<ul style="list-style-type: none"> • Your organisation must provide NBN Co with 5 Business Days' prior notice of the requested Escorted Physical Access • Your organisation must provide NBN Co with 1 Business Days' prior notice of requested Unescorted Physical Access • NBN Co will then contact your organisation's Authorised Person (as defined in the Service Request) to confirm the requested time for Escorted Physical Access, and update the Service Request with the confirmed time(s) • When NBN Co is unable to provide Escorted Physical Access at the requested time, NBN Co will contact your organisation's Authorised Person (as specified in the Service Request) to arrange a suitable alternative time for both your organisation

Access type	Requirements and Information
	<p>and NBN Co, and update the Service Request with the agreed time</p> <ul style="list-style-type: none"> If relevant, your organisation must permit the Underlying Facility Provider (if it requests) to attend certain works, as described earlier in this section.
Emergency Access	<ul style="list-style-type: none"> NBN Co will endeavour to provide Escorted Physical Access in a timely manner. NBN Co Personnel will contact your organisation's Authorised Person (as defined in the Service Request) to arrange and agree a suitable time for both your organisation and NBN Co If an electronic key safe accessible by your organisation's Authorised Persons is available at a Type 1 Facility or Type 2 Facility (see section 3.2.4.1 Type 1 Facilities and section 3.2.4.2 Type 2 Facilities on page 32) your organisation may request Unescorted Physical Access for an Authorised Person. NBN Co will endeavour to enable Unescorted Physical Access in a timely manner.

3.5.6 Deliveries

If your organisation wishes to make a delivery to a Type 1 Facility or a Type 2 Facility, it must comply with the following rules.

Facility	Rules
Type 1 Facility	<p>Your organisation must provide 24 hours' notice of the delivery either to Customer Support Centre, or to the NBN Co Operational Point of Contact (as defined in the Contact Matrix).</p> <p>Any person making a delivery to a Type 1 Facility on behalf of your organisation can only access the facility when under the supervision of one of your organisation's Authorised Persons <i>at all times</i> during the delivery, and must leave the facility as soon as the delivery has been made.</p> <p>Unless separately agreed with NBN Co, NBN Co is not required to accept deliveries on behalf of your organisation.</p>
Type 2 Facility	<p>Any person making a delivery to a Type 2 Facility on behalf of your organisation can only access the facility when under the supervision of one of your organisation's Authorised Persons <i>at all times</i> during the delivery, and must leave the facility as soon as the delivery has been made.</p> <p>Unless separately agreed with the Underlying Facility Provider, the Underlying Facility Provider is not required to accept deliveries on behalf of your organisation.</p>

3.6 Breaches of Access Rules and Procedures

NBN Co will work with your organisation during On-boarding to ensure that your organisation is provided with rules and policies relating to physical access to Type 1 Facilities and Type 2 Facilities.

If NBN Co determines that your organisation and/or its Personnel has breached these rules/policies or the **Access Seeker Undertaking**, NBN Co may do either or both of the following:

- Immediately refuse your organisation access to any Type 1 Facilities and Type 2 Facilities
- Revoke your organisation's existing physical access approvals.

3.6.1 Physical Access Refusal or Revocation

NBN Co or the Underlying Facility Provider may at any time revoke physical access to, or request your organisation's Authorised Persons to cease work and/or leave a Type 1 Facility or Type 2 Facility immediately, on any of the following bases:

- On the grounds set out in the [Service Description for the Facilities Access Service](#)
- NBN Co reasonably believes that your organisation is in breach of any of its obligations under the **WBA** and/or policies as provided to your organisation
- Any Personnel of your organisation commits (or NBN Co reasonably believes that any Personnel of your organisation has committed) any type of security breach, or has engaged in any unlawful act
- Any Personnel of your organisation improperly enters a Type 1 Facility or Type 2 Facility, or does not produce acceptable photographic identification when requested by NBN Co or an Underlying Facility Provider
- Any Personnel of your organisation enters a Type 1 Facility or Type 2 Facility without having completed the Site Induction Course or other relevant course for that facility, or the Personnel no longer has valid accreditation for the Site Induction Course or other relevant course.

If NBN Co decides to refuse or revoke physical access to a Type 1 Facility or Type 2 Facility to any of your organisation's Personnel, NBN Co will notify your organisation and provide reasons for the refusal or revocation unless it considers it is inappropriate or unable to do so for privacy, confidentiality or legal reasons.

3.6.2 Compliance Requirements

Your organisation must, and must ensure that each of its Authorised Persons, immediately comply with any direction given by NBN Co or the applicable Underlying Facility Provider, regarding cessation of work or leaving any Type 1 Facility or Type 2 Facility, including any direction given pursuant to an **Access Seeker Undertaking**.

Where NBN Co considers it to be appropriate, NBN Co will work with your organisation to resolve issues relating to immediate physical access refusal to enable your organisation and its Authorised Persons to return to the Type 1 Facility or Type 2 Facility within a reasonable period.

3.7 NBN Co Building Entry Service (Type 1 Facilities only)

This section 3.7 does not apply to Type 2 Facilities.

3.7.1 Installation of lead-in or backhaul transmission cables

Your organisation must install lead-in or backhaul transmission cables in accordance with all of the following:

- The terms of the order accepted by NBN Co
- The Detailed Design Drawings approved by NBN Co
- The relevant terms of the **WBA**

- Any directions or conditions that may be given by NBN Co to your organisation in relation to the performance of the installation.

NBN Co will provide your organisation's Authorised Persons with access to those parts of the Type 1 Facility that are necessary for your organisation to perform the installation (subject to your organisation separately complying with the requirements for physical access to the relevant Type 1 Facility, as set out in this Module).

3.7.2 Arranging physical access to use the NBN Co Building Entry Service

Your organisation must separately arrange physical access for its Authorised Persons in relation to the NBN Co Building Entry Service, including for each of the following purposes:

- Installing lead-in or backhaul transmission cables pursuant to the NBN Co Building Entry Service
- Observing NBN Co's performance of Post-Installation Audits and Inspections.

Module 4: Activations

4.1 In This Module

This module describes the processes and interactions that apply to the ordering and provisioning of Products supplied over the NBN Co Fibre Network, NBN Co Wireless Network, and NBN Co FTTB Network.




4.2 Customer Forecasts

To better manage resources to meet your needs, NBN Co uses your organisation's forecasts to anticipate and plan for your organisation's volume of Connect Orders.

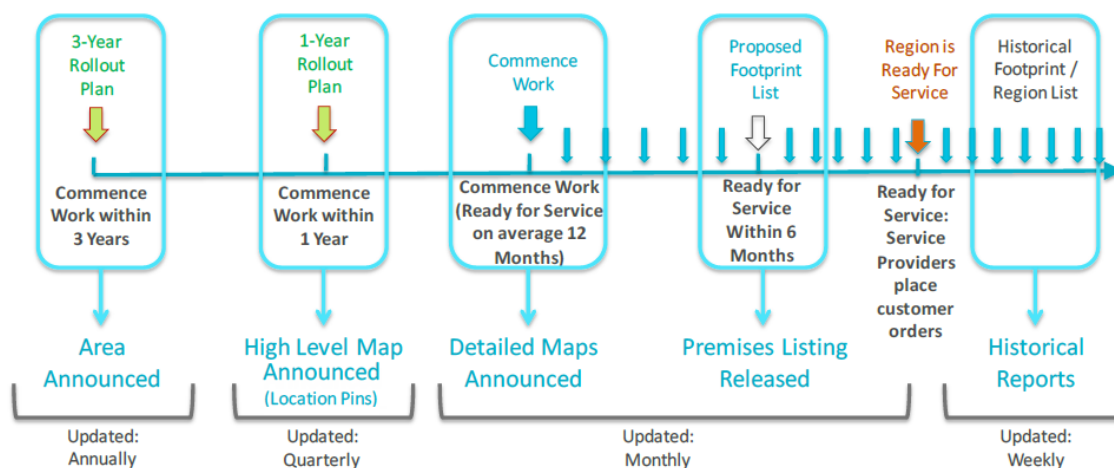
4.2.1 NBN Co Rollout Plans

4.2.1.1 Network Rollout Communication Plan

The NBN Co Network is being rolled out in regions (**Rollout Regions**) according to a range of plans (**Rollout Plans**).

Network Type	Rollout Region
 FIBRE  FTTB	In the case of the NBN Co Fibre Network and NBN Co FTTB Network, a Rollout Region is typically, but not always, a Serving Area Module (SAM) or new development site.
 WIRELESS	In the case of the NBN Co Wireless Network, a Rollout Region is typically, but not always, a Wireless Serving Area (WSA).

The following is an example of the timeline of network rollout communication activities (for the NBN Co Fibre Network) that provide your organisation with details of where work is planned, under way or complete:



NBN Co will endeavour to make information available to your organisation (via NBN Co's Website) relating to the rollout of the NBN Co Network.

For information about the available Rollout Plans, refer to the latest NBN *Co Access Seeker Communications Pack*, available from NBN Co's Website.

4.2.1.2 Material Changes to Connectivity Serving Areas (CSAs)

NBN Co will provide at least 6 months prior written notice to your organisation of a material change to the characteristics of a CSA associated (at the time of the change) with an Established POI (specified in a POI Rollout Plan) where your organisation has active services which are likely to be impacted by that change.

For the purposes of this section, a 'material change to the characteristics of a CSA' includes any of the following:

- A change to the POI Site or Aggregation Node Site with which the CSA is associated
- A material change to the geographic boundaries of the CSA
- A change of more than +/- 10% to the approximate number of Premises served by the CSA (on completion).

However, a 'material change to the characteristics of a CSA' does not include the following:

- A change to the name of the CSA
- A change to the identifier for the CSA
- A change in relation to a CSA associated with a Temporary POI
- A change regarding the POI Site or Aggregation Node Site in respect of which a CSA is associated, where the existing POI is a Temporary POI and the new POI is an Established POI.

4.2.2 End User Connection Forecasts

4.2.2.1 Activities: End User Connection Forecasts

Initial Forecasts

Before completing On-boarding and before ordering any Products, your organisation must provide its initial **End User Connection Forecast** to NBN Co using the forecast template that NBN Co will provide to your organisation's Relationship Point of Contact.

Ongoing Forecasts

The steps comprising the **End User Connection Forecasts** process, and the associated activities that NBN Co and your organisation must perform each month in relation to each step, are defined in the table below.

Who	Activity
NBN Co ...	Releases a <i>Ready for Service Rollout Plan</i> .
Your organisation ...	(For each relevant Connectivity Serving Area) At least 14 days before the beginning of each month, must provide NBN Co with an End User Connection Forecast (using the template provided by NBN Co to your organisation's Relationship Point of Contact) which forecasts the total number of End User Connections in that CSA that your organisation expects to

order in each week of that month, and each week of the following two months.



Important: When a SAM within a *Connectivity Serving Area* is scheduled as ready for service *during* that quarter, your organisation must ensure that the relevant **End User Connection Forecasts** includes that SAM.

Note: All **End User Connection Forecast** data is your organisation's Confidential Information.

4.2.3 Address Inconsistency in the Proposed Footprint List

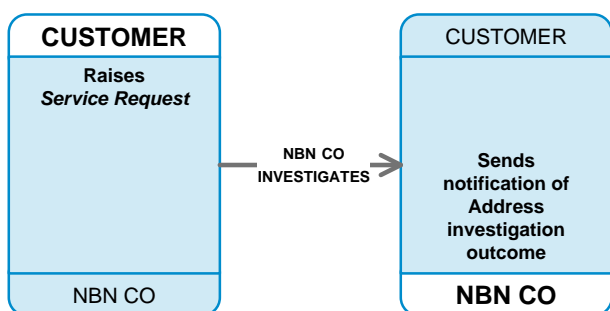
The *Ready For Service Rollout Plan* published by NBN Co includes the **Proposed Footprint List**.

4.2.4 One-off Address Queries

Your organisation can query address information contained in either the **Proposed Footprint List** or the **Historical Footprint List** by raising a Service Request (**Address Query**).

4.2.4.1 Interactions: Submit an Address Query

The following diagram illustrates the interactions between your organisation and NBN Co that can arise from the submission of an Address Query.



Description

The following table describes the interactions between your organisation and NBN Co that can arise from the submission of an Address Query.

Who	Activity
Your organisation ...	<p>Reviews the Historical Footprint List and the Proposed Footprint List, and depending on what it finds, does one of the following:</p> <ul style="list-style-type: none"> (If the address is not present in the Historical Footprint List or the Proposed Footprint List) Reviews the Historical Rollout Region List to confirm whether or not the SAM or WSA for that area is ready for service. If the SAM or WSA is not present in the Historical Rollout Region List, the address is not NBN Serviceable, and no further action will be taken. (If the address is present in any of the Historical Footprint List, the Proposed Footprint List or the Historical Rollout Region List) Raises a Service Request.
NBN Co ...	<p>(Following investigation of address discrepancies identified by your organisation through this process) Notifies your organisation (via the NBN Co Service Portal) of any necessary changes to the Historical Footprint List and the Proposed Footprint List (or any other</p>

documents) arising from that investigation, and closes the Service Request.

4.2.4.2 Service Request: Information Required

If your organisation is required to raise a Service Request (as described in section [4.2.4.1 Interactions: Submit an Address Query](#) above), your organisation must include all of the following information:

- (If the address is considered incorrect) The existing original address
- The requested correct address
- The missing address
- Additional information (if applicable for the relevant network).

4.3 Site Qualification

4.3.1 Site Qualification Enquiries

NBN Co will provide, from both the NBN Co Service Portal and B2B Access, tools designed to enable your organisation to determine whether a particular premises is NBN Serviceable at a given point in time (**Site Qualification Enquiry**).

If a Site Qualification Enquiry indicates that a premises is NBN Serviceable, the NBN Co Service Portal or B2B Access (as applicable) will return all of the following information:

- The Service Class of the Premises
- The Products that are available for the Premises and whether any Product Feature(s) are subject to supply limitations for the Premises.
- Whether there is a Booked Appointment, or other existing planned installation date, relating to the Premises in respect to an NTD or a Battery Backup Unit.
- Additional information (if applicable for the relevant network).

Important: NBN Co may change which of the networks that form part of the NBN Co Network will be used to serve a Premises from time to time. Notwithstanding that a Site Qualification Enquiry may indicate that an address is served by a particular network, NBN Co's acceptance of an order is *conditional* until NBN Co confirms which network will be used to serve that Premises. NBN Co may make a field site visit to confirm which network will be available at the relevant Premises.

If NBN Co determines that the premises is not NBN Serviceable or may be served by a network forming part of the NBN Co Network that is different to the network shown in response to a Site Qualification Enquiry, NBN Co will do each of the following:

- Cancel any orders for NBN Co to supply NEBS in respect of that premises.
- Update the NBN Co Service Portal and B2B Access (as applicable) to indicate that the premises is not NBN Serviceable or to correct the details of the network which is available at the premises.

- Update the **Historical Footprint List** to indicate that the premises is not NBN Serviceable or to correct the details of the network which is available at the premises.

As the rollout of the NBN Co Network proceeds, NBN Co will introduce new addresses into the system.

Note: NBN Co will also provide your organisation with the new or updated addresses in the **Historical Footprint List**.

4.3.1.1 Address Enquiry

If your organisation cannot locate a premises in a search using the NBN Co Service Portal, B2B Access, or in the **Historical Footprint List** but believes the premises is NBN Serviceable, your organisation may request that NBN Co investigates the premises by conducting an Address Enquiry.

How does my organisation request an investigation?

Through the NBN Co Platform Interfacing Service (i.e. either the NBN Co Service Portal or B2B Access).

NBN Co will perform the investigation. Depending on the result of that investigation, NBN Co will determine and communicate the following information to your organisation:

Investigation result	Consequence
Address is not valid	Your organisation cannot place an order for the Premises.
Address is valid and NBN Serviceable	NBN Co will provide your organisation with the valid NBN Co Location ID and the Service Class for that Premises.
Address is not NBN Serviceable	<ul style="list-style-type: none"> • NBN Co will notify your organisation's relevant Operational Point of Contact • NBN Co will update the Site Qualification Enquiries system and the Historical Footprint List to indicate that the Premises is not NBN Serviceable.

If your organisation is not satisfied with the information that NBN Co provides in response to an Address Enquiry, your organisation may escalate the matter to NBN Co via your organisation's Operational Point of Contact.

4.3.2 Historical Footprint List

Each week, NBN Co will provide your organisation with access to a Historical Footprint List.

NBN Co will provide the Historical **Footprint List** to your organisation's Operational Point of Contact as specified in the **Contact Matrix**.

Can my organisation use Historical Footprint Lists in any way it chooses?

No: Historical Footprint Lists remain the Confidential Information of NBN Co.

4.3.2.1 Service Classes

The Service Class of a Premises describes its state of readiness. The various Service Classes are each defined in the [Dictionary](#).

Can the Service Class of a Premises change?

Yes: NBN Co can change the Service Class of a Premises. The new Service Class applies immediately. NBN Co may change the network forming part of the NBN Co Network that is used to serve a Premises, and the corresponding Service Class of that Premises, after it has included that Premises in a Proposed Footprint List or Historic Footprint List. If NBN Co changes the network serving the Premises, in the case of an inflight order that has not passed its Point of No Return NBN Co will provide a Cancelled Notification to your organisation.

4.3.2.2 Facilities Access Service enquiries

If requested, NBN Co will tell your organisation the following information about the type of Aggregation Node Site located at the Established POI at which the Facilities Access Service is supplied:

- The Established POI has an Incorporated Aggregation Node Site (Type 1 Facility or Type 2 Facility)
- The Established POI has an Annexed Aggregation Node Site (Type 2 Facilities only).

4.4 Products

4.4.1 What Products does NBN Co offer?

A full list of the Products which NBN Co offers is contained in the [WBA Product Catalogue](#). These are available for your organisation to order, subject to the requirements of the **WBA**, including any relevant On-boarding accreditation.

4.4.1.1 Product Components: Ordering Sequence

Prerequisite: Your organisation will require physical access to an Established POI for certain Infrastructure Components (e.g. NBN Co Building Entry Service, NBN Co ODF Termination Point, NBN Co Co-Location and Cross Connects) before your organisation can order certain Product Components.

Before starting any order, your organisation must be certified for physical access to the relevant POI. See [Module 3: Physical Access](#).

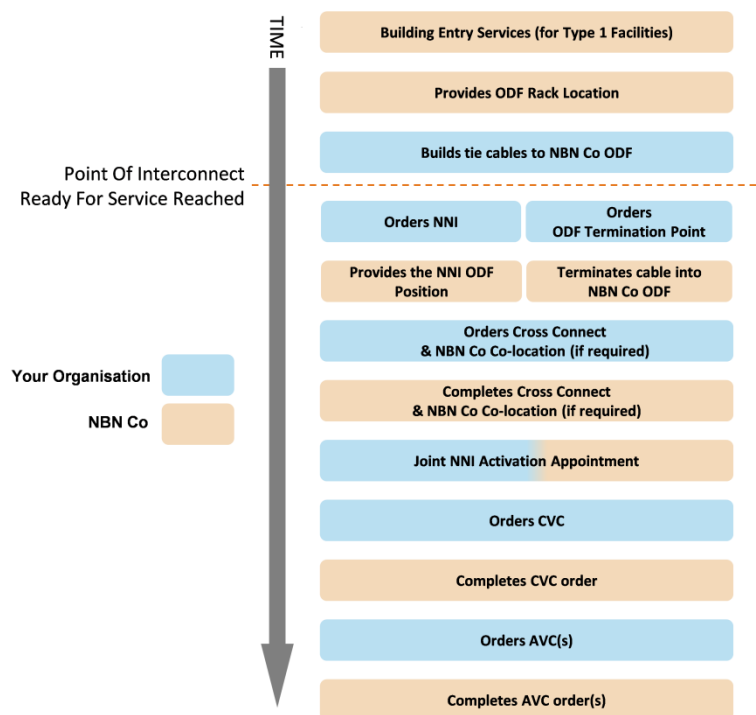
There may be significant lead times between your organisation placing an order for an Infrastructure Component or a Connectivity Component and NBN Co commencing supply of that Infrastructure Component or Connectivity Component, as applicable.



Important: NBN Co is not responsible for any delays in supplying Access Components to your organisation by reason of a failure by your organisation to take account of these lead times, which is a Customer Event for the purposes of the **WBA**.

High-level Summary

The following diagram and description outline the high-level ordering sequence to which your organisation and NBN Co must adhere:



Detailed description

The steps comprising that process, and the associated activities NBN Co and your organisation must perform in relation to each step, are defined in the table below.

Who	Activity
NBN Co ...	<p>(Approximately 2 months before the POI is ready for service) Provides your organisation with the physical rack location of the NBN Co ODF.</p> <p>This specifies the floor number, suite and rack number where your organisation will install their backhaul.</p> <div> <p>Important: (For Type 2 Facilities only) Your organisation requires this information before commencing work with the Underlying Facility Provider.</p> <p>Important: Your organisation should be aware that NBN Co may (or may authorise others to) move or change the designated rack locations for termination of the NBN Co ODF Termination Point.</p> </div>
Your organisation ...	<p>Works with NBN Co and the Underlying Facility Provider (for Type 2 Facilities) to install backhaul cables above the NBN Co ODF Termination Point.</p> <p>(If required) Orders the NBN Co Building Entry Service for Type 1 Facilities.</p>

Who	Activity
Your organisation ...	Orders the NNI.
Your organisation ...	Orders the NBN Co ODF Termination Point. Note: The NNI and NBN Co ODF Termination Point are dependent on each other, but are ordered separately. NBN Co matches up the orders after your organisation submits them.
NBN Co ...	<i>(On acceptance of the NNI order)</i> Provides your organisation with specific details of the NNI's position on the NBN Co ODF Termination Point.
NBN Co ...	Attends the POI Site and terminates your organisation's backhaul cables.
Your organisation ...	<i>(After the ODF Termination Point is in place and the NNI position is known)</i> Orders a Cross Connect. This Product Component joins together the NBN Co ODF Termination Point and the NNI.
NBN Co ...	Attends the site and completes fibre patching between the NBN Co ODF Termination Point and the NNI (the Cross Connect).
NBN Co ...	Activate the NNI. On activation, the status of the NNI order advances to Complete.
Your organisation ...	Orders a CVC.
NBN Co ...	Completes the CVC order.
Your organisation ...	<i>(When NBN Co completes the CVC order)</i> Orders AVC/UNI for each Premises
NBN Co ...	Completes the AVC/UNI order.

Does this mean that for each AVC/UNI, my organisation must place an order for each/all of the other Product Components of the NEBS as well?

No. The above diagram illustrates the *sequence* in which to order and connect Product Components; *not* the quantities. Your organisation will (for example) order multiple AVCs to connect to a single CVC, and multiple CVCs to connect to a single NNI. For a detailed description, refer to the [NEBS Product Description](#) contained in the *WBA Product Catalogue*.



Important: Your organisation must ensure that any End User Equipment supplied to End Users complies with the NEBS Product Technical Specification.

4.5 Orders

4.5.1 About Orders

4.5.1.1 Ordering Product Components

Your organisation can order all Product Components of the NEBS and Facilities Access Service through the NBN Co Service Portal.

Note: If your organisation has B2B Access, some Product Components can also be ordered through that interface.



Important:



- Your organisation must not order Products supplied by means of the NBN Co FTTB Network prior to the FTTB Commercial Launch Date, unless your organisation and NBN Co have entered into the FTTB Business Readiness Testing Special Terms.
- Your organisation must not place an order for a Product in respect of a Service Class 12 or Service Class 13 Premises prior to 14 May 2015 (or such later date notified by NBN Co) unless your organisation is the only supplier of Non-Voiceband Services and Voiceband Services for that Premises. See clause F11.5 of the Head Terms.
- If NBN Co is unable to obtain lawful access to Premises or Common Property in order to perform all necessary Installation activities in connection with an order for a Product or a Professional Splitter Installation, NBN Co may update the Order Status to **Pending** until such time as such access is obtained or the Order Status is otherwise changed.
- Your organisation must obtain FTTB Installation Consents in accordance with clause C10.3 of the Head Terms.

Order Types

The following table outlines the three types of order:

Order Type	Description
Connect Order	A request for the installation and/or configuration of a Product Component.
Modify Order	A request for modifications to an existing installed/configured Product Component.
Disconnect Order	A request to disconnect an existing installed/configured Product Component.

Your organisation can place the following order types for each of the following Product Components:

Product Component	Order Type	Order via ...
NBN Co Building Entry Service	<ul style="list-style-type: none"> • Connect Order • Disconnect Order 	<ul style="list-style-type: none"> • NBN Co Service Portal

Product Component	Order Type	Order via ...
NBN Co ODF Termination Point	<ul style="list-style-type: none"> Connect Order Disconnect Order 	<ul style="list-style-type: none"> NBN Co Service Portal
NBN Co Co-Location	<ul style="list-style-type: none"> Connect Order Disconnect Order 	<ul style="list-style-type: none"> NBN Co Service Portal
Cross Connect	<ul style="list-style-type: none"> Connect Order Disconnect Order Modify Order 	<ul style="list-style-type: none"> NBN Co Service Portal
Network-Network Interface (NNI)	<ul style="list-style-type: none"> Connect Order Disconnect Order Modify Order 	<ul style="list-style-type: none"> NBN Co Service Portal B2B Access
Connectivity Virtual Circuit (CVC) (including Multicast Domain)	<ul style="list-style-type: none"> Connect Order Disconnect Order Modify Order 	<ul style="list-style-type: none"> NBN Co Service Portal B2B Access
Access Virtual Circuit (AVC) and User Network Interface (UNI) (including Multicast AVC)	<ul style="list-style-type: none"> Connect Order Disconnect Order Modify Order 	<ul style="list-style-type: none"> NBN Co Service Portal B2B Access

Related document: NBN Co [Price List](#), available from NBN Co's Website.

4.5.1.2 Amending Orders

Your organisation can amend an order at any time before the Point of No Return by placing an amendment request through the NBN Co Service Portal or B2B Access (**Amendment Order**).

4.5.1.3 Cancelling Orders

Your organisation can cancel an order at any time before the Point of No Return by placing a cancellation request through the NBN Co Service Portal or B2B Access.

4.5.1.4 Point of No Return

When an order reaches its Point of No Return, your organisation cannot amend or cancel it. The following table indicates the Order Status (as shown in NBN Co's systems) for each order type that represents its Point of No Return:

Product Component	Component type	Point of No Return
<ul style="list-style-type: none"> NBN Co Building Entry Service NBN Co ODF Termination Point NBN Co Co-location Cross-Connect 	Infrastructure Component	Order Status = In Progress

Product Component	Component type	Point of No Return
<ul style="list-style-type: none"> Connectivity Virtual Circuit (CVC) Network-Network Interface (NNI) 	Connectivity Component	Order Status = Complete
<ul style="list-style-type: none"> Access Virtual Circuit (AVC) and User Network Interface (UNI) Multicast Domain 	Access Component	Order Status = Complete

4.5.1.5 Order Enquiries

In-flight Orders only

Your organisation may submit an Order Enquiry through the order's 'Comments' section via the NBN Co Service Portal or B2B Access.

Transactional Escalation of an Order Enquiry

If NBN Co has not responded to your organisation's Order Enquiry within the times outlined in the following table, your organisation may submit a Transactional Escalation, via a Service Request from the NBN Co Service Portal or B2B Access:

Order Status	Elapsed time since Order Enquiry
Held order	48 hours
All others	24 hours

Management Escalation of an Order Enquiry

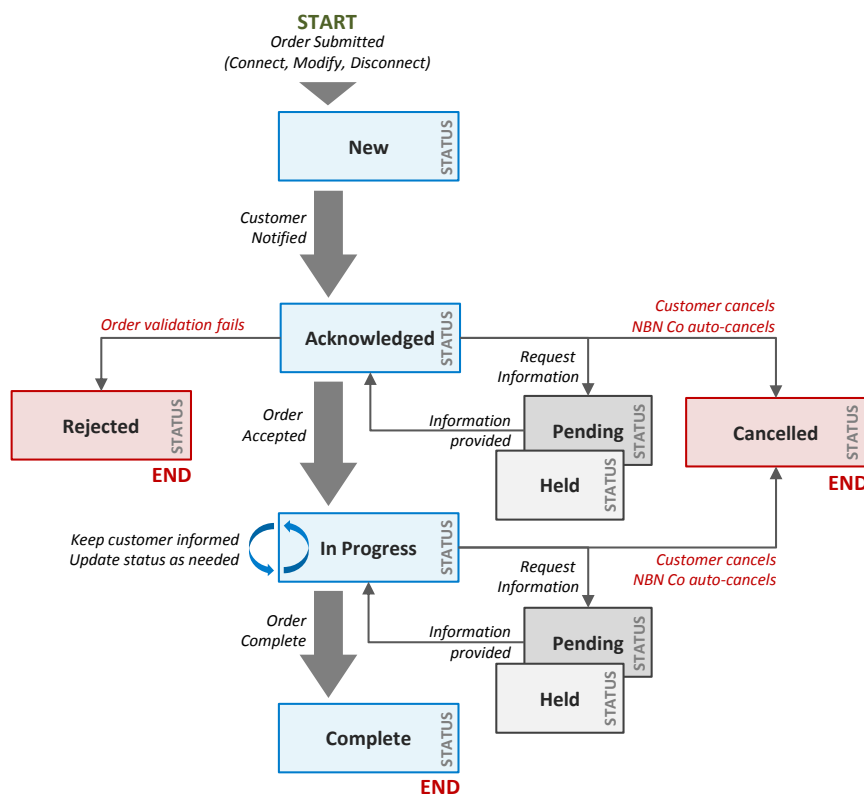
If NBN Co has not responded to your organisation's Transactional Escalation request within the times outlined in the following table, your organisation may submit a Management Escalation:

Order Status	Elapsed time since Transactional Escalation
Held order	48 hours
All others	24 hours

To submit a Management Escalation, refer to the 'Management Escalation Matrix' (part of the **Contact Matrix**) for the details of your organisation's first level contact, and engagement criteria.

4.5.1.6 Order Status Life-cycle

The following diagram illustrates the life-cycle of an order including the different Order Status states that may apply.



Order Status: Descriptions

The following table defines the different Order Status states that apply to an order, the Product Components to which they apply and the related activities which must be performed by NBN Co or your organisation in those circumstances.

These activities must be performed once the relevant event set out in the table occurs.

Note: Further information about orders for the NBN Co Building Entry Service is set out in section [4.5.2.3 NBN Co Building Entry Service \(Type 1 Facilities\)](#) on page 81 for further information.

Order Status	Affected Product Component types	Related event & activities
New	<ul style="list-style-type: none"> Infrastructure Component Connectivity Component Access Component 	Event Your organisation has placed the order with NBN Co Activities The order awaits validation by NBN Co

Order Status	Affected Product Component types	Related event & activities
Acknowledged	<ul style="list-style-type: none"> Infrastructure Component Connectivity Component Access Component 	<p>Event</p> <p>Order received by NBN Co</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co validates the order NBN Co allocates a unique Order ID NBN Co assigns a Product Instance ID to the Ordered Product Component <i>(If NBN Co accepts the order as valid)</i> NBN Co will commence order fulfilment
In Progress	<ul style="list-style-type: none"> Infrastructure Component Connectivity Component Access Component 	<p>Event</p> <p>No issues encountered</p> <p>Your organisation has complied with all requirements of the WBA necessary to progress the order</p> <p>Installation/activation process commences.</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates order status to In Progress NBN Co sends an Order Accepted Notification to your organisation. <p>This includes order details as described in the section below headed Order Accepted Notifications.</p>
Held (Acknowledged – Held or In Progress – Held)	<ul style="list-style-type: none"> Infrastructure Component Connectivity Component Access Component 	<p>Event</p> <p>There is a delay in NBN Co processing the order</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates order status to Acknowledged – Held or In Progress – Held (as applicable) NBN Co sends notification of the status change to your organisation. <p>When resolved:</p> <ul style="list-style-type: none"> NBN Co updates the order comments and changes status as relevant NBN Co sends notification of the status change to your organisation.

Order Status	Affected Product Component types	Related event & activities
Complete	<ul style="list-style-type: none"> Infrastructure Component Connectivity Component 	<p>Event</p> <p>NBN Co successfully connects and activates the Ordered Product Component. NBN Co commences charging in accordance with clause B1.2 of the Head Terms.</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the order status to Complete The related Product Instance ID becomes active NBN Co sends a Completed Notification to your organisation.
Complete	<ul style="list-style-type: none"> Access Component 	<p>Event</p> <p>NBN Co successfully installs, then connects and activates the Ordered Product Component. NBN Co commences charging in accordance with clause B1.2 of the Head Terms.</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the order status to Complete The related Product Instance ID becomes active NBN Co sends a Completed Notification to your organisation.
Complete	<ul style="list-style-type: none"> Multicast AVC Product Feature only 	<p>Event</p> <p>NBN Co successfully activates the Multicast AVC. NBN Co commences charging in accordance with clause B1.2 of the Head Terms.</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the order status to Complete The related Product Instance ID becomes active NBN Co sends a Completed Notification to your organisation.

Order Status	Affected Product Component types	Related event & activities
Rejected	<ul style="list-style-type: none"> Infrastructure Component Connectivity Component Access Component 	<p>Event</p> <p>NBN Co reasonably determines that the order is invalid, due to one or more of the following circumstances:</p> <ul style="list-style-type: none"> Your organisation has not complied with Product-specific ordering terms or requirements The order is not submitted in accordance with the method outlined in this module or the <i>WBA</i>. The order fails NBN Co's feasibility and design and/or configuration phase The order includes invalid information The order fails to meet the Business Rules in respect of the relevant Product Component The order is otherwise defective. <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the order status to Rejected NBN Co sends a Rejected Notification to your organisation NBN Co provides your organisation with reasons for rejecting the order (located in the order's "comments" field).
Pending (Acknowledged – Pending or In-Progress - Pending)	<ul style="list-style-type: none"> Infrastructure Component Connectivity Component Access Component 	<p>Event</p> <p>One of the following:</p> <ul style="list-style-type: none"> NBN Co considers that it has insufficient information to fulfil an order Your organisation has not taken all actions necessary to progress the order or comply with the <i>WBA</i>. <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the order status to Acknowledged – Pending or In-Progress - Pending (as applicable) NBN Co sends a Pending notification to your organisation NBN Co includes details of the information that your organisation must provide to NBN Co, or action that your organisation must take, for successful validation. <p>Your organisation:</p> <ul style="list-style-type: none"> Must provide information and/or take the requested action within 20 Business Days of receiving the Pending notification (unless otherwise agreed with NBN Co) May add comments to the related Product Order

Order Status	Affected Product Component types	Related event & activities
		<p>Form's "comments" field during this time.</p> <p>The order remains Pending until NBN Co considers that it has the required information to proceed and/or your organisation has taken the requested action.</p> <p>For orders submitted via B2B Access: NBN Co will send reminder notifications via B2B Access (configured to occur every 30 days) as long as the order has a status of Pending.</p> <p>Time extensions to supply information</p> <p>If your organisation has taken all necessary steps to provide the required information and/or take the requested action in the required time, it can request an extension.</p> <p>NBN Co may grant an extension of up to 30 Business Days from the date of receipt of the request.</p> <p>Your organisation:</p> <ul style="list-style-type: none"> • May add comments to the related Product Order Form's "comments" field during this time • May request such extensions up to 12 times. <p>Cancelling or Rejecting a Pending order</p> <ul style="list-style-type: none"> • NBN Co may cancel or reject a Pending Order after one or more of the following occurs: Your organisation requests a time extension which is not accepted by NBN Co • The order has been Pending for 12 calendar months • Your organisation requests a time extension 12 times, and the full period of the twelfth request elapses.
Cancelled	<ul style="list-style-type: none"> • Infrastructure Component • Access Component • Multicast Component 	<p>Event</p> <p>Occurs in the following situations:</p> <ul style="list-style-type: none"> • Your organisation submits a 'cancel' order request for an inflight order that has not passed its Point of No Return • Your organisation fails to provide the requested information, or take any required action, to allow a Pending order to proceed, within the timeframes as set out in the WBA • In respect to an inflight order that has not passed its Point of No Return, where NBN Co determines that the premises is not NBN Serviceable or is served by a network forming part of the NBN Co Network that is different to the network shown in response to a Site Qualification Enquiry. • In respect to an inflight order that has not passed

Order Status	Affected Product Component types	Related event & activities
		<p>its Point of No Return, NBN Co is aware, or reasonably considers, that your organisation has not obtained an FTTB Installation Consent.</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the order status to Cancelled NBN Co sends a Cancelled Notification to your organisation.

Order Accepted Notifications: Additional Product Component Information

Once an order has been Acknowledged by NBN Co, an Order Accepted Notification will be sent to your organisation. The Order Accepted Notification will include the following information about your organisation's order for the following Product Components:



Product Component ordered	Information supplied in the Order Accepted Notification
NBN Co Building Entry Service	<ul style="list-style-type: none"> Order ID Product Instance ID
NBN Co ODF Termination Point	<ul style="list-style-type: none"> Order ID Product Instance ID Service ID (for multiple trays: one Service ID per tray) Tray ID(s) Port ID(s)
NBN Co Co-Location	<ul style="list-style-type: none"> Order ID Product Instance ID Service ID (for multiple racks: one Service ID per rack) Rack ID(s) Rack details Tray ID(s)
Cross Connect	<ul style="list-style-type: none"> Order ID Product Instance ID Service ID(s) (one Service ID per Cross Connect)
NNI	<ul style="list-style-type: none"> Order ID Product Instance ID NNI Group ID NNI Bearer ID(s) ODF allocation(s)

Product Component ordered	Information supplied in the Order Accepted Notification
CVC	<ul style="list-style-type: none"> Order ID Product Instance ID CVC ID S-TAG value confirmation/assignment
Multicast Domain	<ul style="list-style-type: none"> Order ID Product Instance ID Multicast Domain ID (MCD ID) NNI Group ID assignment S-TAG value confirmation and/or assignment Multicast Domain bandwidth profile confirmation Media Stream name(s) Media Stream configured peak bandwidth value(s) IGMP Report Source Address
AVC UNI	<ul style="list-style-type: none"> Order ID Product Instance ID UNI ID(s) Service ID(s) C-Tag value confirmation/assignment Other information applicable to the relevant network forming part of the NBN Co Network


4.5.1.7 Priority Assistance Connection Orders

See the [NEBS Product Description](#) and [Service Levels Schedule](#) for information on Priority Assistance Connections.

If your organisation proposes to use the NEBS supplied by means of the NBN Co Network as an input into the supply of a Downstream Priority Assistance Service, then your organisation must place an order in accordance with this section.

Service Class	Activities
1 and 2  FIBRE	<p><i>(If the Premises is an Inactive Premises)</i> Your organisation must first submit a Connect Order for the Access Components either as an Accelerated Connection or a Standard Connection. It is recommended that your organisation selects the Battery Backup Service.</p> <div>  Important: If your organisation places an order for a Priority Assistance Connection at a Service Class 1 or Service Class 2 Premises that is an Inactive Premises, it will be treated as an order for an Accelerated Connection. </div> <p><i>(If the Premises is not an Inactive Premises)</i> Your organisation must first submit a Connect Order for the Access Components as a Standard Connection. It is recommended that your organisation selects the Battery Backup Service.</p>

Service Class	Activities
	<p> Important: If your organisation places an order for a Priority Assistance Connection at a Service Class 1 or Service Class 2 Premises that is not an Inactive Premises, it will be treated as an order for a Standard Connection.</p> <p>(For both Inactive Premises and other Premises) When the Connect Order has been completed and the Premises is Service Class 3, your organisation must then lodge a Modify Order for a Priority Assistance Modification in accordance with section 4.5.5 Modify Orders on page 86. If the Connect Order did not include the Battery Backup Service, the Modify Order must select the Battery Backup Service (refer to the Service Levels Schedule for information on Priority Assistance Modifications Service Levels for Premises where a Power Supply (Standard) is installed).</p>
3  FIBRE	<p>(If a Power Supply with Battery Backup is installed) Your organisation must submit a Connect Order for the Access Components (which must select the Battery Backup Service) as a Priority Assistance Connection.</p> <p>(If a Power Supply (Standard) is installed) Your organisation must submit either of the following:</p> <ul style="list-style-type: none"> Option 1 (preferred): a Connect Order for the Access Components without the Battery Backup Service as a Standard Connection. When the Connect Order has been completed, your organisation must then lodge a Modify Order which requests a Priority Assistance Modification and the Battery Backup Service (which also indicates a request for subsequent installation of the Power Supply with Battery Backup) in accordance with section 4.5.5 Modify Orders on page 86. Option 2: a Connect Order for the Access Components (which must select the Battery Backup Service) as a Priority Assistance Connection (refer to the Service Levels Schedule for information on Priority Assistance Service Levels for Premises where a Power Supply (Standard) is installed).
12  FTTB	<p>Your organisation must first submit a Connect Order for the Access Components as a Standard Connection.</p> <p>When the Connect Order has been completed and the Premises or Copper Pair is Service Class 13, your organisation must then lodge a Modify Order for a Priority Assistance Modification in accordance with section 4.5.5 Modify Orders on page 86.</p> <p>Reminder: The Battery Backup Service is not available for the NEBS supplied by means of the NBN Co FTTB Network. See also section 11.4 of the NEBS Product Description.</p>
13  FTTB	<p>For Connect Orders, your organisation must first submit a Connect Order for the Access Components as a Standard Connection. When the Connect Order has been completed, your organisation must then lodge a Modify Order which requests a Priority Assistance Modification in accordance with section 4.5.5 Modify Orders on page 86.</p> <p>Reminder: The Battery Backup Service is not available for the NEBS supplied by means of the NBN Co FTTB Network. See also section 11.4 of the NEBS Product Description.</p>

 **Important:**

- Your organisation must not order Products supplied by means of the NBN Co FTTB Network prior to the FTTB Commercial Launch Date, unless your organisation and NBN Co have entered into the FTTB Business Readiness Testing Special Terms.
- Your organisation must not place an order for a Product in respect of a Service Class 12 or Service Class 13 Premises prior to 14 May 2015 (or such later date notified by NBN Co) unless your organisation is the only supplier of Non-Voiceband Services and Voiceband Services for

that Premises. See clause F11.5 of the [Head Terms](#).

- If NBN Co is unable to obtain lawful access to Premises or Common Property in order to perform all necessary Installation activities in connection with an order for a Product or a Professional Splitter Installation, NBN Co may update the Order Status to **Pending** until such time as such access is obtained or the Order Status is otherwise changed.
- Your organisation must obtain FTTB Installation Consents in accordance with clause C10.3 of the [Head Terms](#).



Important: Your organisation must not use AVC TC-4 to supply a Downstream Priority Assistance Service.

Your organisation will work to minimise the number of connections incorrectly-ordered in accordance with this section.

What if NBN Co cannot complete a Priority Assistance Connection order in accordance with the required Service Level?

If it is likely that the order will not be completed within the required Service Level for Priority Assistance Connections, NBN Co will endeavour to update the order and advise your organisation within 2 hours after Order Acknowledgement, or as soon as reasonably practicable.

Battery Backup Service



Where the NEBS is supplied by means of the NBN Co Fibre Network, your organisation must comply with the table above in this section 4.5.1.7 and select the Battery Backup Service when a Connect Order is for a Priority Assistance Connection.



For orders for the NEBS supplied by means of the NBN Co FTTB Network that are for a Priority Assistance Connection, the Battery Backup Service is not available.

For the duration of a Power Outage:

- the NEBS supplied by means of the NBN Co FTTB Network will not be available. See section 11.4 of the [Product Description for the NBN Co Ethernet Bitstream Service](#) for further information; and
- if Voiceband Continuity has been completed as part of an AVC order, then the Voiceband Service may not be available.

24/7 Priority Assistance Contact Centre

Your organisation may contact the 24/7 Priority Assistance Contact Centre to do any of the following:

- Confirm and validate Priority Assistance Connection Appointments
- Confirm the status of orders for any Priority Assistance Connections.

Refer to the **Contact Matrix** for contact numbers. The 24/7 Priority Assistance Contact Centre is open 24 hours per day, 7 days a week.



Important: Your organisation must call the 24/7 Priority Assistance Contact Centre to arrange a Priority Assistance Connection Appointment before placing the related order.

Keeping End Users Informed

Your organisation must ensure that its Designated End Users are aware of any Appointment that is supplied by the NBN Co 24/7 Priority Assistance Contact Centre. This will aid NBN Co in delivering the service within the required time.

Your organisation must also keep Designated End Users informed of any changes to the Appointment.

When Priority Assistance Service Level Delivery Times are No Longer Required

If your organisation has placed a Priority Assistance Connection order with NBN Co and the Designated End User is no longer eligible for or no longer requires Priority Assistance, your organisation must notify NBN Co using *both* of the following methods:

- Place an Amendment Order for the Priority Assistance Connection through the NBN Co Service Portal before the Point of No Return
- Contact the 24/7 Priority Assistance Contact Centre and request an Appointment which is not a Priority Assistance Connection Appointment.

Where your organisation is using a NEBS Ordered Product as an input into the supply of a Downstream Priority Assistance Service and the Designated End User is no longer eligible for or no longer requires Priority Assistance, your organisation must notify NBN Co in accordance with section 8.2(c) of the [Product Description for the NBN Co Ethernet Bitstream Service](#) using both of the following methods:

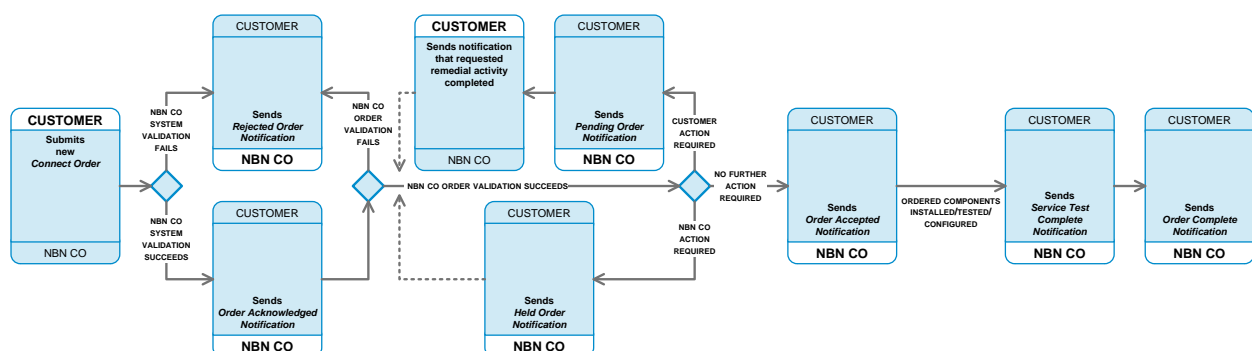
- Place a Modify Order for the relevant NEBS Ordered Product through the NBN Co Service Portal (see section [4.5.5 Modify Orders](#) on page 86)
- Contact the 24/7 Priority Assistance Contact Centre and request an Appointment (if required).

4.5.2 Connect Orders

To place an order, your organisation must use either the NBN Co Service Portal or B2B Access, and complete the related Product Order Form.

4.5.2.1 Interactions: Connect Order

The following diagram illustrates the interactions between your organisation and NBN Co that can arise from the submission of a Connect Order.



Description

The following table describes the interaction activities between your organisation and NBN Co that can arise from the submission of a Connect Order.

Who	Activities
Your organisation ...	<p>Submits a new Connect Order via the NBN Co Service Portal or B2B Access. This includes the following:</p> <ul style="list-style-type: none"> Performing a Site Qualification Enquiry (or providing the NBN Co Location ID if previously determined) (AVC order) Where prompted to do so, booking an Appointment (or providing the Appointment ID if previously reserved) for a Connect Order at: Service Class 1, Service Class 2 or Service Class 5 Premises; Service Class 3 Premises where a Power Supply (Standard) is installed; <ul style="list-style-type: none"> Service Class 12 (Premises or Copper Pair) where the AVC order requests a Standard Installation by NBN Co; or Service Class 12 or Service Class 13 Premises where the AVC order requests a Professional Splitter Installation. (AVC order, Service Class 1, 2 or 12 only) Choosing either a Standard Connection or an Accelerated Connection. <p>B2B Access only: An Appointment ID is not required to submit the Connect Order; however, the Order Status of the Connect Order will remain Pending until your organisation adds an Appointment ID (where required) to the Connect Order.</p>
NBN Co ...	<p>Confirms that the Connect Order was submitted correctly and, depending on the result of the submission validation, does one of the following:</p> <ul style="list-style-type: none"> (If the Connect Order was submitted correctly) Sends your organisation an Acknowledged Notification and updates the Order Status to Acknowledged The notification includes the Order's unique Order ID. Note: Your organisation may cancel the order at this time. (If the Connect Order was not submitted correctly) Sends your organisation a Rejected Notification if NBN Co rejects the order and updates the Order Status to Rejected.
NBN Co ...	<p>(If the Connect Order was submitted correctly) Confirms that the specific information provided in the Connect Order is sufficient to proceed with the order and, depending on the result of this validation, does one of the following:</p> <ul style="list-style-type: none"> (If NBN Co determines that the Connect Order is valid but NBN Co requires additional action from your organisation) Sends your organisation a Pending Order Notification and updates the Order Status to Pending The notification includes the Order's unique Order ID. Note: Your organisation may cancel the order at this time. (If NBN Co determines that the Connect Order is valid but additional NBN Co action is required) Sends your organisation a Held Order Notification and updates the Order Status to Held The notification includes the Order's unique Order ID. These circumstances may include a situation where NBN Co requires information

Who	Activities
	<p>from an Other NBN Co Customer or a third party owner or user of in building cabling in order to proceed with an order (in which case, NBN Co's obligation to perform in accordance with any applicable Service Levels is suspended until all necessary information has been provided).</p> <p>Note: Your organisation may cancel the order at this time.</p> <p>Note: Held status may be subsequently updated to Pending status if your organisation needs a new Appointment ID after the NBN Co issue is resolved, and a new Appointment is required.</p> <ul style="list-style-type: none"> • <i>(If NBN Co determines that the Connect Order is not valid)</i> Sends your organisation a Rejected Notification and updates the Order Status to Rejected <p>Note: Your organisation will have to submit a new Connect Order for the related NBN Co Location ID.</p> <ul style="list-style-type: none"> • <i>(After NBN Co determines that the Connect Order is valid and no additional action required)</i> Sends your organisation an Order Accepted Notification and updates the Order Status to In Progress <p>The notification includes the Order's unique Order ID.</p> <p>Note: Your organisation may cancel the order at this time.</p>
Your organisation ...	<p><i>(If your organisation receives a Pending Order Notification)</i> Responds to the requested action(s) contained in the Pending Order Notification.</p> <p>Note: A common request will be for your organisation to update or add an Appointment to the Order.</p> <p>Note: Your organisation may cancel the Connect Order at this time.</p>
NBN Co ...	<p><i>(After configuring, activating, and completing testing of the Ordered Product Component(s))</i> Sends your organisation a Service Test Complete Notification.</p>
NBN Co ...	<p><i>(After completing and closing the Order)</i> Sends your organisation an Order Complete Notification and updates the Order Status to Complete.</p> <p>Note: The Product Instance IDs for the Ordered Product Components are now active.</p>

Note: Your organisation may only order Accelerated Connections for Service Class 1, Service Class 2, and Service Class 12 Premises. Your organisation must not incorrectly order End User Connections as Accelerated Connections (and must work collaboratively with NBN Co to avoid such orders).



Important: If your organisation places an order for an Accelerated Connection at a Service Class 3 or Service Class 13 Premises, it will be treated as an order for a Standard Connection.

4.5.2.2 Product Component Orders: Additional Information

Your organisation must, in each Product Component order, include the information as specified by all fields in the relevant Product Order Form, as well as the additional information described in this section.

What happens if my organisation does not provide all of the required information?

NBN Co will do each of the following:

- Update the order status to Pending
- Ask your organisation to provide all the required information before proceeding with the order.

See [Order Status: Descriptions](#) in section [4.5.1.6 Order Status Life-cycle](#) for a detailed description of the Pending Order Status.

When placing orders for Product Components, refer to the relevant section below for additional notes and support information.

NBN Co Building Entry Service Orders (Type 1 Facilities)

Your organisation must place separate orders for the NBN Co Building Entry Service in respect of each Type 1 Facility where your organisation wishes to order the Building Entry Service:

- at multiple Type 1 Facilities; or
- in relation to multiple lead-in or backhaul transmission cables at a Type 1 Facility.

Your organisation must provide Detailed Design Drawings to NBN Co if the NBN Co Building Entry Service order is preliminary approved in accordance with section [4.5.2.3 NBN Co Building Entry Service \(Type 1 Facilities\)](#) on page 81.

Note: See section [4.5.2.3 NBN Co Building Entry Service \(Type 1 Facilities\)](#) on page 81 for further information on how NBN Co will progress your organisation's order for the NBN Co Building Entry Service.

NBN Co ODF Termination Point Orders

To waive your organisation's right to inspect the terminated cable, specify the waiver within the Product Order Form's "comments" field when placing the order.

NBN Co will arrange an appropriate time with your organisation's Operational Point of Contact for joint inspection once NBN Co completes the termination of fibres.

NBN Co Co-Location Orders

Unless otherwise requested by your organisation in an order, where your organisation places an order for more than one full-height Equipment Rack, or half-height Equipment Rack, NBN Co will endeavour to provision the second Equipment Rack in adjacent Rack Space.



Important: Where NBN Co cannot supply adjacent racks, your organisation may be required to place additional orders for Cross Connects between Equipment Racks.

Cross Connect Orders

Where the Cross Connect is to, or from, a designated point on the NBN Co ODF of any Other NBN Co Customer, your organisation must do each of the following:

- When your organisation submits the order, provide NBN Co with a completed form for each Cross Connect requested within the order (**Cross Connect Authorisation Form**)
- Include the same internal reference ID captured in the Cross Connect order in the **Cross Connect Authorisation Form**
- Email the completed **Cross Connect Authorisation Form(s)** to the appropriate contact listed in the **Contact Matrix**.

Network-Network Interface (NNI) Orders

For each NNI order, your organisation must specify all of the following:

- The NNI redundancy mode (that is, *Single Chassis* or *Diverse Chassis*)
- The interface type required for each NNI.

To add a Diverse Chassis NNI at a Point of Interconnect (POI) with an existing Single Chassis NNI

1. Place a new order for the Diverse Chassis NNI.
2. Order the required CVC for the Diverse Chassis NNI.

At the completion of this order, your organisation can commence migration activities relating to AVCs from the existing CVCs by placing a Modify Order for each AVC.

Upon completion of the AVC Modify Orders, your organisation can choose to place a Disconnect Order for the single chassis NNI, associated CVCs and/or any associated Multicast Domain, in accordance with section [4.5.6 Disconnect Orders](#) on page 90.

Connectivity Virtual Circuit (CVC) Orders

Prerequisite: Your organisation must already have an active NNI in place for the POI serving the relevant CSA, before your organisation can place a CVC order in relation to that CSA.

Multicast Domain Orders







Prerequisite: Your organisation must already have an active NNI and an active CVC in place for the relevant CSA before your organisation can place a Multicast Domain order in relation to that CSA.

Access Virtual Circuit (AVC) Orders



Prerequisite: Your organisation must already have an active CVC for the relevant CSA before your organisation can place an AVC order in relation to that CSA.


NBN Co Network	Activities
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NBN Co Network	Activities
 FIBRE	<p>Each AVC order includes the UNI-D and (optionally) UNI-V Product Components for the same Premises. Your organisation must specify in an AVC order whether it wishes to acquire access to and use of a UNI-V. It is also possible to order UNI-V Product Components after placement of the original AVC order; see section 4.5.5 Modify Orders on page 86.</p> <p>Note: All UNI-V Product Components must have an active UNI-D Product Component.</p> <div data-bbox="357 488 1414 591">  Important: When creating an AVC order for Service Class 1 or Service Class 2 Premises where no Downstream Priority Assistance Service will be supplied, your organisation can choose to submit it as a Standard Connection, or an Accelerated Connection. </div> <p>Battery Backup Service</p> <p>Your organisation must select whether it wishes to order the Battery Backup Service for each UNI associated with an AVC order. Your organisation must order the Battery Backup Service for Priority Assistance Connection orders. See section 4.5.3 on page 83.</p> <p>UNI Port (voice and data) Allocation</p> <p>NBN Co will accept UNI-D and UNI-V orders where a UNI-D or UNI-V port is not available but where a subsequent NTD may be installed.</p> <p>In these circumstances the UNI-D and/or UNI-V order will include an order for a subsequent NTD. See section 4.7.6 Subsequent Installations of NTDs on page 108.</p> <div data-bbox="357 981 1414 1124"> <p>What if there are no available UNI ports at the NTD?</p> <p>NBN Co may install a subsequent NTD at the End User's Premises within the scheduled time of the Appointment, and allocate the first available UNI-D or UNI-V (as appropriate) on this NTD. See section 4.7.6 Subsequent Installations of NTDs on page 108 for more information.</p> </div> <p>UNI-V Configuration</p> <p>Your organisation must configure UNI-Vs supplied as a Product Component using the DSL Forum Technical Report 069 (TR-069) protocol.</p> <p>For details, see the Product Technical Specification for the NBN Co Ethernet Bitstream Service.</p>
 FTTB	<div data-bbox="379 1317 1414 1910">  Important: <ul style="list-style-type: none"> Your organisation must not order Products supplied by means of the NBN Co FTTB Network prior to the FTTB Commercial Launch Date, unless your organisation and NBN Co have entered into the FTTB Business Readiness Testing Special Terms. Your organisation must not place an order for a Product in respect of a Service Class 12 or Service Class 13 Premises prior to 14 May 2015 (or such later date notified by NBN Co) unless your organisation is the only supplier of Non-Voiceband Services and Voiceband Services for that Premises. See clause F11.5 of the Head Terms. If NBN Co is unable to obtain lawful access to Premises or Common Property in order to perform all necessary Installation activities in connection with an order for a Product or a Professional Splitter Installation, NBN Co may update the Order Status to Pending until such time as such access is obtained or the Order Status is otherwise changed. Your organisation must obtain FTTB Installation Consents in accordance with clause C10.3 of the Head Terms. </div>

NBN Co Network	Activities				
	<p>Prerequisite: Your organisation must confirm that suitable in-building cabling connecting the Customer Side MDF to the Premises exists before your organisation places an AVC order for a relevant Premises. If NBN Co attends the Premises and suitable in-building cabling connecting the Customer Side MDF to the relevant Premises does not exist, NBN Co will not proceed with the installation activities and will put the order into Pending and may charge your organisation any relevant Charges specified in the Price List.</p> <p>Each AVC order includes the UNI Product Component for the same Premises.</p> <p>The AVC order must include the following information:</p> <ul style="list-style-type: none"> • The requested FTTB installation type (see FTTB Installation type descriptions below). • If your organisation is performing the installation, the Customer Required Date for the activation of the NEBS supplied by the means of the NBN Co FTTB Network (<i>optional</i>). • Any information required by the relevant Product Order Form (e.g. if an existing retail service is provided to an End User over the Copper Network which is to be migrated to the NBN Co FTTB Network, the FNN or ULL ID for all existing retail services that are to be migrated (with or without Voiceband Continuity)). <p>Important: If your organisation requires an existing retail service provided to the End User over the Copper Network to be transitioned to the NBN Co FTTB Network, NBN Co will not process an order that does not contain an accurate FNN or ULL ID for the existing retail service(s) that are to be transitioned.</p> <p>If your organisation does not have an accurate FNN or ULL ID available in such a case, your organisation must order the NEBS as a new connection (and Voiceband Continuity will not be available in this case).</p> <p>Where your organisation requires an existing retail service provided to the End User over the Copper Network to be transitioned to the NBN Co FTTB Network, NBN Co may, acting reasonably, change the status of the AVC Connect Order to Held if any copper plant records that are necessary for NBN Co to migrate the existing retail service(s) are not readily available to NBN Co.</p> <p>Important: NBN Co may, for any installed or removed Jumper Cable, communicate the name of your organisation, the relevant FNN or ULL ID and Premises address provided by your organisation, and the NBN Co Location ID and Copper Pair ID generated by NBN Co to an Other NBN Co Customer and/or NBN Co's Personnel.</p> <p>FTTB installation type</p> <p>For each AVC order, your organisation must select one of the following installation types:</p> <table> <tr> <th>Installation Type</th><th>Details</th></tr> <tr> <td>Standard Installation – Installation by NBN Co (Jumper Cable only)</td><td> <p>This is a Standard Installation by NBN Co.</p> <p>NBN Co will install a Jumper Cable from the NBN Co Side MDF to the Customer Side MDF in respect of a Service Class 12 Premises or Copper Pair.</p> <p>If requested in the AVC order, NBN Co will install Voiceband Continuity</p> </td></tr> </table>	Installation Type	Details	Standard Installation – Installation by NBN Co (Jumper Cable only)	<p>This is a Standard Installation by NBN Co.</p> <p>NBN Co will install a Jumper Cable from the NBN Co Side MDF to the Customer Side MDF in respect of a Service Class 12 Premises or Copper Pair.</p> <p>If requested in the AVC order, NBN Co will install Voiceband Continuity</p>
Installation Type	Details				
Standard Installation – Installation by NBN Co (Jumper Cable only)	<p>This is a Standard Installation by NBN Co.</p> <p>NBN Co will install a Jumper Cable from the NBN Co Side MDF to the Customer Side MDF in respect of a Service Class 12 Premises or Copper Pair.</p> <p>If requested in the AVC order, NBN Co will install Voiceband Continuity</p>				

NBN Co Network	Activities
	<p>in accordance with this section (see below).</p> <p>NBN Co may perform tests at the MDF.</p> <p>NBN Co will require an Appointment at the relevant Premises for this installation type to:</p> <ul style="list-style-type: none"> perform tests at the relevant Premises; and if Voiceband Continuity has been requested, check for a dial tone at the relevant Premises.
	<p>Installation by your organisation</p> <p>Installation by your organisation – this is not a Standard Installation or Non Standard Installation.</p> <p>Your organisation will install a Jumper Cable from the NBN Co Side MDF to the Customer Side MDF. NBN Co will provide the X and C pair information for your organisation to complete the Jumper Cable installation through the existing order notifications via the NBN Co Service Portal or B2B.</p> <p>Your organisation may install Voiceband Continuity subject to authorisation by NBN Co.</p> <p>On and from the time at which any Jumper Cable or Voiceband Continuity Cable is installed by your organisation, title to any such cable transfers from your organisation to NBN Co free of any "Security Interest" (as that term is defined in the <i>Personal Property Securities Act 2009</i> (Cth)).</p> <p>It is optional for your organisation to include the requested activation date for the NEBS Ordered Product (Customer Required Date), in which case NBN Co will complete the Connect Order on the this date.</p> <p>For an installation by your organisation, an Appointment at the relevant Premises is not required. NBN Co will not perform tests at the MDF or the relevant Premises, and will not arrange access to the Premises or Common Property for the purposes of the installation.</p> <p>Your organisation must ensure that any technicians that carry out any works associated with an installation by your organisation or a Downstream Customer are registered cablers, hold all relevant industry certifications and otherwise comply with all applicable laws, regulations and standards.</p>
	<p>Optional Central Splitter Installation by NBN Co</p> <p><i>(NBN Co may charge your organisation for this type of installation, as specified in the Price List)</i></p> <p>This is optional and not part of a Standard Installation.</p> <p>Where your organisation has requested NBN Co to do so in the relevant AVC order, NBN Co will:</p> <ul style="list-style-type: none"> perform a Standard Installation (Jumper Cable only) as described above (including any requested installation of Voiceband Continuity); and carry out a Professional Splitter Installation at the relevant Premises (in accordance with this section 4.5.2.2, as described below). <p>NBN Co may perform tests at the MDF.</p> <p>NBN Co will require an Appointment at the relevant Premises for this</p>

NBN Co Network	Activities
	<div data-bbox="579 284 1398 495"> <p>installation type to:</p> <ul style="list-style-type: none"> perform tests at the relevant Premises; and if Voiceband Continuity has been requested, check for a dial tone at the relevant Premises. </div> <p>Termination of existing services</p> <p>The activation of the NEBS supplied by means of the NBN Co FTTB Network on any Copper Pair will (in all cases) result in the termination of the provision of any existing:</p> <ul style="list-style-type: none"> Non-Voiceband Service (e.g. a service that is being provided in the higher spectrum (generally used for ADSL or Special Services)); and Voiceband Service in respect of which Voiceband Continuity has not been installed, at or in respect of that Copper Pair. See clause F11.5 of the Head Terms for further information. <p>Voiceband Continuity <i>(optional)</i></p> <p>Voiceband Continuity is a physical connection, by means of copper cables, between a Pre-existing Carrier Side MDF and a Customer Side MDF, via a Combiner and NBN Co Side MDF (Voiceband Continuity). Voiceband Continuity is installed by means of a Voiceband Continuity Cable, a Line between a Combiner and NBN Side MDF, and a Jumper Cable.</p> <p>The purpose of Voiceband Continuity is to provide the physical infrastructure that will support the continued provision of Voiceband Services to End Users by your organisation or a third party.</p> <div data-bbox="347 1137 1414 1361"> <p> Important: Voiceband Continuity does not include the provision by NBN Co of any Voiceband Services. Voiceband Continuity is not part of the NEBS.</p> <p>Where your organisation orders Voiceband Continuity your organisation will be deemed to have notified NBN Co that your organisation or another retail service provider requires use of the voiceband spectrum (100Hz to 4kHz) in connection with the Voiceband Continuity Cable.</p> </div> <ul style="list-style-type: none"> If your organisation is placing an order for an existing Voiceband Service to be maintained after activation of the NEBS supplied by means of the NBN Co FTTB Network, your organisation must provide in the Product Order Form the FNN or ULL ID for all existing Voiceband Services that are to be maintained, and request installation of Voiceband Continuity in the order. Your organisation must ensure that any FNN or ULL ID provided is accurate. <p>Irrespective of section 4.5.1.2, your organisation must not order Voiceband Continuity after placement of the original AVC order in respect of a Premises (and NBN Co will not supply any such Amendment Order).</p> <div data-bbox="347 1776 1414 1928"> <p> Important: A Voiceband Service cannot be connected or reconnected after the NEBS supplied by means of the NBN Co FTTB Network has been activated. Your organisation may however choose to provide a telephone service to End Users using voice over IP (VoIP).</p> </div>

NBN Co Network	Activities
	<p> Important: NBN Co is not responsible for the porting of the FNN. NBN Co will notify your organisation when the AVC order is complete, so that your organisation can coordinate the porting of the FNN.</p> <p>Professional Splitter Installation <i>(optional)</i></p> <p>This is optional and not part of a Standard Installation.</p> <ul style="list-style-type: none"> A Professional Splitter Installation involves NBN Co Personnel attending the relevant End User's Premises to install a Central Splitter. The Charges which apply for a Professional Splitter Installation are as specified in the Price List. NBN Co may reject your organisation's request for a Professional Splitter Installation if NBN Co does not have the capacity or resources necessary to perform a Professional Splitter Installation at the relevant Premises. <p>Any installation activity carried out by NBN Co to install a Central Splitter is an activity performed by NBN Co under this Agreement at your organisation's request.</p> <ul style="list-style-type: none"> Any Central Splitter supplied, is sold and supplied to your organisation by NBN Co under this Agreement for the purpose of your organisation re-supplying that equipment to the owner or occupier of any Common Property or Premises (as the case may be). Title and risk in any Central Splitter will pass from NBN Co to your organisation immediately upon completion of the Professional Splitter Installation. A Central Splitter supplied and sold by NBN Co to your organisation is not NBN Co Equipment and does not comprise part of any NBN Co Network. <p>Subsequent Installations of NEBS supplied by means of the FTTB Network</p> <p>The process and requirements described in this section apply to Subsequent Installations (where a NEBS is ordered to be supplied to a Premises by means of the NBN Co FTTB Network in addition to another active NEBS or incumbent service at the location).</p> <p>Where a Subsequent Installation is performed by NBN Co (with or without a Professional Splitter Installation), NBN Co may charge your organisation the Charges specified in the Price List.</p>

Changes to AVC bandwidth profile / traffic class

To amend the bandwidth profile and/or traffic class of an AVC, your organisation must place a Modify Order for that AVC.

See section [4.5.5 Modify Orders](#) on page 86.

Multicast AVC Orders



Prerequisite: Your organisation must already have an active Multicast Domain in place for the relevant CSA before your organisation can place a Multicast AVC order for a Premises in that CSA.

Where ordering the Multicast AVC for a Premises at the same time as placing an AVC Connect Order, your organisation must ensure the Multicast AVC order is included in that Connect Order.

To order the Multicast AVC for a Premises where the relevant Access Components are in place, your organisation must place a Modify Order against the associated Access Components being supplied at the Premises.

See section [4.5.5 Modify Orders](#) on page 86.

UNI Port Allocation

When ordering a Multicast AVC for a Premises, your organisation must specify the details of the related AVC's UNI-D that has also been ordered by your organisation for the same Premises.

Changes to Multicast AVC bandwidth profile

To amend the bandwidth profile of a Multicast AVC, your organisation must place a Modify Order for that Multicast AVC.

See section [4.5.5 Modify Orders](#) on page 86.

4.5.2.3 NBN Co Building Entry Service (Type 1 Facilities)

This section applies to orders for the NBN Co Building Entry Service.

Preliminary order assessment

After receipt of a valid order, NBN Co will update the order status to 'Acknowledged' and conduct a preliminary assessment of the order to determine whether the order is preliminary approved or rejected.

Where an NBN Co Building Entry Service order is preliminary approved, NBN Co will update the order status to 'In Progress', reserve the relevant duct space (pending final approval or rejection of the order following the Feasibility Study) and provide your organisation with the following preliminary information:

- Duct plans for the most practical route (plans of a standard suitable for supporting design drawings for your organisation's detailed design drawings)
- An indication of whether the access requested appears technically feasible and, if not, whether any reasonable alternative access may be technically feasible (see 'Order Feasibility Check' section below)
- (*Where access is technically feasible*) Allocation of ducts in/out of each pit or pits
- Where relevant, recommended pit break-out points, including physical directions.

Your organisation must, as soon as possible after NBN Co updates the order status to 'In Progress', provide NBN Co with detailed design drawings for the proposed installation which is the subject of the relevant NBN Co Building Entry Service order (**Detailed Design Drawings**).

NBN Co will update the order status to 'In Progress - Pending':

- until your organisation provides the Detailed Design Drawings to NBN Co; or
- where your organisation fails to provide information requested by NBN Co to progress the order.

If the order is rejected at this preliminary assessment stage because the access requested does not appear to be technically feasible, NBN Co will update the order status to 'Rejected' and use reasonable endeavours to inform your organisation whether any reasonable alternative access may be technically feasible.

Order Feasibility Check

After receiving the Detailed Design Drawings for a NBN Co Building Entry Service order, NBN Co will complete an order feasibility check, including a detailed study in relation to the technical feasibility of that order (**Feasibility Study**) and provide the results of that Feasibility Study to your organisation:

Feasibility Study Results	NBN Co's Action
Technically Feasible	<p>NBN Co accepts your organisation's order for the NBN Co Building Entry Service and will notify your organisation of the following:</p> <ul style="list-style-type: none"> That it is technically feasible to complete the order Any conditions which must be satisfied before NBN Co will commence supplying the NBN Co Building Entry Service. <p>Your organisation may install lead-in or backhaul transmission cables subject to satisfying any conditions notified by NBN Co.</p>
Not Technically Feasible	<p>If NBN Co determines that completing the order is not technically feasible, NBN Co will update the order status to 'Rejected', along with the reasons why the order has been rejected.</p>

The results of the Feasibility Study are valid for 30 Business Days from the date on which NBN Co provides those results to your organisation.

Post-Installation Quality Audit and Inspection

Your organisation must provide the As Built Drawings to NBN Co as soon as possible after completing the installation of your organisation's lead-in or backhaul transmission cables. NBN Co will archive the As Built Drawings provided by your organisation.

After your organisation completes the installation and provides the As Built Drawings to NBN Co, NBN Co will perform a Post-Installation Audit and Inspection (prior to connection to the NBN Co ODF). The Charges for a Post-Installation Audit and Inspection (if any) are set out in the [Price List](#).

NBN Co will inform your organisation of the date and time on which NBN Co will perform the Post-Installation Audit and Inspection.

Your organisation may observe NBN Co's performance of a Post-Installation Audit and Inspection provided that your organisation has informed NBN Co of that preference at the time at which your organisation placed the order for the NBN Co Building Entry Service.

If NBN Co identifies any defects in relation to the installation, your organisation must rectify those defects as soon as possible, and in any event prior to placing an order for the NBN Co ODF Termination Point, following which NBN Co may then perform another Post-Installation Audit and Inspection.

NBN Co will update the NBN Co Building Entry Service order status to 'Complete' following the Post-Installation Audit and Inspection if it does not identify any defects in relation to the installation.

4.5.2.4 Modifying a Connect Order (NBN Co Building Entry Service)

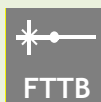
A Connect Order for the NBN Co Building Entry Service cannot be modified. If your organisation needs to modify a Connect Order for the NBN Co Building Entry Service, it must cancel the order in accordance with section [4.5.2.5 Cancelling a Connect Order \(NBN Co Building Entry Service\)](#) below, and submit a new order in accordance with section [4.5.2.3 NBN Co Building Entry Service \(Type 1 Facilities\)](#) on page 81.

4.5.2.5 Cancelling a Connect Order (NBN Co Building Entry Service)

Your organisation may cancel a Connect Order for the NBN Co Building Entry Service at any time before the Point of No Return (see section [4.5.1.4 Point of No Return](#) on page 60) by doing all of the following:

- Completing all relevant fields of the *Building Entry Services Cancellation Request Form* (which will be provided on request)
- Emailing a scanned copy of the completed document to: FacilitiesAccess@nbnco.com.au.

4.5.3 Battery Backup Service



For orders for the NEBS supplied by means of the NBN Co FTTB Network, the Battery Backup Service is not available.

For the duration of a Power Outage:

1. the NEBS supplied by means of the NBN Co FTTB Network will not be available (see section 11.4 of the NEBS Product Description for further information); and
2. if Voiceband Continuity has been completed as part of an AVC order, then the Voiceband Service may not be available.



This section applies to Access Component orders for the NEBS supplied by means of the NBN Co Fibre Network.

Battery Backup Service from OBB Commencement Date

From the OBB Commencement Date, your organisation must select whether or not it requires the Battery Backup Service for each AVC order.

Battery Backup Service prior to OBB Commencement Date

Where a Connect Order for an AVC has been Acknowledged prior to the OBB Commencement Date, NBN Co will supply the Battery Backup Service unless your organisation places a Modify Order after the OBB Commencement Date, specifying that the Battery Backup Service is not required.



Important: Battery Backup Service is compulsory for all Priority Assistance Connections.

Informed Consent

Prior to placing an AVC order, your organisation must obtain the Informed Consent of the relevant Designated End User as to whether they require battery backup functionality.

Who	Activities
Your organisation ...	<ul style="list-style-type: none"> Must provide Designated End User with sufficient information to allow them to make an informed decision as to whether they require battery backup functionality. Must obtain Informed Consent from the Designated End User. Must retain records of all communications with Designated End User in relation to their decision.
Your organisation ...	<p><i>(When your organisation orders a new AVC/UNI for a Premises or changes the Battery Backup Service option for an existing AVC/UNI)</i></p> <p>Select Battery Backup Service in accordance with the Informed Consent of Designated End User.</p> <p>Note: Your organisation must set the Battery Backup Service to Yes for all Priority Assistance Connection orders.</p>

Order and Installation Variations

The process for ordering and supplying the Battery Backup Service is set out below.

Battery Backup Service?	Existing Installation	Process
YES	<ul style="list-style-type: none"> NTD Power Supply with Battery Backup 	NBN Co will activate or modify the AVC, as applicable.
YES	<ul style="list-style-type: none"> NTD Power Supply (Standard) 	<p>If the AVC order is a Connect Order, your organisation must do one of the following:</p> <ul style="list-style-type: none"> Place a Connect Order with the Battery Backup Service. Place a Connect Order without the Battery Backup Service to activate the NEBS first and then place a subsequent Modify Order for the Battery Backup Service. <i>(If your organisation places a Connect Order with the Battery Backup Service)</i> NBN Co will conduct a Subsequent Installation of the Power Supply with Battery Backup as part of the Connect Order. <i>(If your organisation places a Connect Order without the Battery Backup Service first and then places a subsequent Modify Order for the Battery Backup Service)</i> NBN Co will complete the Connect Order first and then conduct a Subsequent Installation of the Power Supply with Battery Backup as part of the Modify Order.
YES	<ul style="list-style-type: none"> None 	NBN Co will activate the AVC, which will include installation of the Power Supply with Battery Backup.

Battery Backup Service?	Existing Installation	Process
NO	<ul style="list-style-type: none"> NTD Power Supply with Battery Backup 	<p>NBN Co will activate or modify the AVC, as applicable.</p> <p>NBN Co recommends that the battery be removed from the Power Supply with Battery Backup.</p> <p>Exception: another product or service supplied on the same NTD includes a battery backup service.</p>
NO	<ul style="list-style-type: none"> NTD Power Supply (Standard) 	NBN Co will activate or modify the AVC, as applicable.
NO	<ul style="list-style-type: none"> None 	NBN Co will activate the AVC, which will include installation of the Power Supply (Standard).

OBB Commencement Date and OBB Transition Period

All AVC orders Acknowledged before the OBB Commencement Date will be supplied with the Battery Backup Service.

Note: If, after OBB Commencement Date, NBN Co receives a valid Modify Order from your organisation which requests that the Battery Backup Service no longer be provided, NBN Co will update the NBN Co Platform.

During the OBB Transition Period your organisation may do either of the following in respect of NEBS Access Components:

- Place an order and select Yes for the Battery Backup Service without obtaining Informed Consent
- Place an order and select No for the Battery Backup Service, in which case your organisation must obtain Informed Consent.

Note: If your organisation places an order using B2B Access, depending on the B2B Interface Version your organisation uses, Informed Consent may be required during the OBB Transition Period even if your organisation selects Yes for the Battery Backup Service. See the *B2B Specifications* for details.

After the OBB Transition Period, your organisation must obtain Informed Consent for all Connect Orders and Modify Orders for Access Components in accordance with the *NEBS Product Description*.

4.5.4 Ordering UNI-V Components After Original AVC Order



This section applies to Access Component orders for the NEBS supplied by means of the NBN Co Fibre Network.

To place a subsequent order for a UNI-V at an NTD for which your organisation has already placed a UNI-D and associated AVC order, your organisation must perform the following actions for the following order types to avoid potential disruptions to the End User service:

Order Type	Action
Add UNI-V; change the product template	<ol style="list-style-type: none"> 1. Submit a Connect Order for the Access Components (including a UNI D and UNI-V) and (if applicable) the Multicast AVC at that NTD. 2. Submit a Disconnect Order for the previously-supplied AVC and (if necessary) the Multicast AVC and the original UNI-D, at the relevant NTD.
Add UNI-V; no change to the product template	Submit a Modify Order (See section 4.5.5 Modify Orders below).

4.5.5 Modify Orders

Your organisation may make modifications to the features or current configuration of some existing NEBS and FAS Ordered Products by placing a Modify Order through the NBN Co Service Portal or B2B Access. There are limits to what can be modified; see section [4.5.5.1 Permitted Modifications to Product Components](#) below.






Important: When placing a Modify Order, your organisation must always provide the Product Instance ID for the associated Product Component.

4.5.5.1 Permitted Modifications to Product Components

The following table describes the modifications your organisation is permitted to make to existing Product Components and requirements your organisation must comply with.

Product component	Allowable Modifications and supporting notes; requirements
NBN Co Building Entry Service	Modification not permitted – additional order required To modify a Connect Order for the NBN Co Building your organisation must cancel the order in accordance with section 4.5.1.3 Cancelling Orders , and submit a new order in accordance with section 4.5.2 Connect Orders on page 71.
NBN Co ODF Termination Point	Modification not permitted - additional order required To order an additional NBN Co ODF Termination Point, your organisation must place a new order through the NBN Co Service Portal; see section 4.5.2 Connect Orders on page 71.
NBN Co Co-location	Modification not permitted - additional order required To order additional Equipment Racks, your organisation must place a new order through the NBN Co Service Portal; see section 4.5.2 Connect Orders on page 71.
Cross Connect	<ul style="list-style-type: none"> • The From position of the Cross Connect • The To position of the Cross Connect. <p>Where the From or To position is a designated point on the NBN Co ODF Termination Point of any Other NBN Co Customer, your organisation must provide a separate Cross Connect Authorisation Form for each Cross Connect within the Modify Order.</p> <p>Your organisation must email the completed Cross Connect Authorisation Forms to the email address as specified in the Contact Matrix.</p> <p>Important: Include the reference ID with both the Cross Connect order and the Cross Connect Authorisation Form.</p>

Product component	Allowable Modifications and supporting notes; requirements
Network-Network Interface (NNI)	<ul style="list-style-type: none"> Tag Protocol Identifier (TPID) Interface type (optics) Addition of NNI bearers Removal of NNI bearers <p>Disruptions</p> <p>If NBN Co determines that a Modify Order relating to an NNI is likely to cause disruption to services provided using the affected NNIs, NBN Co will fulfil the order during the following hours:</p> <ul style="list-style-type: none"> Thursday 24:00 hours (midnight) to Friday 06:00 hours (6am) Friday 24:00 hours (midnight) to Saturday 06:00 hours (6am) Saturday 24:00 hours (midnight) to Sunday 06:00 hours (6am) <p>Planned Maintenance</p> <p>Modification of an NNI may require a Planned Outage. Where a Planned Outage is required, NBN Co will notify your organisation as described in section 5.6.1.3 Planned Outage Notice: Contents on page 144.</p> <p>Single Chassis to Diverse Chassis</p> <p>Your organisation <i>cannot</i> order a modification to an existing Single Chassis NNI to change it to a Diverse Chassis NNI. Instead, your organisation must place a new order for a Diverse Chassis NNI.</p> <p>If Modification of an NNI includes a change to a bearer profile, the Modification will be treated as including an NNI Activation, the associated charges are set out in the Price List.</p>
Connectivity Virtual Circuit (CVC)	<ul style="list-style-type: none"> CVC bandwidth profile (TC-1, TC-2 and TC-4)
Access Components 	<ul style="list-style-type: none"> The addition of a UNI-V where a default mapped Product Template is in use <p>For UNI-Vs:</p> <ul style="list-style-type: none"> The configuration, as described in the Product Technical Specification for the NBN Co Ethernet Bitstream Service. This uses the DSL Forum Technical Report 069 (TR-069) protocol. <p>For AVCs and UNI-Ds:</p> <ul style="list-style-type: none"> Priority Assistance Modification Addition or removal of an associated Multicast AVC Modification of the AVC and/or an associated Multicast AVC bandwidth profile Traffic class. Addition or removal of Battery Backup Service (with Informed Consent where required, as described in section 4.5.3) <p>Decommissioning or Modifying Downstream Priority Assistance Services</p> <p>When your organisation is using an Access Component as an input into the supply of a Downstream Priority Assistance Service and the Designated End User is no longer eligible for or no longer requires Priority Assistance, your organisation must lodge a Modify Order to decommission or modify the service in accordance with section 8.2(c) of the Product Description for the NBN Co Ethernet Bitstream Service.</p>

Product component	Allowable Modifications and supporting notes; requirements
	<p>Modification of AVC bandwidth profile</p> <p>If a Modify Order is in respect of a modification between the following sets of AVC TC-4 bandwidth profiles:¹</p> <ul style="list-style-type: none"> 12/1 Mbps, 25/5 Mbps, 25/10 Mbps, 50/20 Mbps or 100/40 Mbps; and 250/100 Mbps, 500/200 Mbps or 1000/400 Mbps, <p>there will be a brief service interruption (typically lasting less than 1 minute) when the modify order is processed. Modify orders of this nature are usually processed by NBN Co within 10 minutes after your organisation places the order (whether such order is placed during or outside business hours). This brief service interruption is not an Outage or an NBN Fault.</p>
<p>Access Components</p>  <p>WIRELESS</p>	<ul style="list-style-type: none"> Traffic class
<p>Access Components</p>  <p>FTTB</p>	<p>For AVCs and UNI-DSLs:</p> <ul style="list-style-type: none"> Bandwidth profile (TC-1, TC-2 and TC-4) CVC C-TAG Priority Assistance Modification Professional Splitter Installation (described in section 4.5.2.1 Interactions: Connect Order) Other modifications, as detailed in the <i>NBN Co Operations User Guide</i>. <p>Decommissioning or Modifying Downstream Priority Assistance Services</p> <p>When your organisation is using an Access Component as an input into the supply of a Downstream Priority Assistance Service and the Designated End User is no longer eligible for or no longer requires Priority Assistance, your organisation must lodge a Modify Order to decommission or modify the service in accordance with the Product Description for the NBN Co Ethernet Bitstream Service.</p> <p>Modification of AVC bandwidth profile only (no Professional Splitter Installation)</p> <p>If a Modify Order is in respect of a modification between the following sets of AVC TC-4 bandwidth profiles:²</p> <ul style="list-style-type: none"> 12/1 Mbps, 25/5 Mbps, 25/5-10 Mbps, 25-50/5-20 Mbps or 25-100/5-40 Mbps <p>There will be a brief service interruption (typically lasting less than 1 minute) when the Modify Order is processed. This brief service interruption is not an Outage or a Service Fault. Modify Orders of this nature are usually processed by NBN Co within 10 minutes after your organisation places the order (whether or not such order is placed during or outside business hours).</p> <p>Modification Order involving Professional Splitter Installation</p> <p>When your organisation requests a Professional Splitter Installation in respect to a</p>

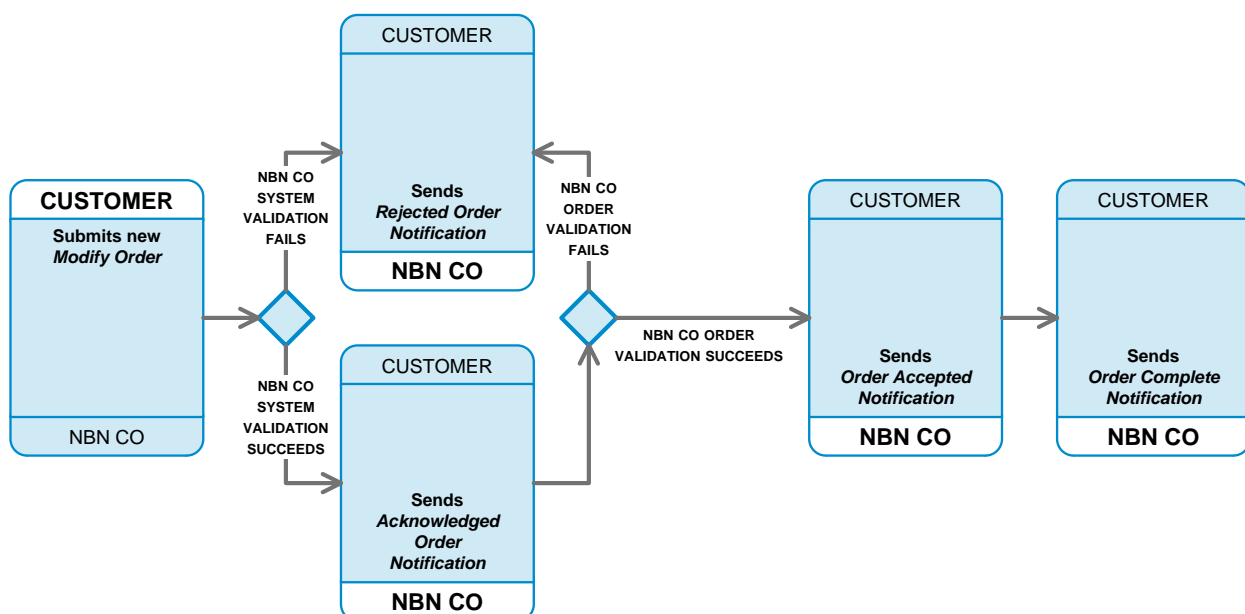
¹ To be read subject to sections 4.3.1 and 8.1.2 of the [Product Technical Specification for the NBN Co Ethernet Bitstream Service](#).

² To be read subject to sections 4.3.1 and 8.1.2 of the [Product Technical Specification for the NBN Co Ethernet Bitstream Service](#).

Product component	Allowable Modifications and supporting notes; requirements
	Service Class 13 Copper Pair at a Premises, the process and requirements described in section 4.5.2.1 Interactions: Connect Order that applies to Professional Splitter Installations in respect to Connect Orders for a Premises applies.
Multicast Domain	<ul style="list-style-type: none"> • Multicast Domain bandwidth profile • Addition or deletion of a media stream • Media stream name • Media stream IP Address • Media stream configured peak-bandwidth value • S-TAG • IGMP Report source address <p>Service-impacting Multicast Domain modifications will be performed by the Service Activations Centre (SAC) between 1:00am and 5:00am. Non-impacting modifications will be performed by the Service Activations Centre (SAC) during Business Hours.</p>

4.5.5.2 Interactions: Modify Order

The following diagram illustrates the interactions between your organisation and NBN Co that can arise from the submission of a Modify Order.



Description

The following table describes the interaction activities between your organisation and NBN Co that can arise from the submission of a Modify Order.

Who	Activity
Your organisation ...	Submits a Modify Order (via the NBN Co Service Portal or B2B Access) against a completed Product order.

NBN Co ...	<p>Confirms that the Modify Order was submitted correctly and depending on the result of the submission validation, does one of the following:</p> <ul style="list-style-type: none"> <i>(If the Modify Order was submitted correctly)</i> Sends your organisation an Acknowledged Notification and updates the Order Status to Acknowledged The notification includes the Product Order's unique Order ID. Note: Your organisation may cancel the order at this time. <i>(If the Modify Order was not submitted correctly)</i> Sends your organisation a Rejected Notification if NBN Co rejects the order and updates the Order Status to Rejected.
NBN Co ...	<p><i>(If the Modify Order was submitted correctly)</i> Confirms that the specific information provided in the Modify Order is sufficient to proceed with the order and, depending on the result of this validation, does one of the following:</p> <ul style="list-style-type: none"> <i>(If NBN Co determines that the Modify Order is valid)</i> Sends your organisation an Order Accepted Notification and updates the Order Status to In Progress The notification includes the Product Order's unique Order ID. Note: Your organisation may cancel the order at this time. <i>(If NBN Co determines that the Modify Order is not valid)</i> Sends your organisation a Rejected Notification and updates the Order Status to Rejected.
NBN Co ...	<p><i>(On completion of the ordered modification of services and resources, and subsequent successful testing of the modifications)</i> Sends your organisation an Order Complete Notification and updates the Order Status to Complete.</p>

4.5.6 Disconnect Orders

If your organisation wishes to disconnect all or part of a NEBS or FAS Ordered Product, your organisation must place a Disconnect Order through the NBN Co Service Portal or B2B Access (as applicable).

Order Information

Disconnect Orders must (at the very least) include all of the following:

- A valid Product Instance ID for the Product Component to be disconnected

Note: On disconnection, the Product Instance ID will be deleted by NBN Co.

- All of the information required by the fields in the relevant Disconnect Order form.

Once NBN Co validates a Disconnect Order, NBN Co will process it in accordance with the order stages as described in section [4.5.1.6 Order Status Life-cycle](#) on page 61.

Prerequisites for Disconnect Orders

For each of the following Product Components, your organisation must make sure that the applicable disconnection prerequisites below have been met before submitting a Disconnect Order for the Product Component:

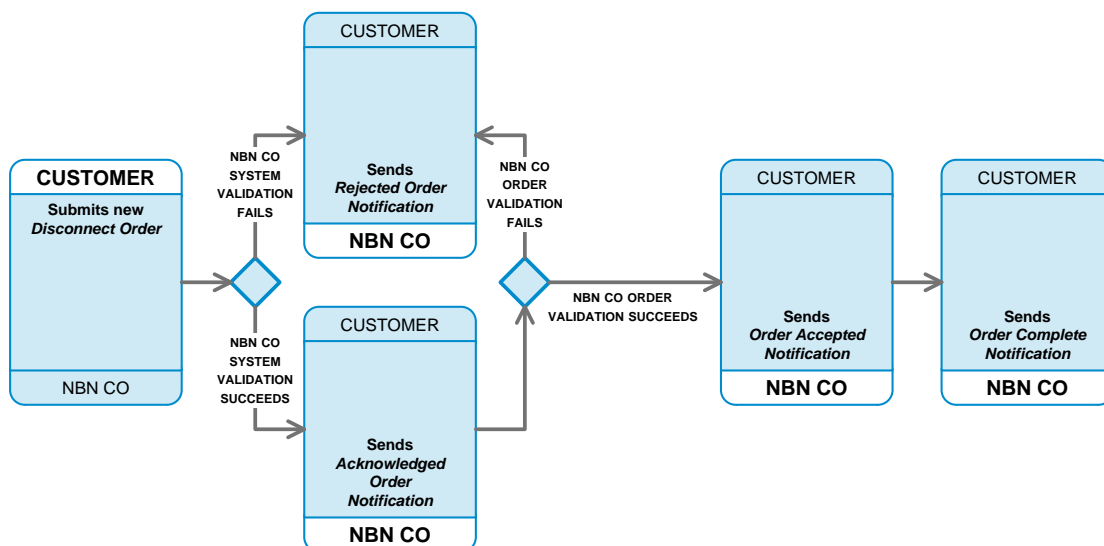
Product component	Disconnection prerequisites
NBN Co Building Entry	NBN Co has received a valid Disconnect Order, and has completed the Disconnect

Service	Order for NBN ODF Termination Point.
NBN Co ODF Termination Point	NBN Co has received a valid Disconnect Order, and has completed the Disconnect Order for all associated NNIs.
Network-Network Interface (NNI)	NBN Co has received a valid Disconnect Order, and has completed the Disconnect Order for all associated CVCs and AVCs.
Connectivity Virtual Circuit (CVC)	NBN Co has received a valid Disconnect Order, and has completed the Disconnect Orders for all associated AVCs.
Multicast Domain	NBN Co has received a valid Disconnect Order, and has completed Disconnect Order for all associated Multicast AVCs.

Both the NBN Co Service Portal and B2B Access validate Disconnect Orders against these prerequisites.

4.5.6.1 Interactions: Disconnect Order

The following diagram illustrates the interactions between your organisation and NBN Co that can arise from the submission of a Disconnect Order.



Description

The following table describes the interaction activities between your organisation and NBN Co that can arise from the submission of a Disconnect Order.

Who	Activity
Your organisation ...	Submits a Disconnect Order (via the NBN Co Service Portal or B2B Access) against a completed Product order.

Who	Activity
NBN Co ...	<p>Confirms that the Disconnect Order was submitted correctly and depending on the result of the submission validation, does one of the following:</p> <ul style="list-style-type: none"> <i>(If the Disconnect Order was submitted correctly)</i> Sends your organisation an Acknowledged Notification and updates the Order Status to Acknowledged The notification includes the Order's unique Order ID. Note: Your organisation may cancel the order at this time. <i>(If the Disconnect Order was not submitted correctly)</i> Sends your organisation a Rejected Notification if NBN Co rejects the order and updates the Order Status to Rejected.
NBN Co ...	<p><i>(If the Disconnect Order was submitted correctly)</i> Confirms that the specific information provided in the Disconnect Order is sufficient to proceed with the order and, depending on the result of this validation, does one of the following:</p> <ul style="list-style-type: none"> <i>(If NBN Co determines that the Disconnect Order is valid)</i> Sends your organisation an Order Accepted Notification and updates the Order Status to In Progress The notification includes the Order's unique Order ID. Note: Your organisation may cancel the order at this time. <i>(If NBN Co determines that the Disconnect Order is not valid)</i> Sends your organisation a Rejected Notification and updates the Order Status to Rejected.
NBN Co ...	<p><i>(On disconnection of the specified services and resources, and the subsequent successful disconnection test)</i></p> <ul style="list-style-type: none"> Sends your organisation an Order Complete Notification and updates the Order Status to Complete Note: The disconnection is effective at this point for the purposes of the definition of Effective Disconnection Date.

4.5.6.2 Access Component Disconnect Orders

If your organisation submits a Disconnect Order for an AVC TC-4 and associated UNI, NBN Co may cancel the supply of any of the following which are supplied to your organisation in connection with the supply of that AVC TC-4:

- AVC TC-1 and associated UNI-V
- AVC TC-2
- Multicast AVC.

4.5.6.3 CVC Disconnect Orders

If your organisation submits a Disconnect Order for all CVC capacity for a CSA, NBN Co may cancel the supply of any Multicast Domain which is supplied to your organisation in connection with the CSA.

4.6 Installation Appointments

4.6.1 Scheduling Appointments

Your organisation must schedule an Appointment through the NBN Co Service Portal or B2B Access for a Connect Order for an AVC that requires an installation to be undertaken by NBN Co or if identified for a Modify Order or Disconnect Order, including in any of the following scenarios:

- At a Service Class 1, 2 or 5 Premises
- At a Service Class 3 or 6 Premises if there are no UNIs available (and an additional NTD is required).
- At a Service Class 3 Premises if the Battery Backup Service is requested and a Power Supply (Standard) is installed.
- At a Service Class 12 Premises if your organisation requests a Standard Installation by NBN Co (with no Professional Splitter Installation).
- At a Service Class 12 or 13 where your organisation requests a Professional Splitter Installation.

See section [4.5.2 Connect Orders](#) on page 71.

A Modify Order for an AVC requires an Appointment (scheduled through the NBN Co Service Portal) to be made for Installation to occur in the following scenarios:

At a Service Class 3 Premises if the Battery Backup Service is requested and a Power Supply (Standard) is installed.

- See section [4.5.3 Battery Backup Service](#) on page 83.
- At a Service Class 13 Copper Pair at a Premises where your organisation requests a Professional Splitter Installation.

4.6.1.1 Appointment Blocks

NBN Co sets the minimum Appointment block duration, based on the location of the Premises. This varies from 2 hours, to the maximum permitted by the [Service Levels Schedule](#).

Appointment times: Keep End Users informed!

Your organisation must communicate with each Designated End User about available Appointment times (as determined by your organisation through the NBN Co Service Portal) to ensure that the Appointment is at a time when the Designated End User or their representative is available, to enable NBN Co to access the Premises and perform the work required.

4.6.1.2 Appointment Completion and Communicating Changes

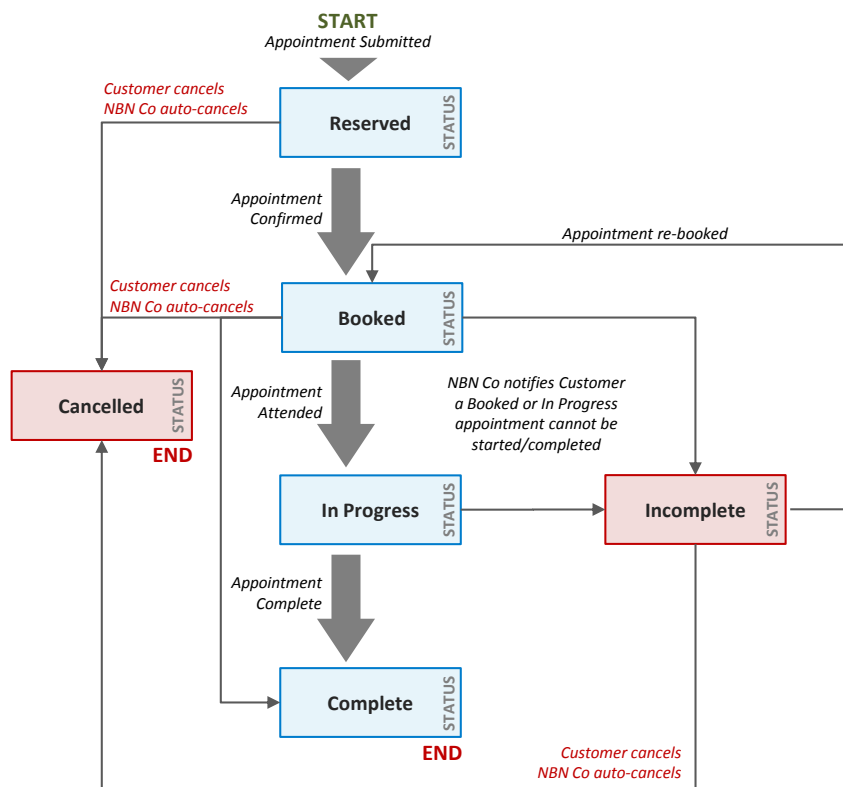
NBN Co will endeavour to complete as many Installations on the first attempt, and within the first booked Appointment period, as reasonably possible. However, situations may arise that prevent this from occurring.

NBN Co communicates all changes to the status of an Appointment through the NBN Co Service Portal or B2B Access, using the Appointment entry's Appointment ID.

4.6.2 Appointment Status Life-cycle

The following diagram illustrates the life-cycle of an Appointment including the different Appointment Status states that may apply.

The following diagram illustrates the life-cycle of an Appointment including the different Appointment Status states that may apply.



4.6.2.1 Appointment Status: Descriptions

The following table defines the different Appointment Status states that apply and the activities which must be performed by NBN Co or your organisation in those circumstances, or the options that apply in those circumstances.

Status	Description
Reserved	<p>Your organisation reserves an Appointment.</p> <p>NBN Co allocates a unique Appointment ID, and validates the Appointment.</p> <p>Note: Your organisation can request that the reserved Appointment be rescheduled.</p>
Booked	<p>NBN Co successfully validates the Appointment request, and confirms the Appointment.</p>
In Progress	<p>NBN Co undertakes the necessary field work for the Appointment.</p> <p>Example: The activation of a service.</p> <p>Note: Your organisation can only reschedule or cancel an In Progress Appointment, as described in section 4.6.5 Rescheduling Appointments on page 99 and section 4.6.6 Cancelling Appointments on page 100.</p>

Status	Description
Complete	<p>The Appointment has concluded.</p> <p>Examples:</p> <ul style="list-style-type: none"> • The Installer has finished the Installation, and left the site. • The End User (or their authorised representative) is not in attendance at the Premises when the Installer arrives for the Appointment. • The Installer has left the site, unable to complete the Installation within a single Appointment, and cannot complete the Installation by the following morning.
Incomplete	<p>NBN Co notifies your organisation that a Booked or In Progress Appointment could not start or be completed within the Appointment time period.</p> <p>See the exclusions listed in the Service Levels Schedule for examples of the reasons why an Appointment may be Incomplete.</p> <p>See the exclusions listed in the Service Levels Schedule for examples of the reasons why an Incomplete Appointment may be rescheduled.</p> <p>Your organisation may cancel an Incomplete Appointment: see section 4.6.6 Cancelling Appointments on page 100.</p>
Cancelled	<p>Either your organisation or NBN Co has successfully cancelled one of the following:</p> <ul style="list-style-type: none"> • The related order • A Reserved or Booked Appointment if the Booked Appointment was cancelled more than one Business Day before the scheduled start date. <p>NBN Co has received a late cancellation request, during the Booked stage, within one Business Day of the scheduled start date.</p> <p>NBN Co notifies your organisation that a Reserved Appointment has expired.</p>

4.6.2.2 Querying the Status of an Appointment

Your organisation may use the NBN Co Service Portal or B2B Access to search for the Appointment Status of an Appointment (**Appointment Enquiry**).

In order to make an Appointment Enquiry, your organisation will require the relevant Appointment's Appointment ID.

4.6.2.3 Appointment Scenarios

See the *NBN Co Operations User Guide* which sets out details of the relationship between Installations, Appointments, and the associated changes in Order Status and Appointment Status.

4.6.3 New Appointments

4.6.3.1 Process: New Appointment

NBN Co and your organisation will comply with the following process when your organisation makes a new Appointment.

Activities: New Appointment

The steps comprising that process, and the associated activities NBN Co and your organisation must perform (or, where indicated, may perform) in relation to each step, are defined in the table below.

Who	Activity
Your organisation ...	Must communicate with the relevant Designated End User about available Appointment times (as determined by your organisation through the NBN Co Service Portal). This is to ensure that the Appointment is at a time when the Designated End User (or their representative) is present to allow NBN Co to access the Premises and perform the Installation.
Your organisation ...	Must schedule the relevant Appointment through the NBN Co Service Portal or B2B Access. Important: Always select an Appointment that takes into consideration both of the following: <ul style="list-style-type: none"> The amount of time that your organisation, operating in accordance with its ordinary business practices, takes to associate Appointments with Access Component orders The Order Lead Time for the Access Component order (which will commence when your organisation associates the Appointment with the Access Component order)
NBN Co ...	Sets the Appointment Status to Reserved and allocates a unique Appointment ID through the NBN Co Service Portal (or B2B Access if applicable).
NBN Co ...	Validates your organisation's Appointment request and, if valid, changes the Appointment Status to Booked .
NBN Co ...	May, prior to the Appointment date, communicate with the Designated End User for whom your organisation has provided Personal Information, to confirm all of the following: <ul style="list-style-type: none"> Installation work requirements for the Premises That the Designated End User or their nominated representative will be in attendance for the Appointment.

4.6.3.2 Availability of Appointment Times**What if there are no Appointments available within the time-slots covered by the Service Levels?**

Your organisation cannot make an Appointment within the time-slots covered by the Service Levels. See the Service Level Schedule for relevant details of which service levels will apply in this case.

4.6.3.3 Availability of Accelerated Appointments

Each month, the number of Accelerated Connection Appointments is limited to 10% of the total number of available connection appointments.

Where your organisation seeks to place an order for an Accelerated Connection, it must select an Accelerated Connection Appointment within the relevant Accelerated Connection Service Level. If there are no available Accelerated Connection Appointments within the relevant Accelerated Connection Service Level, your organisation must select the next available Appointment for that Accelerated Connection.

Refer to the [Service Levels Schedule](#) which describes which Service Levels will apply if there are no available Accelerated Connection Appointments.

4.6.3.4 Reserved Appointments and Related Orders

Your organisation must submit the Access Component orders associated with a reserved Appointment within 4 days of acquiring the Reserved Appointment Status (**Sunset Period**).

If the Appointment still has the **Reserved** status when the Sunset Period expires, NBN Co will cancel the Appointment and update its Appointment Status to **Cancelled**.

See section [4.6.6.2 Cancellation of Appointment by NBN Co](#) on page 101.

4.6.3.5 Order Lead Times

Each Access Component order has an **Order Lead Time** associated with it.

The Order Lead Time for any Access Component order is the *greater* of the following:

- 4 Business Days
- the Order Lead Time, as specified in the result of the related Site Qualification Enquiry (if any)

Exception: Where the Access Component is supplied in relation to a Priority Assistance Connection at a Service Class 3 Premises which has an existing Power Supply with Battery Backup (i.e. no attendance at Premises is required) the following Order Lead Times will apply:

Priority Assistance Service - Premises Location	Order Lead Time
Urban Area or Rural Area	Same Business Day (where the order is received during Operational Hours)
Remote Area	1 Business Day (where the order is received during Operational Hours)

4.6.3.6 Appointment IDs

When your organisation accepts a proposed Appointment, or selects a valid Appointment time, NBN Co will allocate a unique Appointment ID through the NBN Co Service Portal (or B2B Access if applicable).



Important: Your organisation must quote the Appointment ID when submitting an AVC order through the NBN Co Service Portal or B2B Access.

4.6.3.7 Validating Appointments

Upon receiving an Appointment request, NBN Co will check it to ensure that the Appointment is for a valid address and Service Class, and has been requested for a suitable time and date.

NBN Co will validate the Appointment request once all required information has been submitted and confirmed by NBN Co.

On successful validation, NBN Co will update the Appointment's Appointment Status to **Booked**.

Rejecting the Appointment Request

What happens if NBN Co rejects the Appointment request?

If NBN Co rejects the Appointment request, NBN Co will notify your organisation and provide the reason for the rejection, through the NBN Co Service Portal.

Your organisation can resubmit the Appointment request after making the necessary changes.

Validation Problems with an Appointment ID

If NBN Co cannot validate an Appointment ID in an associated Access Component order, NBN Co will change the Order Status for the Access Component order to **Pending** and update the order's "comments" field.

In those circumstances, NBN Co and your organisation will perform the following activities.

NBN Co adds the following comments to the affected order:	In response, your organisation may do one of the following:
<ul style="list-style-type: none"> A statement that the Appointment ID is invalid, and that the conditions relating to a Pending order now apply <p>See section 4.5.1.6 Order Status Life-cycle on page 61.</p> <ul style="list-style-type: none"> A request that your organisation reserves a new Appointment A request that your organisation amend the order to include the new Appointment's Appointment ID 	<ul style="list-style-type: none"> Reserve a new Appointment <p>See section 4.6.5 Rescheduling Appointments on page 99.</p> <ul style="list-style-type: none"> Cancel the Appointment <p>See section 4.6.6 Cancelling Appointments on page 100.</p> <ul style="list-style-type: none"> Amend the related order with the new Appointment's Appointment ID <p>See section 4.5.1.2 Amending Orders on page 60.</p>

4.6.3.8 Booking Downstream Priority Assistance Service Appointments

If your organisation places an order for a Priority Assistance Connection which requires an Appointment, NBN Co and your organisation will perform the following activities in relation to that Appointment:

Who	Activity
Your organisation ...	Your organisation is required to reserve the first available Appointment and must inform the Designated End User of the Appointment.
Your organisation ...	Must telephone the NBN Co 24/7 Priority Assistance Contact Centre (details of which are specified in the <i>Contact Matrix</i>) to advise it of the Appointment.
NBN Co ...	Ensures and confirms that the Appointment is flagged as a Priority Assistance Connection and is correctly scheduled.

4.6.4 Updating and Rescheduling Appointment Details

Your organisation may make changes to or reschedule an Appointment in the following circumstances and by undertaking the following activities.

Appointment Status	Rescheduling options
Reserved Booked	At least 1 Business Day prior to the scheduled Appointment: <ul style="list-style-type: none"> Reschedule via the NBN Co Service Portal Within one Business Day of the scheduled Appointment: <ul style="list-style-type: none"> Directly contact Customer Support Centre by telephone.
In Progress	Directly contact Customer Support Centre by telephone.
Cancelled Complete	Your organisation may not reschedule the Appointment. A new Appointment must be requested.
Incomplete	As long as nothing (including but not limited to a hazard, mass service disruption, or network shortfall) prevents completion of the Appointment, your organisation may amend details of it via the NBN Co Service Portal.



Important: When your organisation reschedules an existing Appointment, the Appointment ID remains the same. When your organisation requests that a new Appointment be scheduled, NBN Co will create a new Appointment ID in relation to the new Appointment.

4.6.5 Rescheduling Appointments

Subject to section [4.6.4 Updating and Rescheduling Appointment Details](#) on page 98 and under the following circumstances, either your organisation or NBN Co may reschedule an Appointment through the NBN Co Service Portal.



Important: Your organisation is responsible for communicating all Appointment rescheduling with the Designated End User, including in respect of Non Standard Installations and Professional Splitter Installations.

Who wants to reschedule?	Permitted reason for rescheduling
Your organisation or NBN Co...	The Designated End User (or their representative) has requested your organisation or agreed with NBN Co to change the Appointment time.
Your organisation ...	The Designated End User (or their representative) is not in attendance at the designated Premises at the time of the original Appointment, and the Installer informs your organisation that a replacement Appointment is needed.
NBN Co ...	NBN Co has missed or may miss the Appointment, determines that it cannot complete the Installation within a single Appointment block or otherwise needs to change the Appointment.
NBN Co ...	NBN Co determines that it would be dangerous to property, or to the health or safety of any person, for NBN Co to attend the scheduled Appointment and/or complete the installation within the allocated Appointment time period.

Who wants to reschedule?	Permitted reason for rescheduling
NBN Co ...	Circumstances beyond NBN Co's reasonable control, including where weather conditions prevent NBN Co from attending the scheduled Installation Appointment and/or completing the work within the allocated Installation Appointment time period.
NBN Co ...	<p>NBN Co determines one or more of the following:</p> <ul style="list-style-type: none"> • A Pull Through Exception Event has occurred • Use of a Temporary Cable is necessary • Cable Rectification is required • Reinstatement Testing is required <p>Note: NBN Co may also reschedule an Appointment for the purposes of allowing NBN Co Personnel to rectify a Service Fault relating to Pull Through Activities, installation of a Temporary Cable or Cable Rectification.</p>

4.6.5.1 Rescheduling Limitations

Your organisation may only reschedule an Appointment a maximum of **three times**.

To reschedule an Appointment after exceeding this limit, your organisation must do both of the following things:

- cancel the current Appointment in accordance with section [4.6.6 Cancelling Appointments](#) on page 100
- Reserve a new Appointment through the NBN Co Service Portal or B2B Access

4.6.5.2 Rescheduling Downstream Priority Assistance Service Appointments

If the Appointment being rescheduled is for a Priority Assistance Connection, then NBN Co and your organisation will perform the following activities in relation to the relevant Appointment:

Who	Activity
Your organisation ...	Must inform the Designated End User of the Appointment.
Your organisation ...	Must telephone the NBN Co 24/7 Priority Assistance Contact Centre (details of which are specified in the Contact Matrix) and advise it of the Appointment.
NBN Co ...	Confirms that the Appointment flagged as relating to a Priority Assistance Connection is correctly scheduled.

4.6.6 Cancelling Appointments

Either your organisation or NBN Co may cancel an Appointment where permitted by this document. Upon successful cancellation, NBN Co will update the status of the Appointment to **Cancelled** through the NBN Co Service Portal.



Important: Your organisation is responsible for communicating all Appointment cancellations with the Designated End User, including in respect of Non Standard Installations and Professional Splitter Installations.

4.6.6.1 Activities: Request Appointment Cancellation (Your Organisation)

The steps comprising the process for cancelling an Appointment, and the associated activities NBN Co and your organisation must perform in relation to each step, are defined in the table below.

Who	Activity
Your organisation ...	Must cancel the relevant Appointment, referenced by its Appointment ID, through the NBN Co Service Portal. Your organisation should only contact Customer Support Centre by telephone where it is unable to cancel the relevant Appointment through the NBN Co Service Portal.
NBN Co ...	Confirms cancellation of the Appointment with your organisation.
Your organisation ...	Must confirm with NBN Co that it will do all of the following: <ul style="list-style-type: none"> • Request a new Appointment through the NBN Co Service Portal or B2B Access (if required) • Update the associated Access Component order with the new Appointment ID, through the NBN Co Service Portal or B2B Access • Cancel the Access Component order that was associated with the old Appointment ID by sending a request to NBN Co to cancel the order, through the NBN Co Service Portal or B2B Access

4.6.6.2 Cancellation of Appointment by NBN Co

NBN Co may cancel an Appointment in the following circumstances:

- An Appointment with the Appointment Status of **Reserved** reaches the end of its Sunset Period
- Either your organisation or NBN Co cancels an order associated with the Appointment.

4.6.6.3 Late Cancellation Requests

If NBN Co accepts an Appointment cancellation request with less than 1 Business Days notice before the scheduled Appointment date, your organisation may incur a late cancellation charge.

See the [Price List](#) for further details.

4.6.6.4 Cancelling Downstream Priority Assistance Service Appointments

If your organisation wishes to cancel an Appointment for a Priority Assistance Connection, then NBN Co and your organisation will perform the following activities in relation to that Appointment's cancellation:

Who	Activity
Your organisation ...	Must inform the End User of the cancelled Appointment.

Who	Activity
Your organisation ...	Must telephone the NBN Co 24/7 Priority Assistance Contact Centre (details of which are specified in the <i>Contact Matrix</i>) and advise it of the cancellation.
NBN Co ...	Confirms that the Appointment flagged as relating to the Priority Assistance Connection has been cancelled.

4.6.7 Missed Appointments

When an End User (or their authorised representative) is not present at a Premises from the beginning of an applicable Appointment window (as described by the [Service Levels Schedule](#)), the Appointment is considered to be a Missed Appointment and section [4.6.7.1 Activities: Missed Appointments](#) below, will apply.

4.6.7.1 Activities: Missed Appointments

The steps comprising the process in relation to Missed Appointments, and the associated activities NBN Co and your organisation must perform in relation to each step, are defined in the table below.

Who	Activity
NBN Co ...	Closes the Appointment through the NBN Co Service Portal with the attached comment: "Customer's End User Not In Attendance".
Your organisation ...	Must arrange a new Appointment for NBN Co to attend the designated Premises to complete the required work.
NBN Co ...	May charge your organisation a Missed Appointment Charge, as specified in the Price List .

4.7 Installing NBN Co Equipment

An Installation may be required where your organisation places an order for the Access Components of the NEBS in respect of a Premises.

4.7.1 Installation and Charges

Charges apply for some Installations. Your organisation will only incur Charges where your organisation or the relevant Designated End User (or their authorised representative) has consented to the details of a quote provided by NBN Co in respect of that Installation.

See the [Price List](#) for further details of the Charges which apply to Installations.

4.7.2 Installation Guides

During the On-boarding process, NBN Co will supply your organisation with a copy of the relevant installation guides, which describe the complete installation process for Connecting Equipment and related requirements.

Your organisation must comply with the rules described in these installation guide documents.

4.7.3 Standard Installations

An Installation will be a **Standard Installation** where the following conditions are satisfied. These conditions differ depending on how NBN Co supplies the NEBS.

A Professional Splitter Installation by NBN Co in relation to the supply of the NEBS by means of the NBN Co FTTB Network (for which Charges apply in accordance with Price List) is optional, and is not part of a Standard Installation.

Required Infrastructure	<p>The installation at the Premises requires not more than:</p> <ul style="list-style-type: none"> • 1 x Drop Fibre • 1 x Connecting Fibre • 1 x PCD; and • 1 x NTD. 	<p>The installation at the Premises requires no more than one NTD which includes:</p> <ul style="list-style-type: none"> • 1 x indoor unit; and • 1 x outdoor unit. 	<p>A request in the AVC order for a Standard Installation by NBN Co will include the installation of a Jumper Cable only (as described in section 4.5.2.2). NBN Co does not provide any infrastructure beyond the NBN Co Network Boundaries.</p> <p>A Standard Installation does not include any trenching in order to provide services to an individual Premises.</p>
Cable run distance	<p>The Drop Fibre is not required to be installed or, if required, is:</p> <ul style="list-style-type: none"> • only required from the NAP to the PCD which serves the Premises • can be installed at the Premises aerially or through a new or existing lead-in conduit; and • no more than 60 metres in length measured by the cable run distance between: <ul style="list-style-type: none"> • the property boundary point nearest to the location of both the PCD and NAP; and • the PCD, <p>or longer as may be reasonably determined by NBN Co in the</p>	<p>The outdoor component of the NTD is not required to be installed, or, if required, can be installed in a location where the cable run distance between the indoor and outdoor units of the NTD is no more than 30 metres in length, or longer as may be reasonably determined by NBN Co in the circumstances.</p>	<p>Not applicable for the NBN Co FTTB Network because the building wiring (between the Customer Side MDF and the relevant Premises) is beyond the NBN Co Network Boundaries.</p>

circumstances.

The Connecting Fibre is no more than 40 metres in length measured by the cable run distance between the PCD and the location of the NTD, or longer as may be reasonably determined by NBN Co in the circumstances.

Building

The NTD and any associated Power Supply Unit can be attached to the interior side of a wall at the Premises in a location:

- agreed between the End User and NBN Co (or the Installer); and
- where a 240 volt power source is within a distance that will allow a direct connection to the indoor component of the NTD and is available to supply electricity to the NTD and any associated Power Supply Unit.

PCD is not required to be installed or, if required, the PCD can be installed on the exterior of the Building at which the Premises is located.

The indoor component of the NTD can be attached to the interior side of a wall at the Premises in a location:

- agreed between the End User and NBN Co (or the Installer); and
- where a 240 volt power source is within a distance that will allow a direct connection to the indoor component of the NTD and is available to supply electricity to the NTD.

Not applicable for FTTB because NBN Co is not responsible for the building wiring (between the Customer Side MDF and the relevant Premises). The building wiring is beyond the NBN Co Network Boundaries.

Timely Access

- Where NBN Co requires an Appointment at the Premises in connection with the installation (including any necessary inspection or related works), NBN Co and/or the Installer have been provided with all necessary rights of access to the Premises during an Appointment during Standard Hours.
- NBN Co and/or the Installer is provided with all necessary rights to access during Standard Hours to:
 - the MDF;
 - where required by NBN Co, Common Property.

The NEBS can be activated during Standard Hours.



What happens when an Installation takes longer than the designated Appointment time?

NBN Co will place the order in **Pending**. Your organisation must schedule a follow-up Appointment with the Designated End User, and reserve an Appointment date and time via the NBN Co Service Portal.

Where the Ordered Product is supplied by means of the NBN Co FTTB Network, if NBN Co cannot complete the work on the day of the Appointment, NBN Co will endeavour to roll back the installation

of Jumper Cable where possible to leave the End User service as it was previously identified.



The following applies when the NEBS is supplied by means of the NBN Co Fibre Network.

NBN Co will determine when a separate Drop Fibre, Connecting Fibre, PCD or outdoor component of an NTD (as applicable) is not required or is already installed and able to service a Premises.

A Standard Installation includes the supply by NBN Co of the following Connecting Equipment:

Standard Equipment	<ul style="list-style-type: none"> • 1 x PCD • 1 x internal NTD • 1 x PSU <p>Note: NBN Co supplies the First Battery for the Power Supply with Battery Backup as part of a Standard Installation where applicable</p> <ul style="list-style-type: none"> • (Where applicable) 1 x fibre wall outlet.
Cables	<ul style="list-style-type: none"> • 1 x Drop Fibre from the NAP to the PCD • Up to 40 metres of Premises cable and patch lead from PCD to NTD • 1 x 1.8 metre 240V AC power and alarm cable from the general power outlet to PSU • Up to 3 metres 12V DC power and alarm cable from NTD to PSU.

Connections for Service Class 1 and Service Class 2 Premises are inclusive of the work required to install Standard Equipment and cables.



Important: When an NTD is installed at a Premises (regardless of whether it is activated or not), the serial numbers of both the NTD and the PSU are recorded by NBN Co. This allows NBN Co to perform a remote activation, should circumstances allow.



4.7.4 Non Standard Installations

Notwithstanding anything in section [4.7.1 Installation and Charges](#) on page 102, a **Non Standard Installation** is any Installation which NBN Co (or the Installer) determines, acting reasonably, is not a "standard installation" having regard to all of the following:

- generally accepted industry practices and any applicable industry guidelines, policies, laws, regulations or directions
- the level of complexity and difficulty associated with the Installation
- the uniqueness of the circumstances associated with the Installation
- the presence of obstacles, dangers or other safety concerns during the time of Installation

4.7.5 Activities: Installation

The steps comprising the process for Installing NBN Co Equipment and Central Splitter (where required), and the associated activities NBN Co and your organisation must perform in relation to each step, are defined in the table below:

	In the table below, activities related to <i>Rearrangement / Modification</i> are only applicable when NEBS is supplied by means of the NBN Co Fibre Network or NBN Co Wireless Network.
	In the table below, activities related to <i>Professional Splitter Installations</i> are only applicable when NEBS is supplied by means of the NBN Co FTTB Network.

Who	Activity
Your organisation ...	Must inform End Users of all of the following information: <ul style="list-style-type: none"> • The date and time of the Appointment • When and if late cancellation charges apply • When and if Missed Appointment fees apply. Any other information pertinent to the Installation (including any applicable charges).
NBN Co ...	Identifies the type of Installation required at the Premises as being one of: <ul style="list-style-type: none"> • An Initial Standard Installation • An Initial Non Standard Installation • A Subsequent Installation (with or without a Professional Splitter Installation) • A Professional Splitter Installation (whether or not at the time of a Standard Installation or Non-Standard Installation) • A Rearrangement / Modification.
Your organisation ...	Must make sure that the End User or their authorised representative (aged 18 or over) is present at the designated Premises during the entirety of each Appointment. What happens if the above does not occur? NBN Co is not required to complete the Installation.
NBN Co ...	<i>(For Initial Non Standard Installations, Subsequent Installations and Rearrangement / Modification)</i> Informs the End User that the Installation is (as applicable) an Initial Non Standard Installation, a Subsequent Installation, or a Rearrangement / Modification.

Who	Activity
NBN Co ...	<p><i>(For Initial Non Standard Installations, Subsequent Installations (other than a Subsequent Installation that only comprises a Standard Installation (whether or not at the same time of a Professional Splitter Installation) related to Ordered Products supplied by means of the NBN Co FTTB Network for which Charges apply as specified in the Price List), and Rearrangement / Modification)</i></p> <ul style="list-style-type: none"> Determines the Charges for the Installation. <p>Note: NBN Co supplies the quote after generating the bill containing the related Charges.</p> <ul style="list-style-type: none"> Supplies the End User with a quotation for the Charges and advises them that your organisation may bill them for such Charges. Advises the End User that their consent (or that of their authorised representative or your organisation) is required in relation to the details of the quotation, before the installation can proceed.
NBN Co ...	<p><i>(For Rearrangement / Modification)</i></p> <p>Advises the End User that they or their authorised representative's consent is required in relation to the details of the quotation, before the Installation can proceed.</p> <p>What happens if the End User does not consent to the details of the quote?</p> <p>NBN Co is not required to connect and activate the Premises' Access Components.</p>
NBN Co ...	<p>In respect to Installations related to Ordered Products supplied by means of the NBN Co Fibre Network, provides the End User with a NBN User Guide that describes Power Supply Unit associated with the Premises' Access Components including, where applicable, information about battery alarms and replacement and maintenance of batteries for the Power Supply with Battery Backup.</p>
NBN Co ...	<p><i>(If the Installer identifies a Service Fault that prevents the Installer from completing the Installation process.)</i></p> <p>The Installer will remain at the Premises and resolve the Service Fault.</p> <p>Exceptions - this does not apply in any of the following situations:</p> <ul style="list-style-type: none"> The Installation requires additional equipment, which NBN Co or the installer is not in possession of at that point in time NBN Co determines that the Service Fault cannot be resolved within the allotted Appointment time It would be dangerous to the health or safety of any person or property for NBN Co to continue installing and testing the Connecting Equipment NBN Co installs a Temporary Cable in respect of a Premises Access not available to required areas or services Any other circumstance arises that would prevent a competent contractor from being able to complete activities required to complete the Installation.
NBN Co ...	<p><i>(At the completion of the Installation.)</i></p> <p>Requires the End User to sign the work order for the Installation.</p>

4.7.6 Subsequent Installations of NTDs



This section applies for NEBS supplied by means of the NBN Co Fibre Network or the NBN Co Wireless Network.

Your organisation may order a Subsequent Installation of an NTD where there is no capacity for either a UNI-D or UNI-V port (as applicable) on an existing NTD at the relevant Premises.

NBN Co will accept an order for a Subsequent Installation of an NTD if all of the following conditions are met:

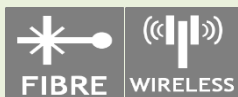
- There is only one existing NTD at the relevant Premises
- There are no UNI-D ports and / or no UNI-V ports available on the existing NTD
- NBN Co determines that the NBN Fibre Network can support the requested additional connectivity to the Premises without NBN Co installing additional network resources.

NBN Co may (in its discretion) accept an order for a Subsequent Installation of an NTD if the conditions above are not met.

If NBN Co accepts an order for a Subsequent Installation of an NTD, it will process that order subject to the following:

- The Service Class for the relevant Premises will be changed to Service Class 1
- The order for the Subsequent Installation will proceed as a Connect Order in accordance with section [4.5.2.1 Interactions: Connect Order](#) on page 71.

4.8 Rearranging/Removing/Repairing Connecting Equipment

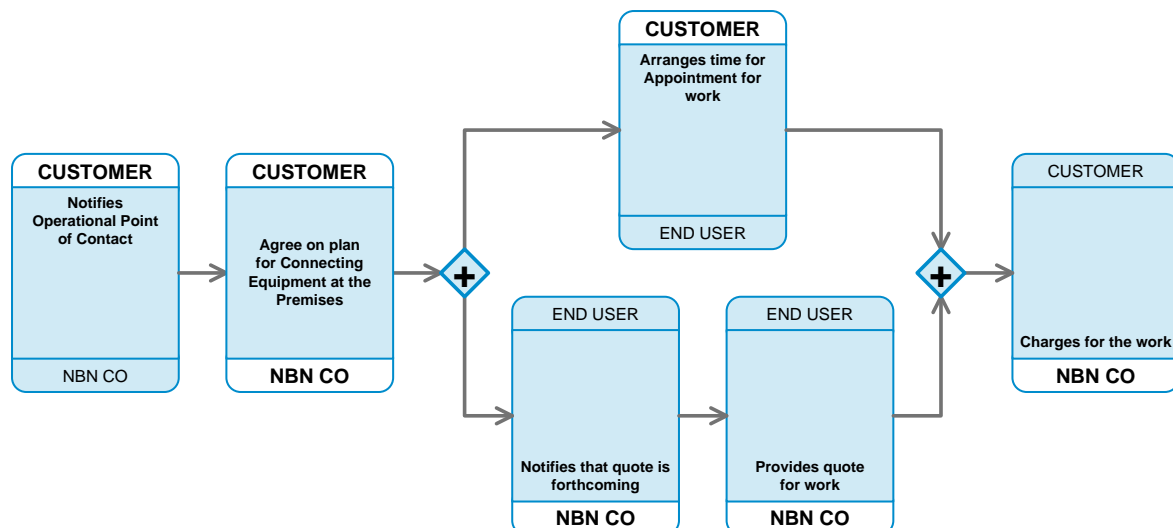


This section applies for NEBS supplied by means of the NBN Co Fibre Network or the NBN Co Wireless Network.

After NBN Co has installed the Connecting Equipment at a Premises, there may be a need for that equipment to be rearranged, removed, or repaired.

4.8.1 Interactions: Rearrangement, Removal or Repair

Subject to the matters set out in the [Head Terms](#), the following diagram and table illustrate the interactions that may occur between your organisation, NBN Co and Designated End Users that relate to the rearrangement, removal and repair of Connecting Equipment.



Description

Who	Activity
Your organisation ...	Must ensure that End Users promptly notify your organisation whenever they become aware of any material damage to Connecting Equipment.
Your organisation ...	<i>(Whenever your organisation is aware of any material damage to Connecting Equipment)</i> Must promptly notify the relevant NBN Co Operational Point of Contact (as specified in the Contact Matrix).
Your organisation and NBN Co ...	Agree on a plan for rearrangement, removal or repair of the Connecting Equipment at the Premises.
NBN Co ...	Informs the Designated End User that NBN Co will provide a quote for the rearrangement, removal, or repair.
NBN Co ...	Determines the Charges that will apply in connection with the rearrangement, removal, or repair of Connecting Equipment.
NBN Co ...	<i>(After determining the Charges that will apply in connection with the rearrangement, removal, or repair of Connecting Equipment)</i> Provides the Designated End User with a quotation for the Charges, and advises them that your organisation may bill them for these Charges.
Your organisation ...	Must contact the Designated End User to arrange an Appointment to perform the rearrangement, removal, or repair work at the Designated End User's Premises. What if the Designated End User does not consent to an Appointment? NBN Co will not be required to complete the rearrangement, removal or repair.
NBN Co ...	<i>(Before commencing work, and after obtaining the Designated End User's acknowledgement that they will pay your organisation the rearrangement, removal or repair Charges)</i> Charges your organisation for the work, in accordance with the WBA .

Note: Where rearrangement, removal or repair proceeds, NBN Co will provide your organisation with the quote for the completed work after the generation of the invoice containing the Charges.

4.8.2 Equipment Modification

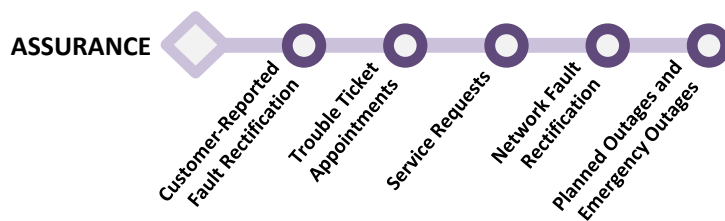
NBN Co will approve any Equipment Modification if it is deemed to be one of the following:

- A health, safety, and/or environment issue
- Related to the quality of the Installation.

NBN Co may perform the Equipment Modification for reasons other than those set out above where requested by your organisation (including for cosmetic reasons and convenience). If NBN Co accepts a request to perform the Equipment Modification in these circumstances, then your organisation must pay any applicable charges set out in the [Price List](#).

Module 5: Assurance

5.1 In This Module



Assurance covers the following interactions between your organisation and NBN Co:

- Diagnosis, reporting, investigation and repair of Service Faults
- Notification, scheduling and performance of Outages.

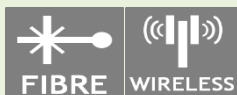
5.2 Customer-Reported Fault Rectification

When your organisation becomes aware of a fault, it must (as soon as reasonably practicable) perform the test and diagnostic tasks specified in the **Test & Diagnostic Checklist** (available on the NBN Co Service Portal) to identify whether or not the fault is likely to be a Service Fault.

Following this evaluation, your organisation must (as soon as reasonably practicable) raise a Trouble Ticket for the fault if (based on those diagnostic tasks and test results) it reasonably considers that the fault is likely to be a Service Fault.

For the avoidance of doubt, if the fault relates to a Type 2 Facility, your organisation must only contact NBN Co, and not an Underlying Facility Provider, regarding the fault.

5.2.1 Test & Diagnostics



This section applies for NEBS supplied by means of the NBN Co Fibre Network or the NBN Co Wireless Network.

The NBN Co Service Portal and B2B Access provide test and diagnostics tools of the type detailed in this section 5.2.1. A specific testing & diagnostic tool may only be available via one or both of these channels, as detailed in the **Test & Diagnostics Guide**.

Your organisation should refer to the **Test & Diagnostic Checklist** (available via the NBN Co Service Portal) and the **Test & Diagnostics Guide** (provided to your organisation) when reviewing the results of Diagnostic Status Tests and Network Tests.

The **Test & Diagnostics Guide** is a companion document which focuses on how to use NBN Co's test & diagnostic tools, and how to interpret the test results.

The content in the **Test & Diagnostics Guide** is applicable to both the NBN Co Service Portal and B2B Access.

Your organisation can obtain a copy of the latest release of the **Test & Diagnostics Guide** by contacting the NBN Co Relationship Point of Contact or via the NBN Co Service Portal.



Important: The *Test & Diagnostics Checklist* and *Test & Diagnostics Guide* do not form part of this document or the *WBA*.

The Transaction Manager applies to test and diagnostic transactions – please refer to the Service Description: NBN Co Platform Interfacing Service for further details.

5.2.1.1 Diagnostic Status Tests

Your organisation may submit a request for a Diagnostic Status Test through the NBN Co Service Portal or B2B Access.

The following table defines the different Test Status states that apply to a Diagnostic Status Test:

Test Status	Related Events and Activities
New	The request for a Diagnostic Status Test has been submitted.
Complete	The Diagnostic Status Test is complete.
Incomplete	A problem was encountered when conducting the Diagnostic Status Test.

5.2.1.2 Network Tests

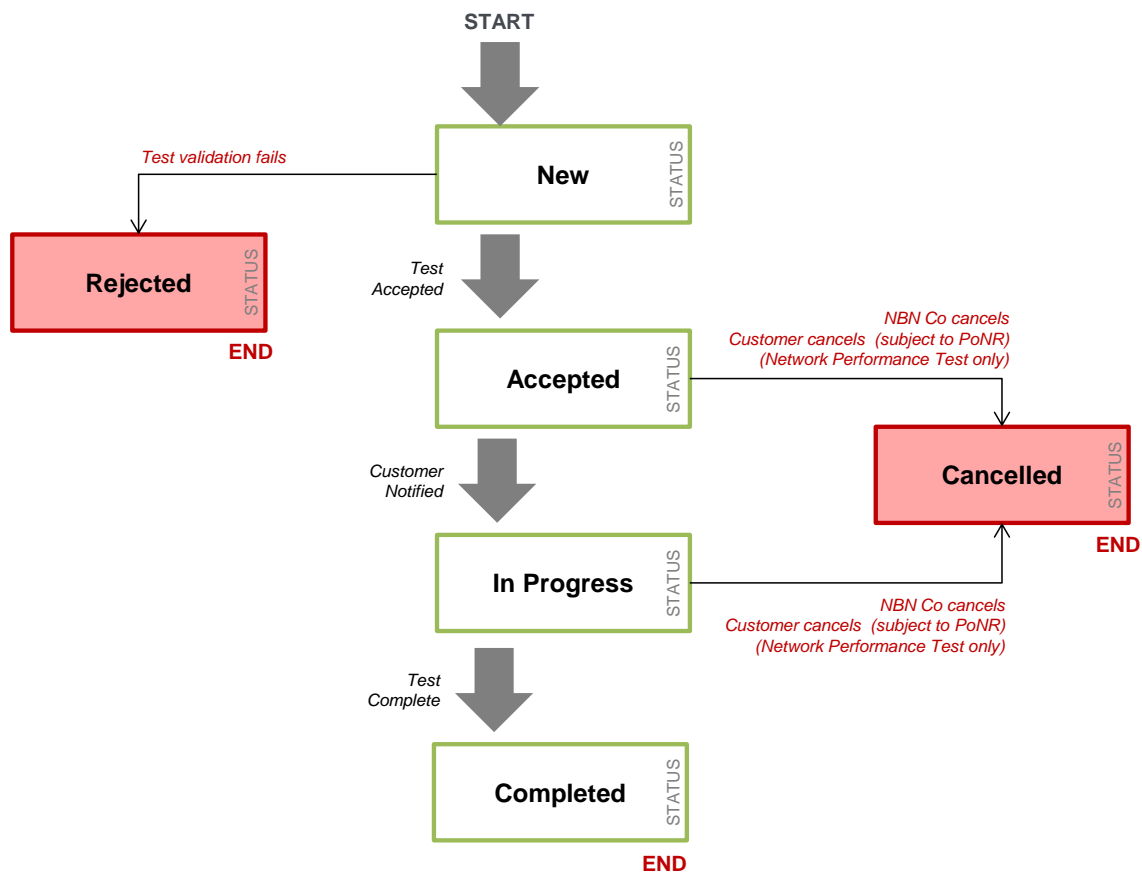
Your organisation may submit a request for a Network Test through the NBN Co Service Portal or B2B Access.

When a Network Test reaches its Point of No Return, your organisation cannot cancel it.



Important: NBN Co may restrict the hours of operation that your organisation may perform a Network Test as further described in the *Test & Diagnostics Guide*.

The following diagram illustrates the lifecycle of a Network Test, including the Test Status states that may apply:



The following table defines the different Test Status states that apply to a Network Test.

Test Status	Related Events and Activities
New	The request for a Network Test has been submitted.
Accepted	<p>Event</p> <p>The Network Test request is received by NBN Co, with no issues encountered.</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the Test Status to Accepted NBN Co provides a unique Test ID (B2B Access only) NBN Co sends a Test Accepted Notification to your organisation NBN Co schedules the Network Test for execution

Test Status	Related Events and Activities
In Progress	<p>Event</p> <p>NBN Co commences Network Test execution.</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the Test Status to In Progress (B2B Access only) NBN Co sends a Test In Progress Notification to your organisation NBN Co performs the necessary Network Test activities
Complete	<p>Event</p> <p>NBN Co completes Network Test execution.</p> <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the Test Status to Completed (B2B Access only) NBN Co sends a Completed Notification, containing the test results, to your organisation
Rejected	<p>Event</p> <p>NBN Co reasonably determines that the Network Test request is invalid due to one or more of the following circumstances:</p> <ul style="list-style-type: none"> The Network Test request submitted includes invalid information The Network Test request fails to meet the relevant Business Rules detailed in the Test & Diagnostic Guide The Network Test request submitted is otherwise defective <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the Test Status to Rejected (B2B Access only) NBN Co sends a Rejected Notification to your organisation NBN Co provides your organisation with reasons for rejecting the Network Test
Cancelled	<p>Event</p> <p>Occurs in the following situations:</p> <ul style="list-style-type: none"> Your organisation submits manually a 'cancel' test request for, or NBN Co cancels, an in-flight Network Test that has not passed its Point of No Return NBN Co is otherwise currently unable to proceed with executing the Network Test <p>Activities</p> <ul style="list-style-type: none"> NBN Co updates the Test Status to Cancelled (B2B Access only) NBN Co sends a Test Cancelled Notification to your organisation NBN Co provides your organisation with reasons for cancelling the Network Test

5.2.2 Trouble Tickets

Trouble Ticket Status: Descriptions

Each Trouble Ticket will have a Trouble Ticket Status, as indicated by its current status message. The following table provides a high level explanation of each Trouble Ticket Status:

Exception: Trouble Tickets for Battery Missing Alarms and Replace Battery Alarms have different statuses. The following sections, including sections on resolution and closure of Trouble Tickets do not apply. See section [5.5.2.1 Battery Alarm](#) on page 139

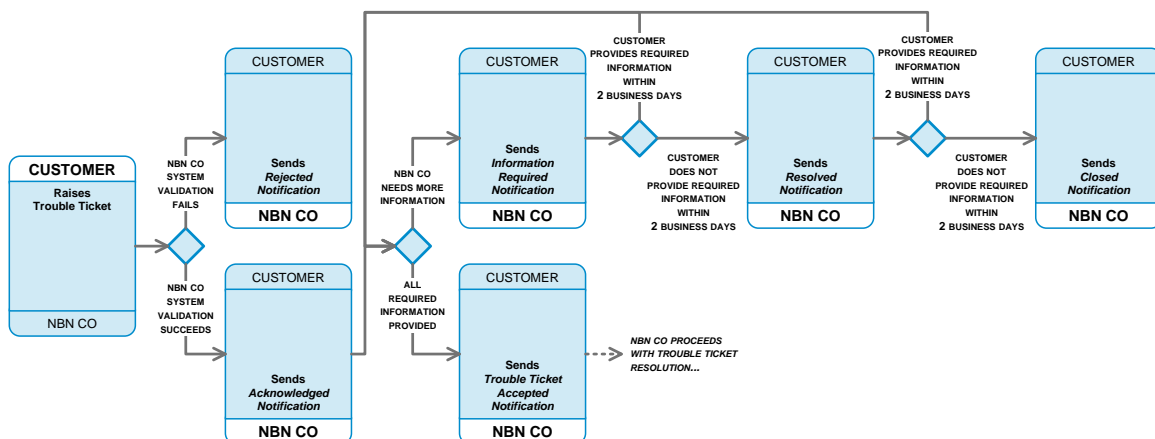
Status	Description
New	<ul style="list-style-type: none"> • Trouble Ticket is raised • Trouble Ticket successfully created in the NBN Co Service Portal or B2B Access • The Trouble Ticket awaits validation by NBN Co.
Rejected	<p>The Trouble Ticket was not valid for one or more of the following reasons:</p> <ul style="list-style-type: none"> • It was not submitted in accordance with this module • It was incomplete • It included invalid information • It failed to meet the Business Rules in respect of any relevant Ordered Product • It otherwise failed to comply with any requirement of the WBA.
Cancelled	NBN Co has cancelled the Trouble Ticket.
Acknowledged	<ul style="list-style-type: none"> • NBN Co has received and validated the Trouble Ticket • NBN Co allocates a unique Trouble Ticket ID.
In Progress	<p>The first time that a Trouble Ticket Status is updated to In Progress:</p> <ul style="list-style-type: none"> • NBN Co has validated the Trouble Ticket • NBN Co will send your organisation an Accepted Notification • NBN Co commences diagnosis and rectification. <p>Note: If a Trouble Ticket's Trouble Ticket Status is updated to In Progress at a subsequent stage, then NBN Co continues to investigate the Service Fault.</p>
In Progress – Pending	<p>Trouble Ticket awaits action from your organisation before NBN Co continues to act on the Service Fault.</p> <p>NBN Co assigns a Trouble Ticket Status of In Progress - Pending to a Trouble Ticket under the following circumstances:</p> <ul style="list-style-type: none"> • A valid Trouble Ticket Appointment was not submitted with the Trouble Ticket and NBN Co determines that a Trouble Ticket Appointment is required for action on the Trouble Ticket to proceed • NBN Co requires additional information and/or action or assistance from your organisation for the Trouble Ticket to proceed • NBN Co requires rescheduling of the related Trouble Ticket Appointment.

Status	Description
In Progress – Held	<p>Trouble Ticket awaits action from NBN Co before NBN Co continues to act on the Service Fault.</p> <p>Example: Delays in NBN Co attending a Trouble Ticket Appointment due to bad weather.</p> <p>Where known, NBN Co will provide your organisation with a proposed rectification date for the Service Fault.</p>
Resolved	<p>One of the following circumstances has arisen:</p> <ul style="list-style-type: none"> The Service Fault indicated in the Trouble Ticket has been resolved; NBN Co is awaiting your organisation's acknowledgement of the Resolved Notification The timeframe for your organisation to acknowledge the Resolved Notification or provide any requested information or assistance has passed without response or action from your organisation.
Closed	<p>Either NBN Co has received acknowledgement of a Resolved Trouble Ticket from your organisation, or the timeframe for acknowledgement has passed without response from your organisation.</p>

5.2.3 Raising, Validating and Resolving a Trouble Ticket

5.2.3.1 Interactions: Raising a Trouble Ticket with NBN Co

The following diagram illustrates the interaction activities between NBN Co and your organisation that can arise from the raising of a Trouble Ticket.




Description

The following table describes the interaction activities between NBN Co and your organisation that can arise from the raising and resolution of a Trouble Ticket.

Who	Activities
Your organisation ...	<p>Uses the <i>Test & Diagnostic Checklist</i> available on the NBN Co Service Portal to evaluate the fault and determines whether or not the fault is likely to be a Service Fault.</p> <ul style="list-style-type: none"> (If the results of the <i>Test & Diagnostic Checklist</i> indicate a likely Service Fault) Raises

Who	Activities
	<p>a Trouble Ticket for the fault in one of the following ways:</p> <p><i>(NBN Co's preferred option)</i> Via the NBN Co Service Portal or B2B Access.</p> <p><i>By email to the relevant Customer Support Centre contact address in the Contact Matrix.</i></p> <p><i>(NBN Co's least preferred option)</i> By telephone to the relevant Customer Support Centre contact address in the Contact Matrix.</p> <ul style="list-style-type: none"> • <i>(If your organisation believes that a Trouble Ticket Appointment may be required)</i> Reserves a Trouble Ticket Appointment. • <i>(Where relevant)</i> Attaches the Test ID(s) to the Trouble Ticket. • Completes the mandatory troubleshooting questions (indicated by an asterisk on the NBN Co Service Portal) and other relevant questions for the Trouble Ticket (depending on fault type and the results of the use of test and diagnostic tools). <p>Important Notes</p> <ul style="list-style-type: none"> • The Test & Diagnostic Checklist is not available via B2B Access. • Your organisation must provide all of the information specified in the Trouble Ticket in relation to the fault. • Your organisation must append any other test and/or troubleshooting results that may arise from the Test & Diagnostic Checklist to the Trouble Ticket's 'Comments' section. If the quantity of diagnostic information is too large to add to the Trouble Ticket, your organisation must forward it by email to the relevant Customer Support Centre contact address in the Contact Matrix and include the Trouble Ticket ID to ensure it is linked to the correct Trouble Ticket. • Your organisation must submit a Trouble Ticket in respect of each fault which it reasonably believes to be a Service Fault and must not raise more than one Trouble Ticket in respect of a fault, unless a previously resolved fault reoccurs. • When your organisation raises a Trouble Ticket through the NBN Co Service Portal, B2B Access or by email for a fault which it believes to be a Priority Assistance Fault, your organisation must follow up with a telephone call to the NBN Co 24/7 Priority Assistance Contact Centre (see the Contact Matrix for details). • When your organisation raises a Trouble Ticket for an Enhanced Fault, then your organisation must indicate in the 'Comments' section of the Trouble Ticket that the fault is an Enhanced Fault. • If neither the NBN Co Service Portal nor B2B Access is available, then your organisation may raise a Trouble Ticket by emailing or telephoning the relevant Customer Support Centre contact address in the Contact Matrix. • If your organisation reports a fault using a method that is not set out above, then NBN Co will not act on the fault until a Trouble Ticket has been submitted correctly. • NBN Co may change the Test & Diagnostic Checklist, in which case NBN Co will make the updated Test & Diagnostic Checklist available to your organisation through the NBN Co Service Portal. NBN Co will give your organisation 10 Business Days' notice of any change to the Test & Diagnostic Checklist.

Who	Activities
	<ul style="list-style-type: none"> NBN Co may update the troubleshooting questions included in the Trouble Ticket on the NBN Co Service Portal. NBN Co will provide your organisation with 10 Business Days' notice of any such change. <i>(Where a Diagnostic Status Test or Network Test has been submitted by your organisation)</i> Your organisation must select the relevant Test ID(s) prior to submitting the Trouble Ticket. Note: Failure to provide the relevant Test ID(s) may result in delays to the resolution of the Trouble Ticket (refer to section 5.2.2 and the In Progress Pending definition). <i>(Where a Diagnostic Status Test or Network Test is run after submission of a Trouble Ticket)</i> Your organisation must add the relevant Test ID(s) to the Trouble Ticket's Comments section, on the NBN Co Service Portal. Your organisation must not raise a Trouble Ticket for a fault related to the Information Rates (PIR and CIR) of an Ordered Product supplied by means of the NBN Co FTTB Network that is not operating with a Standard Profile. Your organisation must not raise a Trouble Ticket for a fault related to the Line Rate or Information Rate (PIR and CIR) at the UNI used to serve a Premises if your organisation has previously raised a Trouble Ticket in relation to the same issue and NBN Co has designated the relevant Ordered Product or Premises as requiring Remediation.
NBN Co ...	<p>Confirms whether or not the Trouble Ticket was submitted correctly and, depending on the result of the submission validation, does one of the following:</p> <ul style="list-style-type: none"> <i>(If the Trouble Ticket was submitted correctly)</i> Sends your organisation an Acknowledged Notification, and updates the Trouble Ticket Status to Acknowledged. The Acknowledged Notification will include the Trouble Ticket's unique identifier (Trouble Ticket ID). <i>(If the Trouble Ticket was not submitted correctly)</i> Sends your organisation a Rejected Notification if NBN Co rejects the Trouble Ticket, and updates the Trouble Ticket Status to Rejected. If your organisation wishes to pursue the matter further, it must raise a new Trouble Ticket.
NBN Co ...	<p><i>(If the Trouble Ticket was submitted correctly)</i> Evaluates the information provided in the Trouble Ticket and determines whether or not a Trouble Ticket Appointment and/or more information is required to proceed.</p> <ul style="list-style-type: none"> <i>(If NBN Co determines that the Trouble Ticket contains sufficient information)</i> Sends your organisation an Accepted Notification and updates the Trouble Ticket Status to In Progress. <i>(If NBN Co determines that more information and/or your organisation's assistance is required to rectify the Service Fault)</i> Sends your organisation a More Information Required Notification and/or a request for clarification from your organisation, and updates the Trouble Ticket Status first to In-Progress, then to In-Progress – Pending. <i>(If NBN Co determines that a Trouble Ticket Appointment is required)</i> Does either of the following: <ul style="list-style-type: none"> Confirms that the relevant Reserved Trouble Ticket Appointment is Booked,

Who	Activities
	<p>in which case, NBN Co updates the Trouble Ticket Status to In Progress.</p> <ul style="list-style-type: none"> If no Trouble Ticket Appointment has been Reserved, NBN Co may ask your organisation to reserve a Trouble Ticket Appointment through the NBN Co Service Portal, in which case, NBN Co updates the Trouble Ticket Status first to In Progress, then to In Progress - Pending. <i>(If NBN Co determines that a Trouble Ticket Appointment is not required)</i> Cancels any Reserved Trouble Ticket Appointment. <p> Important: If NBN Co cannot gain access to the Premises of an End User relating to a Service Fault, due to the Premises' End User not being in attendance at the scheduled Trouble Ticket Appointment time, NBN Co may charge your organisation a Missed Appointment Charge (as specified in the Price List).</p>
Your organisation ...	<p><i>(If NBN Co sends your organisation a More Information Required Notification or requests that your organisation provide assistance to rectify the Service Fault)</i></p> <ul style="list-style-type: none"> Must gather the requested information and update the related Trouble Ticket via the NBN Co Service Portal or B2B Access (as applicable) within 2 Business Days of the date that NBN Co sends the More Information Required Notification. Must provide NBN Co with all requested assistance and/or clarification, as soon as practicable.
NBN Co ...	<ul style="list-style-type: none"> <i>(If your organisation does not provide the requested information within 2 Business Days of receiving a More Information Required Notification)</i> Changes the Trouble Ticket Status of the Trouble Ticket to Resolved and sends your organisation a Resolved Notification. <i>(If your organisation does not provide the requested information within 2 Business Days of sending your organisation a Resolved Notification)</i> Changes the Trouble Ticket Status of the Trouble Ticket to Closed and sends your organisation a Closed Notification.
NBN Co ...	<p>Performs rectification activities to resolve the Service Fault, and depending on the outcome of those activities, does one of the following:</p> <ul style="list-style-type: none"> <i>(If the Service Fault cannot be resolved at this stage)</i> Updates the Trouble Ticket Status to In Progress and continues to investigate the Service Fault until it is resolved. <i>(If the Service Fault can be and then is resolved)</i> Resolves and closes the Trouble Ticket in accordance with section 5.2.9.1 Interactions: Closure of a Resolved Trouble Ticket on page 126.

5.2.4 Non-NBN Faults

If NBN Co determines that a reported fault is a Non-NBN Fault, NBN Co will update the relevant Trouble Ticket (via the NBN Co Service Portal or B2B Access, as applicable) as soon as reasonably practicable, as follows:

Attendance	NBN Co action
------------	---------------

Attendance	NBN Co action
NBN Co Personnel have not attended the location associated with the fault	<ul style="list-style-type: none"> NBN Co will update the relevant Trouble Ticket with a resolution code and description of 'No Fault Found (No Truck Roll Required)' The 'No Fault Found (No Truck Roll Required)' description will provide further information that may assist your organisation to understand why (where relevant) the No Fault Found (No Truck Roll Required) has occurred. NBN Co may charge your organisation the No Fault Found (No Truck Roll Required) Charges, as specified in the Price List.
NBN Co Personnel have attended the location associated with the fault	<ul style="list-style-type: none"> NBN Co will update the relevant Trouble Ticket with a resolution code and description of 'No Fault Found (Truck Roll Required)' NBN Co may charge your organisation the No Fault Found (Truck Roll Required) Charges, as specified in the Price List.

Disputing the Resolution

When the Trouble Ticket is Resolved, your organisation may dispute the assigned resolution code by appending a comment to the Trouble Ticket via the NBN Co Service Portal or B2B Access (as applicable). If your organisation disputes an assigned resolution code, NBN Co will review its determination and amend the resolution code if it determines that it is necessary before the Trouble Ticket is Closed.

If your organisation wishes to dispute a resolution code after the Trouble Ticket has been assigned a Trouble Ticket Status of 'Closed', your organisation must contact its NBN Co Operational Point of Contact. NBN Co will then arrange a review of the Trouble Ticket resolution.

Professional Splitter Installation

Where NBN Co attends the location associated with the fault and determines that a reported fault is a Non-NBN Fault, and the End User associated with the fault requests NBN Co install a Central Splitter, NBN Co may:

- at the time of attending the location associated with the fault, perform a Professional Splitter Installation at the End User's Premises; and
- charge your organisation the relevant No Fault Found (Truck Roll Required – Central Splitter Installation) Charges, as specified in the Price List.

Faults related to Non-Registered VDSL2 Equipment



This section applies where the NEBS is supplied by means of the NBN Co FTTB Network.

NBN Co's response to a Trouble Ticket will differ, depending on whether the relevant VDSL2 Equipment has been registered, as set out in the table below.

VDSL2 Equipment - Registration status	Trouble Ticket Type	
	Performance related (Line Rate, line stability)	Connectivity or no sync incident

VDSL2 Equipment - Registration status	Trouble Ticket Type	
	Performance related (Line Rate, line stability)	Connectivity or no sync incident
Your organisation has registered the VDSL2 Equipment which is in use	<ul style="list-style-type: none"> NBN Co will investigate the fault associated with that Ordered Product. NBN Co will perform any required rectification activities if it is a Service Fault. 	<ul style="list-style-type: none"> NBN Co will investigate the fault associated with that Ordered Product. NBN Co will perform any required rectification activities if it is a Service Fault.
Non-registered VDSL2 Equipment is in use	<ul style="list-style-type: none"> NBN Co will not perform any investigation or rectification activities if it is a performance related Trouble Ticket. NBN Co will update the relevant Trouble Ticket with a resolution code and description of 'No Fault Found' NBN Co may charge your organisation the No Fault Found Charges, as specified in the Price List. 	<ul style="list-style-type: none"> NBN Co will investigate the fault associated with that Ordered Product if it is a connectivity or no sync incident. NBN Co will perform any required rectification activities if it is a Service Fault that relates to a connectivity or no sync incident. If there is no Service Fault identified and sync and connectivity can be established, NBN Co will update the relevant Trouble Ticket with a resolution code and description of 'No Fault Found'. NBN Co may charge your organisation the No Fault Found Charges, as specified in the Price List.

For more details on how to register a VDSL2 Equipment with NBN Co, refer to section 5.4.4.

Irrespective of whether VDSL2 Equipment is registered, where specific VDSL2 Equipment or a certain model and/or firmware of VDSL2 Equipment is causing (or NBN Co reasonably considers that it is likely to cause) detriment to other services, NBN Co may:

- remove the VDSL2 Equipment from the VDSL2 Equipment registration list;
- place an Ordered Product using that VDSL2 Equipment to a Repair Profile; and/or
- Suspend an Ordered Product using that VDSL2 Equipment in accordance with the [Head Terms](#).

NBN Co will notify your organisation when removing VDSL2 Equipment from the registration list.

5.2.5 Resolving Service Faults

The [Service Levels Schedule](#) governs the Service Levels, Performance Objectives and Operational Targets that apply from the time a Trouble Ticket is raised through to the investigation and rectification of the Service Fault.

5.2.5.1 Fault Rectification for Priority Assistance Faults

As soon as reasonably practicable after NBN Co has Acknowledged a Trouble Ticket raised by your organisation as a Priority Assistance Fault, NBN Co will notify your organisation if either of the following circumstances arise:

- NBN Co determines that a reported fault is not a Priority Assistance Fault
- NBN Co expects that it will not be able to comply with the Service Levels for the Priority Assistance Fault.

5.2.5.2 Fault investigation for NEBS supplied by means of the NBN Co FTTB Network



This section applies where the NEBS is supplied by means of the NBN Co FTTB Network.

If your organisation has raised a Trouble Ticket relating to the NEBS supplied by means of the NBN Co FTTB Network, subject to the exceptions relating to non-registered VDSL2 Equipment, NBN Co will perform testing and investigation to determine whether it is a Service Fault or related to any associated Network Fault. NBN Co may require a Trouble Ticket Appointment to access the relevant Premises to perform testing, investigation or Service Fault rectification activities.

The following table shows examples of root causes and actions that NBN Co may take as a result of the investigation:

Root Cause	NBN Co Action
Fault outside NBN Co Network Boundaries	If after troubleshooting NBN Co identifies the fault is outside NBN Co Network Boundaries, NBN Co will close the Trouble Ticket as 'No Fault Found' in accordance with section 5.2.4 Non-NBN Faults and may charge your organisation in accordance with section 5.2.4 Non-NBN Faults.
Service Fault rectification	<p>If after troubleshooting NBN Co identifies a Service Fault, NBN Co may perform rectification activities which include, but are not limited to:</p> <ul style="list-style-type: none"> • Adjust the profile of the service between Standard Profile, Stability Profile or Repair Profile • Change the service to a different Copper Pair • Change the service to a different DSLAM port • Change Jumper Cable • Repair or replace Central Splitter (if NBN Co previously performed a Professional Splitter Installation) <p>NBN Co will not rectify a Voiceband Continuity Cable shortfall (which is a Non-NBN Fault).</p>
Network Fault rectification	If after troubleshooting NBN Co identifies a Network Fault (in accordance with section 5.5), NBN Co will perform rectification activities, which include but are not limited to, resolving any DSLAM port shortfall.

If a Trouble Ticket is raised in relation to the Information Rate of the NEBS supplied by means of the NBN Co FTTB Network and NBN Co identifies that the relevant Ordered Product is performing in accordance with the Product Description for the NBN Co Ethernet Bitstream Service (including during the Co-existence Period), then NBN Co will close the Trouble Ticket and update its status to 'No Fault Found' in accordance with section 5.2.4 Non-NBN Faults.

5.2.5.3 Remediation



This section applies where the NEBS is supplied by means of the NBN Co FTTB Network.

If your organisation raises a Trouble Ticket for a NEBS Ordered Product supplied by means of the NBN Co FTTB Network and, after investigating a Trouble Ticket, NBN Co determines that:

- the PIR at the relevant UNI is not capable of supporting the provision of an AVC TC-4 bandwidth profile of 25 Mbps downstream and 5 Mbps upstream at the UNI; and
- there is no Service Fault in respect of that Ordered Product (or the Service Fault has been resolved by NBN Co),

then NBN Co will:

- close the Trouble Ticket;
- designate that Remediation is required in respect of the Premises; and
- consider whether augmentation works can be undertaken in respect of the relevant Premises or if another NBN Co Network could be used to deliver a PIR at the relevant UNI capable of supporting the provision of an AVC TC-4 bandwidth profile of 25 Mbps downstream and 5 Mbps upstream.

Your organisation must not raise a Trouble Ticket in relation to the Line Rate at the UNI used to serve a Premises if your organisation has previously raised a Trouble Ticket in relation to the same issue and NBN Co has designated the relevant Ordered Product or Premises as requiring Remediation.

Note: Your organisation has the right to submit a Disconnection Order for the relevant Ordered Product in accordance with clause F9.1 of the [Head Terms](#) and Module 4 of this [NBN Co Operations Manual](#).

5.2.6 Trouble Ticket Queries

Your organisation may query the Trouble Ticket Status of a Trouble Ticket using the NBN Co Service Portal or B2B Access (as applicable).



Important: Your organisation must always include the Trouble Ticket ID in all communications regarding a Trouble Ticket.

5.2.7 Updating a Trouble Ticket

Each party may use the NBN Co Service Portal or B2B Access to notify the other party of any change to a Service Fault, by adding information to the related Trouble Ticket's 'Comments' field.

If the change required to a Trouble Ticket is in relation to a Trouble Ticket Appointment, your organisation must follow the processes described in section [5.3.4 Amending Trouble Ticket Appointments](#) on page 133.

5.2.8 Requesting a Technical Bridge

Your organisation may request a Technical Bridge as part of a Service Restoration Trouble Ticket investigation.



Important: Your organisation may only request a Technical Bridge for a Service Restoration Trouble Ticket which relates to a Service Fault, and not for a Trouble Ticket which relates to a Service Request or a Network Fault.

A Technical Bridge is at NBN Co's discretion. NBN Co will have regard to matters including the availability of NBN Co's technical support resources and the severity and urgency of the circumstances relevant to the Service Restoration Trouble Ticket.

Who	Activities
Your organisation ...	<ul style="list-style-type: none"> Must have raised a Service Restoration Trouble Ticket, which has a New, Acknowledged, In Progress, In Progress – Pending or In Progress – Held status, and have allowed sufficient time after raising the Service Restoration Trouble Ticket or, (if NBN Co has requested more information) after providing information requested by NBN Co, for NBN Co to investigate the circumstances related to the Service Restoration Trouble Ticket before requesting a Technical Bridge. Must make the request for a Technical Bridge via the Trouble Ticket comments and provide the contact details of the lead technical representative in the Trouble Ticket comments (being a member of your organisation's senior technical support teams).
NBN Co ...	<p>Assesses all of the circumstances relevant to the request for a Technical Bridge, and depending on the outcome of this assessment, does one of the following:</p> <ul style="list-style-type: none"> <i>(If the request for a Technical Bridge is accepted by NBN Co)</i> re-assigns the Service Restoration Trouble Ticket and the request for a Technical Bridge to NBN Co's tier 2 technical support team. NBN Co's tier 2 team will engage NBN Co's tier 3 technical support team as required. <p>Updates the Trouble Ticket comments to arrange the relevant details for the Technical Bridge. If your organisation has provided contact details for its lead technical representative, NBN Co will contact the representative to agree a mutually agreeable time for the Technical Bridge.</p> <p>Updates the Service Restoration Trouble Ticket based on the outcomes of the Technical Bridge.</p> <ul style="list-style-type: none"> <i>(If the request for a Technical Bridge is rejected by NBN Co)</i> Updates the Trouble Ticket comments to inform your organisation of the outcome of NBN Co's assessment of the Technical Bridge request.

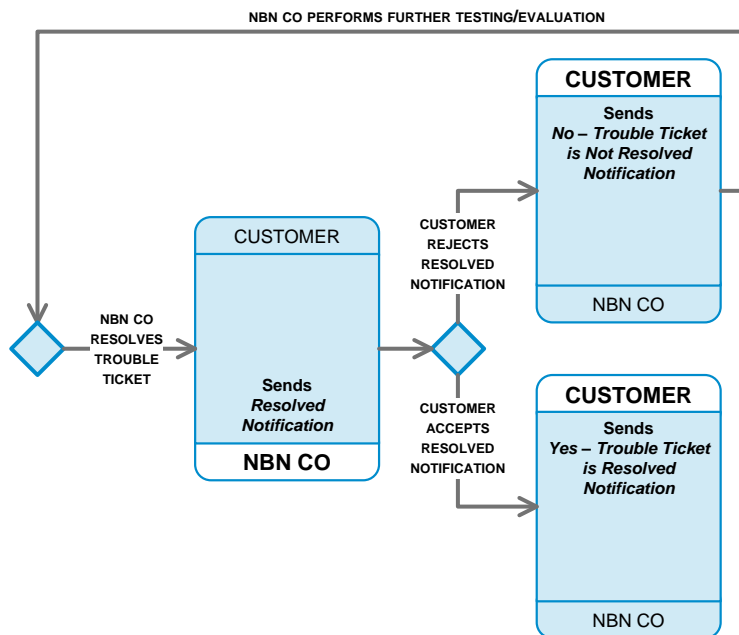
5.2.9 Resolving and Closing a Trouble Ticket

5.2.9.1 Interactions: Closure of a Resolved Trouble Ticket

When NBN Co has resolved a Service Fault, NBN Co will change the Trouble Ticket Status of the relevant Trouble Ticket to **Resolved**, and send your organisation a **Resolved Notification**.

NBN Co will provide a resolution code and a description that describes how the Service Fault was resolved in the relevant Trouble Ticket, via the NBN Co Service Portal and/or B2B Access.

The following diagram illustrates the interactions between your organisation and NBN Co that can arise from NBN Co initiating closure of a resolved Trouble Ticket.



Description

The following table describes the interactions between your organisation and NBN Co that can arise from NBN Co initiating closure of a resolved Trouble Ticket.

Who	Activities
NBN Co ...	Sends a Resolved Notification to your organisation.
Your organisation ...	<p>Investigates and verifies whether the Service Fault associated with the Trouble Ticket has been resolved by doing all of the following:</p> <ul style="list-style-type: none"> Testing the affected service and/or Ordered Product Testing and/or conducting an investigation to confirm that the Service Fault has been rectified, and no longer impacts your organisation and/or affected Downstream Customer(s) or any End User. <p>Depending on the results of the testing/investigation, does either of the following within 2 Business Days of receiving the Resolved Notification:</p> <ul style="list-style-type: none"> <i>(If your organisation accepts the Resolved Notification)</i> Submits a "Yes – Trouble Ticket is Resolved Notification" via the NBN Co Service Portal or B2B Access. NBN Co

Who	Activities
	<p>will then change the Trouble Ticket Status to Closed</p> <ul style="list-style-type: none"> <i>(If your organisation disagrees with the Resolved Notification)</i> Submits a “No – Trouble Ticket is Not Resolved Notification” (together with a reason for the disagreement) via the NBN Co Service Portal or B2B Access. <p>NBN Co will re-open the Trouble Ticket within the NBN Co Service Portal or B2B Access, and return the Trouble Ticket's status to In Progress.</p> <p>NBN Co will then perform further testing and investigation in relation to the Service Fault.</p>
NBN Co ...	<i>(If your organisation does not respond within 2 Business Days after receiving the Resolved Notification)</i> Changes the Trouble Ticket Status to Closed .



Important: If NBN Co has completed work related to a suspected Service Fault, but has determined that the fault was a Non-NBN Fault, NBN Co may impose Charges for the work, in accordance with the [Price List](#).

See section [5.2.4 Non-NBN Faults](#) on page 120 for additional information regarding Non-NBN Faults.

Further Testing After Your Organisation Disagrees with a Resolution Notice

If, after performing further testing and investigation following re-opening the Trouble Ticket within the NBN Co Service Portal or B2B Access (as applicable), and returning the Trouble Ticket's status to **In Progress**, NBN Co considers that a Service Fault associated with a Trouble Ticket has been resolved, NBN Co will reissue the **Resolved Notification** to your organisation through the NBN Co Service Portal or B2B Access (as applicable).

If your organisation disagrees with the reissued **Resolved Notification**, your organisation may then escalate the Trouble Ticket in accordance with section [5.2.11 Escalating an Unresolved Trouble Ticket](#) on page 128.

Your organisation may also raise a request for further information relating to a **Closed** Trouble Ticket with NBN Co's Operational Point of Contact.

5.2.9.2 Your Organisation Requests Closure of a Trouble Ticket

If your organisation considers that it has successfully resolved a Trouble Ticket without intervention by NBN Co, your organisation must use the NBN Co Service Portal or B2B Access (as applicable) to immediately notify NBN Co and request closure of the Trouble Ticket.

Activities

The following table describes the interactions between your organisation and NBN Co that can arise from your organisation requesting closure of a Trouble Ticket.

Who	Activity
Your organisation ...	Identifies that the Trouble Ticket is no longer required, and requests (via the NBN Co Service Portal or B2B Access (as applicable)) that NBN Co close it.
NBN Co ...	Investigates, tests and/or verifies that the Service Fault has been properly resolved and does all of the following:

Who	Activity
	<ul style="list-style-type: none"> Changes the Trouble Ticket Status of the Trouble Ticket to Resolved and sends your organisation a Resolved Notification Changes the Trouble Ticket Status of the Trouble Ticket to Closed and sends your organisation a Closed Notification.



Important: If field work has already commenced in respect of the Trouble Ticket, NBN Co *may* impose Charges for the work, in accordance with the [Price List](#), where the fault is a Non-NBN Fault.

See section [5.2.4 Non-NBN Faults](#) on page 120.

5.2.10 Cancelling a Trouble Ticket

5.2.10.1 NBN Co initiates cancellation

In some cases, NBN Co will **Cancel** rather than Close a Trouble Ticket.

Example: NBN Co creates a new Trouble Ticket in error.

5.2.10.2 Your Organisation requests cancellation

Your organisation cannot cancel a Trouble Ticket. Your organisation may request that NBN Co cancel a Trouble Ticket by adding a comment to the Trouble Ticket via the NBN Co Service Portal or B2B Access (as applicable). If NBN Co considers that your organisation has reasonable grounds for requesting the cancellation, NBN Co may cancel the Trouble Ticket.

Important: The comment must include an explanation as to why your organisation wants the Trouble Ticket cancelled.

5.2.11 Escalating an Unresolved Trouble Ticket

If your organisation wishes to escalate a Trouble Ticket where it disagrees with a re-issued Resolved Notification, it must submit a notice (**Trouble Ticket Escalation Notice**) by one of the following methods:

- To the NBN Co Operational Point of Contact
- By telephoning Customer Support Centre.

NBN Co will then evaluate the validity of the Trouble Ticket Escalation Notice. If valid, NBN Co will endeavour to perform remedial works to resolve the Service Fault.

5.2.12 End User Faults related to a Network Fault

On occasions where your organisation raises a Trouble Ticket for an End User Fault that is related to a Network Fault, NBN Co will link the relevant End User Fault's associated Trouble Ticket to the Network Fault's associated Trouble Ticket.

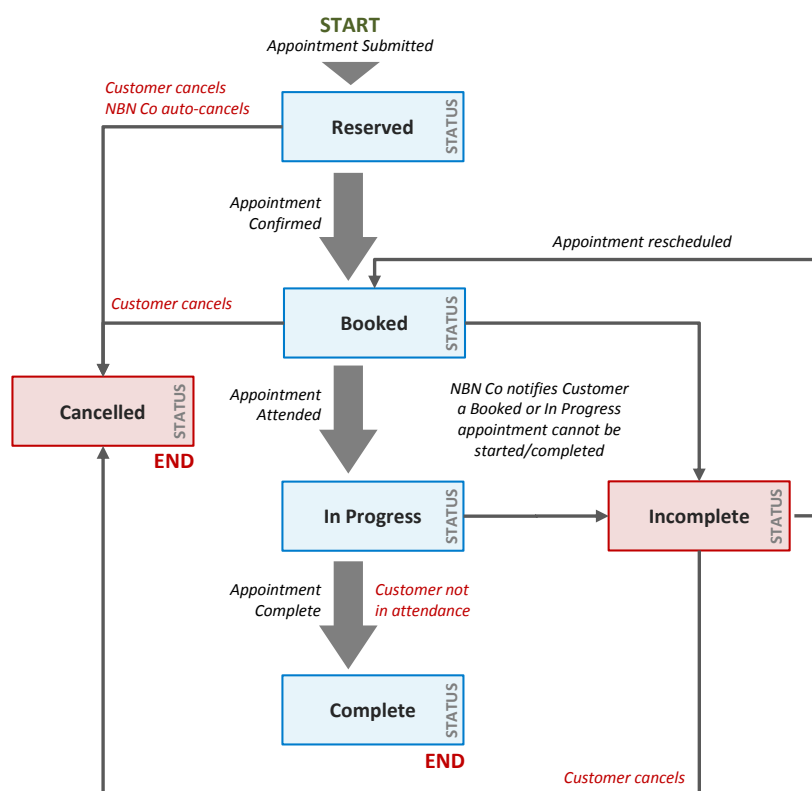
The Service Levels and Performance Objectives that apply to End User Faults also apply to End User Faults that have been linked in this way and will remain the same as if the linking had not occurred. However, the rectification of the associated Network Fault may result in the End User Fault also being rectified.

5.3 Trouble Ticket Appointments

5.3.1 Introduction

Your organisation must schedule all Trouble Ticket Appointments using the NBN Co Service Portal or B2B Access.

5.3.2 Trouble Ticket Appointment Life-cycle and Status Descriptions



5.3.2.1 Trouble Ticket Appointment Status Descriptions

Each Trouble Ticket Appointment has an associated Trouble Ticket Appointment Status. The following table provides a high level explanation of each Trouble Ticket Appointment Status and the activities which must be performed by NBN Co or your organisation in those circumstances.

Status	Description
Reserved	<p>Your organisation or NBN Co reserves a Trouble Ticket Appointment.</p> <p>NBN Co allocates a unique Appointment ID and validates the Trouble Ticket Appointment.</p> <p>Note: Your organisation can request that the reserved Trouble Ticket Appointment be rescheduled in accordance with section 5.3.4 Amending Trouble Ticket Appointments on page 133.</p> <p>Each Trouble Ticket Appointment reservation request will expire 24 hours after the Trouble Ticket Appointment reaches a Trouble Ticket Appointment Status of Reserved.</p> <p>Important Notes</p> <ul style="list-style-type: none"> • The Trouble Ticket Appointment must be associated with a valid Trouble Ticket. • If NBN Co does not receive all of the information required or requested from your organisation in order to validate the Trouble Ticket Appointment request prior to the expiration of a Trouble Ticket Appointment request, NBN Co will cancel the Trouble Ticket Appointment and change the Trouble Ticket Appointment Status to Cancelled
Booked	NBN Co successfully validates the Trouble Ticket Appointment request, and confirms the Trouble Ticket Appointment.
In Progress	NBN Co undertakes the necessary field work for the Trouble Ticket Appointment.
Complete	The Trouble Ticket Appointment has concluded (including where the End User is not in attendance at the Premises).
Incomplete	<p>NBN Co notifies your organisation that a Booked or In Progress Trouble Ticket Appointment could not start or be completed within the Trouble Ticket Appointment time period.</p> <p>Example reasons include:</p> <ul style="list-style-type: none"> • Weather conditions • Hazard • Network event • Next-day visit required for completion (first job of the morning) <p>An Incomplete Trouble Ticket Appointment can be rescheduled in accordance with section 5.3.4 Amending Trouble Ticket Appointments on page 133.</p>
Cancelled	A Reserved or Booked Trouble Ticket Appointment has been successfully cancelled.

5.3.2.2 Querying the Status of a Trouble Ticket Appointment

Your organisation may query the current Trouble Ticket Appointment Status of a Trouble Ticket Appointment using the NBN Co Service Portal and the relevant Appointment ID.

5.3.3 New Trouble Ticket Appointments

5.3.3.1 Activities: New Trouble Ticket Appointment

NBN Co and your organisation will comply with the following process when your organisation makes a new Trouble Ticket Appointment.

Who	Activity
Your organisation ...	<p>Must communicate with the relevant Designated End User about available Trouble Ticket Appointment times (as determined by your organisation through the NBN Co Service Portal or B2B Access).</p> <p>This is to ensure that the Trouble Ticket Appointment is at a time when the Designated End User (or their representative) is present to allow NBN Co to access the Premises and perform the required work.</p>
Your organisation ...	<p>Must schedule a Trouble Ticket Appointment for a Trouble Ticket:</p> <ul style="list-style-type: none"> through the NBN Co Service Portal or B2B Access and ensure that the Appointment ID is linked to a valid Trouble Ticket; or (where the Trouble Ticket Appointment is in respect of an Enhanced Fault) by contacting Customer Support Centre if your organisation wishes to request a Trouble Ticket Appointment outside of the Appointment windows available in the NBN Co Service Portal (e.g. on weekends). <div> <p>Important Notes</p> <ul style="list-style-type: none"> When reserving a Trouble Ticket Appointment for a Priority Assistance Fault, your organisation must reserve the first available Trouble Ticket Appointment. NBN Co may (in its discretion) agree to schedule a Trouble Ticket Appointment outside of the Appointment windows available in the NBN Co Service Portal or B2B Access where your organisation contacts Customer Support Centre and the Trouble Ticket Appointment is in respect of an Enhanced Fault. </div>
NBN Co ...	Sets the Trouble Ticket Appointment status to Reserved and allocates a unique Appointment ID through the NBN Co Service Portal or B2B Access.
NBN Co ...	Validates the Trouble Ticket Appointment request and, if valid, changes the Trouble Ticket Appointment Status to Booked .
NBN Co ...	<p>May, prior to the Trouble Ticket Appointment date, communicate with the Designated End User, to confirm all of the following:</p> <ul style="list-style-type: none"> Trouble Ticket work requirements for the Premises That the Designated End User or their nominated representative will be in attendance for the Trouble Ticket Appointment.

5.3.3.2 Trouble Ticket Appointment Windows

NBN Co will determine the Appointment window for each Trouble Ticket Appointment based on the location of the relevant Premises.

What if there are no appointments available within the time-slots covered by the required Service Levels for

End User Fault rectification appointments?

Your organisation may telephone Customer Support Centre to make an enquiry regarding the availability of End User Fault rectification appointments within the applicable timeframe.

5.3.3.3 Appointment IDs

After your organisation accepts a proposed Trouble Ticket Appointment, or selects a valid Trouble Ticket Appointment time, NBN Co will allocate a unique Appointment ID through the NBN Co Service Portal or B2B Access.



Important: Your organisation must quote the Appointment ID when submitting a Trouble Ticket.

5.3.3.4 Confirming Trouble Ticket Appointments

Upon receiving a Trouble Ticket Appointment request, NBN Co will check it to ensure that the Trouble Ticket Appointment is for a valid address and has been requested for a suitable time and date.

NBN Co will confirm the Trouble Ticket Appointment request (and update the Trouble Ticket Status to Booked) if all of the following criteria are met:

- The current status of the Trouble Ticket Appointment is **Reserved**
- The Appointment ID of the Reserved Trouble Ticket Appointment matches the Appointment ID provided by your organisation in the Trouble Ticket
- The NBN Co **Location ID** for the Reserved Trouble Ticket Appointment matches the NBN Co **Location ID** in the Trouble Ticket
- *(If applicable)* The **Priority Assist** value for the Trouble Ticket Appointment matches the Priority Assist value in the Trouble Ticket
- *(If applicable)* The **Enhanced Fault** value for the Trouble Ticket Appointment matches the **Enhanced Fault** value in the Trouble Ticket.

What if there are no appointments available within the time-slots covered by the required Service Levels for Enhanced Fault rectification appointments?

Your organisation may telephone Customer Support Centre to make an enquiry regarding the availability of Enhanced Fault rectification appointments within the applicable timeframe.

5.3.3.5 Trouble Ticket Appointments and Personal Information

Clause D2.2 of the [Head Terms](#) governs how NBN Co will handle any Personal Information of a Designated End User or their representative provided by your organisation that relates to a Trouble Ticket Appointment.

5.3.3.6 Booking Trouble Ticket Appointments for the Downstream Priority Assistance Service

If your organisation raises a Trouble Ticket for a Priority Assistance Fault, then NBN Co and your organisation will perform the following activities in relation to the Trouble Ticket Appointment:

Responsibility	Activity
Your organisation ...	Determines that the Designated End User is supplied with a Downstream Priority Assistance Service.
Your organisation ...	Must inform the Designated End User of the Trouble Ticket Appointment.
Your organisation ...	Must telephone the NBN Co 24/7 Priority Assistance Contact Centre (see the Contact Matrix for details) to advise it of the Trouble Ticket Appointment for a Priority Assistance Fault.
NBN Co ...	Ensures and confirms that the Trouble Ticket Appointment is flagged as relating to a Priority Assistance Fault and is correctly scheduled.

What should my organisation do if there are no appointments available within the time-slots covered by the required Service Level?

Your organisation may telephone the NBN Co 24/7 Priority Assistance Contact Centre to make an enquiry regarding the availability of Trouble Ticket Appointments within the applicable timeframe.

5.3.4 Amending Trouble Ticket Appointments

5.3.4.1 Amending at Different Stages in the Trouble Ticket Appointment Life-cycle

Your organisation may make changes to or reschedule a Trouble Ticket Appointment in accordance with the following table:

Trouble Ticket Appointment Status	Details
Reserved Booked	<p>At least 1 Business Day prior to the scheduled Trouble Ticket Appointment:</p> <ul style="list-style-type: none"> Reschedule the Trouble Ticket Appointment via the NBN Co Service Portal Amend Personal Information or Designated End User details. <p>Within 1 Business Day of the scheduled Trouble Ticket Appointment:</p> <ul style="list-style-type: none"> Your organisation must contact Customer Support Centre by telephone to amend or reschedule the Trouble Ticket Appointment.
In Progress Cancelled Complete	Your organisation may not amend or reschedule the Trouble Ticket Appointment.
Incomplete	Your organisation may amend or reschedule the Trouble Ticket Appointment via the NBN Co Service Portal.

Note: When your organisation amends a Trouble Ticket Appointment, the Appointment ID remains the same.

Amending a Trouble Ticket Appointment through the NBN Co Service Portal

As the previously-stored information will be replaced by the details submitted in the request, when updating Trouble Ticket Appointment details, your organisation must submit all details relating to the following:

- Personal Information of the Designated End User (or their authorised representative)
- If required, additional comments regarding the Premises relating to the Trouble Ticket Appointment.

5.3.4.2 Rescheduling Limitations

Your organisation may only reschedule a Trouble Ticket Appointment a maximum of **three times**.

Note: This also applies to Trouble Ticket Appointments related to Priority Assistance Faults.

To reschedule a Trouble Ticket Appointment after exceeding this limit, your organisation must do both of the following:

- cancel the current Trouble Ticket Appointment in accordance with section [5.3.7 Cancelling Trouble Ticket Appointments](#) on page 135.
- Reserve a new Trouble Ticket Appointment through the NBN Co Service Portal or B2B Access.

5.3.5 Missed Appointments (Customer)

The steps comprising the process in relation to Missed Appointments and the associated activities NBN Co and your organisation must perform in relation to each step, are defined in the table below.

Who	Activity
NBN Co ...	Updates the Trouble Ticket Appointment's Trouble Ticket Appointment Status to " Completed " through the NBN Co Service Portal and updates the relevant Trouble Ticket with the following comment: " Customer's End User Not In Attendance ".
Your organisation ...	Must arrange a new Trouble Ticket Appointment for NBN Co to attend the designated Premises to complete the required work.
NBN Co ...	May charge your organisation a Missed Appointment Charge, as specified in the Price List .

5.3.6 Missed Appointments (NBN Co)

The steps comprising the process where NBN Co misses, may miss or otherwise needs to re-schedule a Trouble Ticket Appointment, and the associated activities NBN Co and your organisation must perform in relation to each step, are defined in the table below.

Who	Activity
NBN Co ...	Notifies your organisation as soon as practicable and amends the Trouble Ticket Appointment Status to Incomplete .
Your organisation ...	Must reschedule the Trouble Ticket Appointment for NBN Co to attend the relevant Premises to complete the required work.

5.3.7 Cancelling Trouble Ticket Appointments

Either party may cancel a Trouble Ticket Appointment which has a "Reserved" or "Booked" Trouble Ticket Appointment Status at least 1 Business Day prior to the start time for the scheduled Trouble Ticket Appointment.

If your organisation wishes to cancel a Trouble Ticket Appointment, it must cancel that Trouble Ticket Appointment through the NBN Co Service Portal.

Note: Your organisation should only contact Customer Support Centre by telephone where it is unable to cancel the relevant Trouble Ticket Appointment through the NBN Co Service Portal.

Upon successful cancellation, NBN Co will update the Trouble Ticket Appointment Status of the Trouble Ticket Appointment to **Cancelled** through the NBN Co Service Portal.



Important: Your organisation is responsible for communicating all Trouble Ticket Appointment cancellations to Designated End Users.

5.3.7.1 Late Cancellation Requests

If NBN Co accepts a Trouble Ticket Appointment cancellation request that is made less than 1 Business Day prior to the scheduled Trouble Ticket Appointment date, your organisation may incur a Late Cancellation (Site Visit Required) charge in accordance with the [Price List](#).

5.4 Service Requests

5.4.1 Raising Service Requests

Your organisation may raise a Service Request by raising a Trouble Ticket.

5.4.2 Temporary planned Customer Transaction Quota adjustment request

From time to time, your organisation may contemplate changes to its processes, systems, facilities or Customer Products that it expects will result in a material increase in the volume of Monitored Transactions submitted by your organisation to the NBN Co Platform Interfacing Service. Your organisation may request, and NBN Co will consider (in accordance with the table below) a temporary adjustment (up to 3 months) to any Transaction Quota which applies to your organisation's Monitored Transactions.

Who	Activity
Your organisation ...	<ul style="list-style-type: none"> May raise a Service Request to request that NBN Co adjust an applicable Transaction Quota or discuss the request at the Governance Meeting in accordance with section 7.2.1 Must provide at least 1 months' notice before the proposed effective date of the adjustment Must provide a business justification for its request
NBN Co ...	Will assess known circumstances relevant to your organisation's request, consider

Who	Activity
	<p>potential impacts of an adjusted Transaction Quota for the NBN Co Network, the NBN Co Platform Interfacing Service and Other NBN Co Customers and, depending on the outcome of its assessment, will:</p> <ul style="list-style-type: none"> confirm whether or not NBN Co will make the requested adjustment or any alternative adjustment to the Transaction Quota confirm the timing and duration of any adjustment which it decides to make to the Transaction Quota confirm any interim arrangements which it agrees to make in relation to your organisation's request such as deactivating the Transaction Manager so that it only notifies your organisation when the Transaction Quota is exceeded (without deprioritising any subsequent Monitored Transactions) for a limited period until NBN Co adjusts the Transaction Quota

If NBN Co decides to adjust a Transaction Quota temporarily:

- NBN Co may monitor the volume of transactions submitted by your organisation and, may on notice to your organisation, reinstate the original Transaction Quota if NBN Co determines that the adjusted Transaction Quota is not required or is not being used, or is causing, or is likely to cause, a detrimental impact to the NBN Co Network, the NBN Co Platform Interfacing Service and Other NBN Co Customers; and
- your organisation may request, and NBN Co may grant, an extension to the duration of the adjustment of the Transaction Quota in accordance with the processes in the table above (except that your organisation may request an extension by providing at least 10 Business Days' notice prior to the expiry of the period in which the Transaction Quota is adjusted).

5.4.3 Temporary unplanned Customer Transaction Manager deactivation request

Note: This section is only relevant in Transaction Manager Phase Two. See the [Dictionary](#) of the **WBA** and the [Service Description for the NBN Co Platform Interfacing Service](#) for details.

From time to time, your organisation may experience an unexpected material increase in the volume of Monitored Transactions required to be submitted by your organisation to the NBN Co Platform Interfacing Service. Your organisation may request, and NBN Co will consider (in accordance with the table below) a temporary deactivation of the Transaction Manager (up to 3 months) so that it only notifies your organisation when the Transaction Quota is exceeded (without deprioritising any subsequent Monitored Transactions).

Who	Activity
Your organisation ...	<ul style="list-style-type: none"> May raise a Service Request to request that NBN Co temporarily deactivate the Transaction Manager or discuss the request at the Governance Meeting in accordance with section 7.2.1 Must provide notice to NBN Co as early as possible upon becoming aware of a potential or actual increase in Monitored Transactions Must provide a business justification for its request Must actively investigate the cause of the material increase in Monitored

Who	Activity
	Transactions and keep NBN Co informed of the results of your organisation's investigations
NBN Co ...	<p>Will assess known circumstances relevant to your organisation's request, consider potential impacts of deactivating the Transaction Manager for the NBN Co Network, the NBN Co Platform Interfacing Service and Other NBN Co Customers and, depending on the outcome of its assessment, will:</p> <ul style="list-style-type: none"> confirm whether or not NBN Co will deactivate the Transaction Manager temporarily. confirm the timing and duration of any period of deactivation of the Transaction Manager

If NBN Co decides to deactivate the Transaction Manager temporarily:

- NBN Co may monitor the volume of transactions submitted by your organisation and, may on notice to your organisation, reinstate the original operation of the Transaction Manager if NBN Co determines that the deactivation is not required, or is causing, or is likely to cause, a detrimental impact to the NBN Co Network, the NBN Co Platform Interfacing Service and Other NBN Co Customers; and
- your organisation may request, and NBN Co may grant, an extension to the duration of the deactivation of the Transaction Manager in accordance with the processes in the table above.

5.4.4 VDSL2 Equipment Registration



This section applies where the NEBS is supplied by means of the NBN Co FTTB Network.

To register a model and/or firmware of VDSL2 Equipment, or to update such a registration, with NBN Co, your organisation must raise a Service Request through the NBN Co Service Portal and provide the information and certifications detailed in NEBS Product Technical Specification section 8.

For more details on VDSL2 Equipment specification, refer to NEBS Product Technical Specification section 8.



Important: Irrespective of whether VDSL2 Equipment is registered, where specific VDSL2 Equipment or a certain model and/or firmware of VDSL2 Equipment is causing (or NBN Co reasonably considers that it is likely to cause) detriment to other services, NBN Co may:

- remove the VDSL2 Equipment from the VDSL2 Equipment registration list;
- place an Ordered Product using that VDSL2 Equipment to a Repair Profile; and/or
- Suspend an Ordered Product using that VDSL2 Equipment in accordance with the [Head Terms](#).

5.5 Network Fault Rectification

5.5.1 Infrastructure Restoration Trouble Tickets

When a Network Fault is identified by NBN Co (including where it is identified in response to your organisation raising a Service Request under this section), NBN Co will raise an Infrastructure Restoration Trouble Ticket for affected customer(s) (including your organisation, if applicable).

Your organisation may use the information in an Infrastructure Restoration Trouble Ticket to manage Downstream Customer impacts.



Important: If your organisation submits unnecessary test and diagnostic transactions to the NBN Co Platform Interfacing Service, the transactions may cause your organisation to exceed its Transaction Quota for Monitored Transactions and result in the de-prioritisation of subsequent test and diagnostic transactions. See the [Service Description for the NBN Co Platform Interfacing Service](#) for details.

Upon resolution of a Network Fault, NBN Co will provide a detailed description of how the Network Fault was resolved in the Infrastructure Restoration Trouble Ticket.

Your organisation may request, by raising a Service Request, that NBN Co investigate an incident, or series of incidents, that your organisation reasonably considers is impacting multiple Downstream Customers. Prior to raising such a Service Request, your organisation must for the relevant incident(s) do both of the following:

- conduct all relevant tests and diagnostic tasks in the *Test & Diagnostic Checklist*
- include details of the results of your organisation's troubleshooting and the contact details of your organisation's lead technical support representative for the incident(s) in the Service Request comments.

NBN Co will investigate the circumstances of the incident(s) detailed in the Service Request comments to assess if a Network Fault exists. If NBN Co considers that there is no Network Fault which affects your organisation or its Downstream Customers, NBN Co will inform your organisation's relevant technical representative of, and update the Service Request with, the results of NBN Co's investigation.

5.5.1.1 Incident Priority

Refer to the [Service Levels Schedule](#) for a description of how the incident priority of a Network Fault will be determined.

5.5.1.2 Trouble Ticket Contents (submitted by NBN Co)

Infrastructure Restoration Trouble Tickets will contain all of the following information:

- The unique Trouble Ticket ID
- The services and/or Products affected by the Network Fault (by way of listing the affected AVCs/CVCs)
- Description and type of the Network Fault
- Date and time at which the Network Fault occurred

- The geographic area affected
- The cause of the Network Fault, where known
- An estimate of the timeframe for rectification of the Network Fault, where known
- Any additional relevant information.

Some of the information above may be relevant to obligations that your organisation may have under the CSG Standard.

If NBN Co becomes aware that any of the information above is no longer current, or is otherwise inaccurate, then it will update the Infrastructure Restoration Trouble Ticket as soon as practicable.

NBN Co's Operational Targets for providing Network Fault Updates are set out in the [Service Levels Schedule](#).

5.5.2 NBN Co Reports a Fault to Your Organisation

When NBN Co identifies a fault, it will perform an initial analysis of that fault to determine whether it is a Service Fault or a Non-NBN Fault. In doing so, NBN Co will then follow the following process, based on that determination.

NBN Co's determination	NBN Co's action
The fault is a Service Fault	If NBN Co suspects that the fault may have an adverse impact on your organisation's services or Ordered Products, NBN Co will issue a Trouble Ticket (and associated Trouble Ticket ID) to your organisation through the NBN Co Service Portal.
The fault is a Non-NBN Fault	NBN Co <i>may</i> issue a Trouble Ticket/Trouble Ticket ID to your organisation through the NBN Co Service Portal or B2B Access.

NBN Co will also provide updates until the Trouble Ticket is resolved, or as agreed between your organisation and NBN Co.

5.5.2.1 Battery Alarm Trouble Ticket Status: Descriptions



This section applies to NEBS supplied by means of the NBN Co Fibre Network.

Each Trouble Ticket which relates to a Battery Missing Alarm or a Replace Battery Alarm will have a Trouble Ticket Status, as indicated by its current status message. The following table provides a high level explanation of each Trouble Ticket Status for a Battery Missing Alarm or a Replace Battery Alarm:

Status	Description
Resolved	Trouble Ticket is raised by NBN Co reflecting a Battery Missing Alarm or Replace Battery Alarm generated by the NTD and Power Supply with Battery Backup, as relevant.

Status	Description
Closed	<p>One of the following circumstances has arisen:</p> <ul style="list-style-type: none"> Your organisation places a Modify Order for the associated AVC to remove the Battery Backup Service. In the case of a Battery Missing Alarm: <ul style="list-style-type: none"> the NTD has ceased generating the Battery Missing Alarm; or NBN Co has provided your organisation with all reminders required by the Auto-Closure Rules. In the case of a Replace Battery Alarm, the Auto-Closure Rules have been met (note that the NTD may have ceased generating the Replace Battery Alarm and NBN Co may have ceased providing reminders before this time).

**Important:**

NBN Co will only test battery capacity using a 55 day testing cycle. If a battery is removed and re installed or replaced, NBN Co will cease reminding your organisation of the Replace Battery Alarm. However if the re-installed or new battery also requires replacement, NBN Co will not provide a new Replace Battery Alarm notification until the next 55 day testing cycle.

5.5.3 Battery Alarm Processes



This section applies to NEBS supplied by means of the NBN Co Fibre Network.

When a NTD powered by a Power Supply with Battery Backup generates a Battery Missing Alarm or a Replace Battery Alarm, and your organisation has elected to receive the Battery Backup Service in respect of a UNI on that NTD, the following processes will be triggered:

Exception: NBN Co may not provide a Battery Missing Alarm or Replace Battery Alarm notification within the periods set out below if the alarm is generated before, or at the time of, the activation of an Access Component and no products or services are being supplied on the NTD at the time of the activation.

Battery Missing Alarm

Who	Activities
NBN Co ...	<p>Will raise a Trouble Ticket for the alarm as soon as practicable, and within 26 hours, after receiving the alarm.</p> <p>Note: This includes a 2 hour delay to allow the End User to replace the battery.</p>
Your organisation ...	<p>Must notify End User of Battery Missing Alarm.</p>
NBN Co ...	<p><i>(Where Battery Missing Alarm cleared or your organisation selects not to receive the Battery Backup Service, with Informed Consent)</i></p> <p>NBN Co will close the Trouble Ticket.</p>

Who	Activities
NBN Co ...	<p>3. <i>(Where Battery Missing Alarm not cleared and your organisation continues to receive the Battery Backup Service)</i></p> <p>4. NBN Co will send a reminder until Battery Missing Alarm is cleared or the Auto-Closure Rules are met.</p> <p>5. When Battery Missing Alarm has been cleared or the Auto-Closure Rules are met, NBN Co will close the Trouble Ticket.</p>

**Important:**

The NTD generates a Battery Missing Alarm immediately when a battery is disconnected from the Power Supply with Battery Backup.

If the NTD stops generating the Battery Missing Alarm within 2 hours, NBN Co will not raise any Trouble Ticket.

The Battery Missing Alarm ceases when a battery is detected and the terminals are connected.

Battery Replacement Alarm

Who	Activities
NBN Co ...	Will raise a Trouble Ticket for the alarm as soon as practicable, and within 24 hours, after receiving the alarm.
Your organisation ...	Must notify End User of Replace Battery Alarm.
NBN Co ...	<p><i>(Where Replace Battery Alarm cleared)</i></p> <p>NBN Co will stop sending reminders.</p>
NBN Co ...	<p><i>(Where your organisation selects not to receive the Battery Backup Service)</i></p> <p>NBN Co will stop sending reminders and close the Trouble Ticket.</p>
NBN Co ...	<p><i>(Where your organisation continues to receive the Battery Backup Service)</i></p> <p>NBN Co will send a reminder until Replace Battery Alarm is cleared or the Auto-Closure Rules are met.</p> <p>When the Auto-Closure Rules are met, NBN Co will close Trouble Ticket.</p>

**Important:**

NBN Co will only test battery capacity using a 55 day testing cycle and a Replace Battery Alarm will only be generated by the NTD and Power Supply with Battery Backup once during that testing cycle.

Note:

If the battery is disconnected/removed, the Replace Battery Alarm will cease and the NTD will generate the Battery Missing Alarm.

If mains power has failed for longer than the battery can provide power to the NTD, the Replace Battery Alarm will cease and no other alarm will be generated until power is restored to the NTD.



Note: Information for End Users regarding battery-related alarms is described in the *NBN End User Guide* provided by NBN Co to the End User at the time of Installation.

5.5.4 Post Incident Review Reports for Network Faults

Following a Network Fault classified as severity **Critical** (in accordance with the [Service Levels Schedule](#)) or where NBN Co and your organisation agree that it is appropriate, your organisation may request a Post Incident Review Report.

The Post Incident Review Report provides a description containing the following information:

- The timeline for the management of the event
- A description of the extent of the impact to services
- The underlying cause
- How the Network Fault was resolved
- The follow-up actions taken.

To the extent the Network Fault relates to a Type 2 Facility or other infrastructure not owned or controlled by NBN Co, the information included in the Post Incident Review Reports will be limited to the information NBN Co is able to provide, based on its arrangements with the Underlying Facility Provider or other infrastructure owner.

5.5.4.1 Requesting a Post Incident Review Report

Your organisation may request a Post Incident Review Report by completing a Customer Report Request Email and emailing it to your organisation's Operational Point of Contact as specified in the Contract Matrix.

Your organisation must provide the following details in the Customer Report Request Email:

- Incident Number: Incident number for the event
- Criteria: Severity must be **Critical** (unless otherwise agreed by NBN Co)
- Reason for Request
- Contact Name
- Contact Phone number
- Contact email address.

If the request meets the criteria set out above, NBN Co will send an acceptance notification to your organisation, prior to creating and sending the report.

If the request does not meet the criteria set out above, NBN Co will send an email to your organisation explaining why the request was rejected.

5.5.4.2 Submission period

Your organisation must submit the request for a Post Incident Review Report within 20 Business Days of the closure of the Trouble Ticket associated with the Network Fault.

5.5.4.3 Delivery of the report

If NBN Co accepts your organisation's request, NBN Co will endeavour to provide the Post Incident Review Report to your organisation within 15 Business Days of the date that NBN Co sends the relevant acceptance notification to your organisation under section [5.5.4.1 Requesting a Post Incident Review Report](#) on page 142.

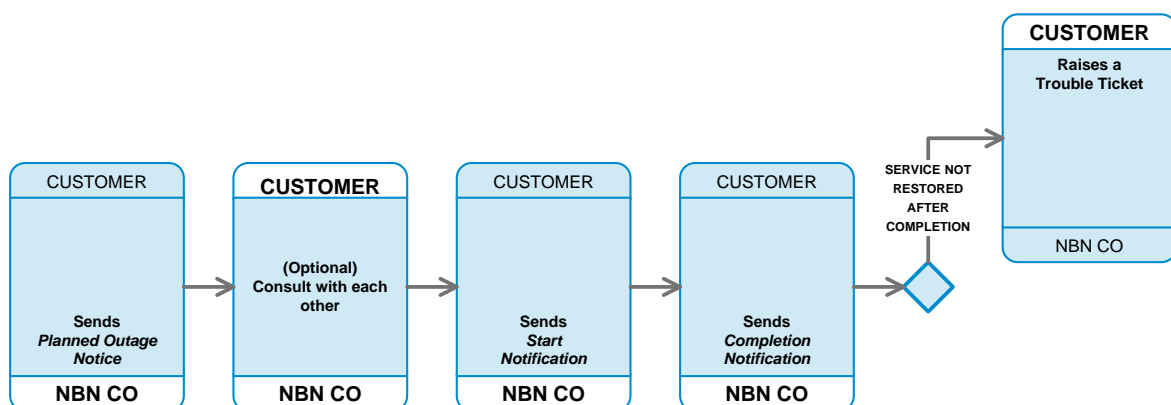
5.6 Planned Outages and Emergency Outages

5.6.1 Planned Outage

A Planned Outage may be carried out when NBN Co implements a change that may impact the services and/or Ordered Products provided by NBN Co, including the NBN Co Platform Interfacing Service.

5.6.1.1 Interactions: Planned Outage

The following diagram illustrates the interactions between your organisation and NBN Co that can arise from a Planned Outage.



Description

The following table describes the interactions between your organisation and NBN Co that can arise from a Planned Outage.

Who	Activity
NBN Co ...	Sends your organisation a Planned Outage Notice.
NBN Co and Your organisation ...	Consult in accordance with clause C14.1 of the Head Terms .
NBN Co ...	Sends your organisation a Start Notification.
NBN Co ...	<i>(Upon completion of the Planned Outage)</i> Sends your organisation a Completion Notification.

Who	Activity
Your organisation ...	(If the service is not restored following completion of the Planned Outage) Must raise a Trouble Ticket with NBN Co in relation to that issue.

5.6.1.2 Notification Channel

NBN Co will send Planned Outage Notices, Start Notifications and Completion Notifications to the relevant email address for your organisation as specified in the **Contact Matrix**.

5.6.1.3 Planned Outage Notice: Contents

In each Planned Outage Notice, NBN Co will include all of the following information (as applicable):

- A unique reference number
- Start and end date/time for the proposed Planned Outage
- Details and timeframes of the services and/or Ordered Products that will, or are likely to be, affected (if any); this will include, where known, the impact of the Planned Outage on your organisation (if any)
- The expected timeframe for the implementation of the Planned Outage.

NBN Co will perform Planned Outages in accordance with the timeframes set out in the relevant Planned Outage Notice.

Important: Information provided by NBN Co regarding a Planned Outage at a Type 2 Facility will be restricted to the information provided to NBN Co by the Underlying Facility Provider.

5.6.1.4 Planned Outage Activities: Times

Subject to clause C14 of the [Head Terms](#), NBN Co will provide your organisation with at least 10 Business Days notice of a Planned Outage.

Will NBN Co perform Planned Outage activities outside of these times?

Yes, including (but not limited to) any of the following circumstances:

- NBN Co needs to perform Planned Outage activities during the day (as a result of, for example, occupational health and safety issues)
- NBN Co needs to accommodate the requirements of a Third Party Supplier.

NBN Co will restore the services and/or Ordered Products affected by the Planned Outage within the timeframes set out in the related Planned Outage Notice.

Note: If a Planned Outage event extends beyond the Planned Outage Window, NBN Co will treat and manage the outage as a Service Fault. If NBN Co becomes aware that a Planned Outage has not been restored, it will raise a Trouble Ticket.

If the Planned Outage relates to a Type 2 Facility, NBN Co may extend the Planned Outage Window for that Planned Outage and will provide your organisation with notice of any such extension.

5.6.1.5 Planned Outage Completion

NBN Co will notify your organisation of the completion of a Planned Outage by sending a Completion Notification to your organisation through the NBN Co Service Portal.

If, on receipt of the Completion Notification, your organisation reasonably considers either or both of the following have occurred, your organisation may submit a Trouble Ticket:

- A Planned Outage has not been restored
- Your organisation's services and/or Ordered Products have been adversely affected by the Planned Outage, beyond what was originally expected or notified.

Note: Normal Trouble Ticket processes apply in dealing with a Trouble Ticket raised for this purpose.

5.6.2 Planned Outage Queries

Your organisation may query the status of the Planned Outage Notice either through the NBN Co Service Portal or by directly contacting the planned change contact (as specified in the **Contact Matrix**) via email or telephone.

5.6.3 Emergency Outages

NBN Co will notify your organisation of an Emergency Outage by sending a notification to your organisation through the NBN Co Service Portal (**Emergency Outage Notice**).

Note: NBN Co may not be able to notify your organisation before the start of an Emergency Outage.

NBN Co will, where feasible, endeavour to identify the following in any Emergency Outage Notice:

- The services and/or Ordered Products used by your organisation that will be, or are likely to be, affected by the Emergency Outage
- The expected time frames for the implementation of the Emergency Outage.

Note: If your organisation becomes aware that any services and/or Ordered Products are affected by an Emergency Outage or are not restored within the timeframe specified in the Emergency Outage Notice, your organisation may raise a Trouble Ticket, whereupon NBN Co will treat and manage the outage as a Service Fault.

5.6.4 Embargo Periods

NBN Co may establish an Embargo Period (e.g. New Year's Day, Easter Sunday, Mothers' Day, etc.) by giving your organisation 60 Business Days notice. If NBN Co determines that an Embargo Period will be established, NBN Co will notify your organisation of the details.

Your organisation may, within 2 Business Days of being notified of an Embargo Period being established, request that the Embargo Period be deferred. If your organisation requests deferral of an Embargo Period, NBN Co will endeavour to review and respond to your organisation's request within 5 Business Days.

Your organisation may also suggest in writing that an Embargo Period be established.

If your organisation suggests an Embargo Period, NBN Co will endeavour to review the suggestion and respond, in writing, within 5 Business Days.

5.7 Network protection

5.7.1 Repair Profile



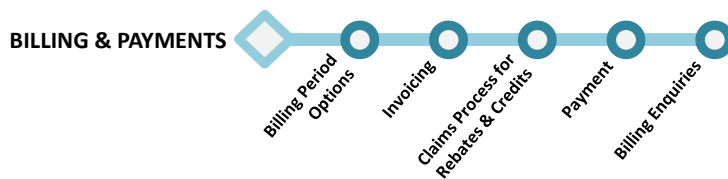
A **Repair Profile** is a spectrally limited VDSL2 stability profile designed to preserve the integrity of the VDSL2 vectoring system. NBN Co may impose a Service Reduction in accordance with the [Head Terms](#) in respect of an Ordered Product supplied by means of the NBN Co FTTB Network by (without limitation) placing that Ordered Product into a Repair Profile.

NBN Co will notify your organisation if it places an Ordered Product into a Repair Profile.

The applicable Charges remain payable when an Ordered Product is in Repair Profile.

Module 6: Billing and Payments

6.1 In This Module



This module describes the billing processes and requirements that apply to NBN Co and your organisation in connection with the supply of Products.

6.2 About Billing

NBN Co generates monthly invoices for billing. Invoices are issued electronically via the NBN Co Service Portal or B2B Access. Your organisation's designated contact, as specified in the **Contact Matrix**, is notified by email when invoices are issued. Invoices contain details of the Charges and other amounts payable by your organisation under the **WBA** together with deductions for items such as Discounts, Credits and Rebates.

One or more Billing Period Options are available. NBN Co may provide detailed charge information either daily or monthly.

NBN Co may make Credits or Rebates available to your organisation from time to time in accordance with the **WBA**. This module describes how to claim those Credits or Rebates which are not automatically provided to your organisation.

This module also sets out the procedure which must be followed if your organisation wishes to raise a Billing Enquiry.

6.3 Billing Period Options

During On-boarding, your organisation chooses a Billing Period Option as part of the establishment of your organisation's Customer Billing Account.

Your organisation can change its Billing Period by request to (or at the request of) NBN Co. Section [6.3.2 Selecting and Changing Billing Period Options](#) below, describes the available Billing Period Options, and how to change your organisation's Billing Period.

6.3.1 Available Billing Period Options

NBN Co maintains a list of available Billing Period Options which it may update from time to time.

Your organisation can request a list of the currently-available Billing Period Options or request an alternative Billing Period by raising a Billing Enquiry.

See section [6.8 Billing Enquiries](#) on page 157.

6.3.2 Selecting and Changing Billing Period Options

6.3.2.1 Your Organisation Selects or Changes the Billing Period

Where more than one Billing Period Option is available, your organisation may select one of those Billing Period Options by notifying NBN Co of that selection at either of the following times:

- During the establishment of your organisation's Customer Billing Account

Note: This occurs during On-boarding; see section [2.2.7 Establish Customer Accounts](#) on page 22.

- At any other time requested by your organisation by providing 60 Business Days prior notice to NBN Co.

What happens if your organisation *does not* select a Billing Period Option by the time the Customer Billing Account is created?

NBN Co will select a Billing Period Option for your organisation (as set out in clause B2.2 of the [Head Terms](#)) and notify your organisation of that selection.

6.3.2.2 NBN Requests Changes to Billing Period

NBN Co may also request that your organisation changes its Billing Period from time to time. If NBN Co makes such a request, NBN Co will work with your organisation to attempt to identify an alternative Billing Period that minimises any impacts to your organisation's business.

In the event that NBN Co and your organisation are unable to agree on an alternative Billing Period, NBN Co may change your organisation's Billing Period by providing your organisation with 60 Business Days prior notice.

6.4 Invoicing

6.4.1 Forms of Invoice

For each Billing Period, NBN Co will make each of the following forms of invoice available to your organisation (where applicable):

- Tax Invoice
- Billing Invoice File (BIF)
- Billing Event File (BEF)
- Billing Adjustment File (BAF).

These are described further in sections [6.4.1.2](#) to [6.4.1.5](#).

6.4.1.1 Notification of changes to the form of invoices

NBN Co may change the format, layout, presentation or data contained within the different forms of invoices by providing at least 30 Business Days prior notice.

6.4.1.2 Tax Invoice

Tax Invoice	
Description	The monthly Tax Invoice issued by NBN Co that summarises the amounts payable by your organisation for the relevant Billing Period
Format	Portable Document Format (PDF)
Available from	NBN Co Service Portal or B2B Access
Frequency	Monthly, according to your organisation's Billing Period
Availability	Available for each Billing Period
Notification of availability via	Email

Samples of the current tax invoice forms are set out in the *NBN Co Operations User Guide*.

6.4.1.3 Billing Invoice File (BIF)

Billing Invoice File (BIF)	
Description	The machine-readable version of a Tax Invoice; contains a summary of the amounts payable by your organisation for the relevant Billing Period. The BIF does not include any of the information provided within the Tax Invoice's Statement Summary section.
Format	XML
Available from	NBN Co Service Portal or B2B Access
Frequency	Monthly, according to your organisation's Billing Period
Availability	Available for each Billing Period
Notification of availability via	Email
Contents	<ul style="list-style-type: none"> • NBN Co company information • Total amount due and GST payable • Due Date and payment options • Your organisation's address information • Summary of spend by Product • Billing Event Files distributed since last invoice • Other charges and credits

Refer to the *B2B Gateway Developers Guide – Billing* document, for a detailed description and examination of NBN Co's XML messaging structures for BIFs.

6.4.1.4 Billing Event File (BEF)

Billing Event File (BEF)	
Description	<p>A machine-readable file that contains an itemised list of amounts payable by your organisation for the relevant Billing Period.</p> <p>There are two types of Charges:</p> <ul style="list-style-type: none"> • Recurring: Occurs repeatedly after a given time period, typically a month • Non-recurring or once off: A charge that occurs only once.
Format	XML
Available from	NBN Co Service Portal or B2B Access
Frequency	<p>Your organisation can select the BEF creation frequency at either of the following times:</p> <ul style="list-style-type: none"> • During On-boarding: During the creation of your organisation's Customer Billing Account (see section 2.2.7.1 Create a Customer Billing Account on page 22) • Any other time: By submitting a Billing Enquiry (see section 6.8.2 Raising a Billing Enquiry on page 157) at least 10 Business Days prior to the date on which your organisation requires that the change take effect. <p>If your organisation does not select the BEF creation frequency during the creation of your organisation's Customer Billing Account or at any other time as set out above, then the BEF will be created monthly, in accordance with your organisation's Billing Period.</p>
Availability	Available for each Billing Period
Notification of availability via	Email

Billing Event File (BEF)	
Contents	<p>The items specified in clause B2.3(a) of the Head Terms, including the following:</p> <ul style="list-style-type: none"> Charges for each Ordered Product acquired by your organisation in accordance with the Price List. This includes monthly recurring charges for NNI, CVC, AVC, UNI-D and UNI-V. All such charges are categorised by Product Instance ID. Ancillary Charges incurred by your organisation in accordance with the Price List. This includes Charges for service installation, service modification and service management. Rebates or Credits that are processed and applied in the current Billing Period. This may include Credits arising from settlements of Billing Disputes (see clause B5 of the Head Terms). Rebates or Credits provided in accordance with section 6.5 Claims Process for Rebates and Credits on page 153. Any pro rata adjustments applicable in accordance with clause B1.4 of the Head Terms. These include pro-rated charges for activation, modification or disconnection of an Ordered Product. Pro-rating is based on the number of days the Ordered Product was supplied to your organisation by NBN Co during the applicable Billing Period.

Refer to the *B2B Gateway Developers Guide – Billing* document, for a detailed description and examination of NBN Co's XML messaging structures for BEFs.

6.4.1.5 Billing Adjustment File (BAF)

Billing Adjustment File (BAF)	
Description	<p>A machine-readable file that contains Rebates and/or settlements of disputes for a previous Billing Period.</p> <p>Issued when an adjustment or settlement is performed on a Charge or Rebate invoiced in a previous Billing Period.</p>
Format	XML
Available from	NBN Co Service Portal or B2B Access
Frequency	<p>Based on frequency of BEF:</p> <ul style="list-style-type: none"> Monthly, according to your organisation's nominated Billing Period: a BAF will only be issued when a relevant transaction has been generated by NBN Co during the Billing Period and will include all relevant transactions performed during the Billing Period Daily: BAF issued daily whenever a relevant transaction has been generated by NBN Co on the relevant day.
Availability	Available where adjustments are made to an invoice from a previous Billing Period
Notification of availability via	Email

Billing Adjustment File (BAF)

Contents

Rebates relating to a previously issued invoice

Refer to the *B2B Gateway Developers Guide – Billing* document, for a detailed description and examination of NBN Co's XML messaging structures for BAFs.

6.4.1.6 Additional Information on BIF, BEF and BAF Invoice Types

Additional information is contained in the *B2B Gateway Developers Guide – Billing* document. Your organisation may submit a Billing Enquiry to request a copy; see section [6.8 Billing Enquiries](#) on page 157.

6.4.2 Late Issuing of Forms of Invoice

If NBN Co is unable to issue a form of invoice within 10 Business Days after the start of a Billing Period, NBN Co will endeavour to notify your organisation by email of the delay and the revised date by which NBN Co will issue that form of invoice to your organisation.



Important: If NBN Co is delayed in issuing a form of invoice, your organisation must still pay the invoice by its Due Date. However, the Due Date for that invoice will be based on the date that NBN Co issues the form of invoice to your organisation.

6.4.2.1 Failure to Receive a Form of Invoice

Your organisation must notify NBN Co if it does not receive a form of invoice by the later of the following dates:

- The date specified in clause B2.3(b) of the [Head Terms](#)
- The revised date notified by NBN Co to your organisation under section [6.4.2 Late Issuing of Forms of Invoice](#) above.

If your organisation is required to notify NBN Co under this section, then it must provide such notice within 15 Business Days from the later of the dates referred to above, by submitting a Billing Enquiry stating that your organisation has not received the form of invoice.

For details of submitting a Billing Enquiry, and NBN Co's obligations in fulfilling a request, see section [6.8 Billing Enquiries](#) on page 157.

6.5 Claims Process for Rebates and Credits

Available rebates and credits include:

- 50 Kbps CVC Credit
- CVC Transitional Pricing Credit
- CSG Compensation
- Connection Rebate

- Enhanced Fault Rebate
- First Battery Credit
- Any other Credits or Rebates notified in accordance with the [Price List](#).

6.5.1 Credits and Rebates

Under the **WBA**, NBN Co may provide Credits and/or Rebates to your organisation by the following methods:

Method	Action Required by Your Organisation
NBN Co applies the relevant Credits or Rebates (that NBN Co determines are applicable in accordance with the WBA) to your organisation's invoices for the relevant Billing Period.	No action required.
NBN Co requires your organisation to submit a claim before NBN Co will provide the related Credit or Rebate to your organisation.	<ol style="list-style-type: none"> 1. Your organisation must submit a Billing Enquiry to request a copy of the Credit/Rebate Claim Form. See section 6.8 Billing Enquiries on page 157. 2. Your organisation must submit the relevant claim, using the Credit/Rebate Claim Form. See section 6.5.1.1 Submitting a Credit/Rebate claim below.

6.5.1.1 Submitting a Credit/Rebate claim

If your organisation wishes to lodge a Credit/Rebate claim, your organisation must ensure that its Authorised Contact completes a **Credit/Rebate Claim Form** and sends it to the NBN Co Billing Contact, using the email address specified in the **Contact Matrix**.

First Battery Credit

Your organisation must include the following details in any Credit/Rebate Claim Form for a First Battery Credit:

- the ID of the NBN Co Trouble Ticket that was raised in respect of the NTD with the faulty or defective First Battery;
- the physical address of the Premises at which the NTD with the faulty or defective First Battery is located;
- the serial number of the faulty or defective First Battery that was supplied and installed by NBN Co; and
- a copy of the tax invoice/remittance advice for the replacement battery.

6.5.1.2 Acknowledging a Credit/Rebate claim

NBN Co will endeavour to acknowledge receipt of each **Credit/Rebate Claim Form** within 2 Business Days.

NBN Co will acknowledge a **Credit/Rebate Claim Form** by contacting your organisation's Authorised Contact or the person specified as your organisation's nominated contact person in the **Credit/Rebate Claim Form**, as applicable.

6.5.1.3 Processing a Credit/Rebate claim

NBN Co will only accept a **Credit/Rebate Claim Form** if it is submitted in accordance with the **WBA**. After receiving a correctly submitted **Credit/Rebate Claim Form**, NBN Co will determine the amount of any Credit or Rebate that NBN Co will pay (if any) in accordance with the **WBA**.

NBN Co will process accepted Credit/Rebate Claim Forms and provide your organisation with any applicable Credit or Rebate that NBN Co determines is payable, in either of the following ways:

- In the invoice for the relevant Billing Period
- By any other means specified in the **WBA** for provision of that Credit or Rebate.

Rejecting Claims

NBN Co may reject a **Credit/Rebate Claim Form** in either of the following circumstances:

- The claim does not comply with the **WBA**
- NBN Co does not agree that your organisation is eligible for the Credit or Rebate which it has claimed.

What if your organisation disagrees with the amount of any Credit or Rebate applied to an invoice or with NBN Co's decision to reject a **Credit/Rebate Claim Form?**

Your organisation may raise a Billing Dispute (see clause B5 of the [Head Terms](#)).

6.6 Claims for Interim Service Amount

Prior to any claim for an interim service amount in respect of a Downstream Priority Assistance Service being made by your organisation:

- your organisation must provide NBN Co with full particulars of the proposed supply of the interim service at the Premises including the expected period for providing the interim service; and
- based on the information supplied by your organisation, your organisation and NBN Co will agree on the interim service amount, and the period for which the interim service amount will apply.

If your organisation and NBN Co fail to agree on both the amount and the period within 20 Business Days, your organisation may raise a Billing Dispute.

NBN Co will not pay any claim for an interim service amount lodged by your organisation to the extent that your organisation has charged the End User for that interim service.

Your organisation must maintain up to date and accurate records, materials, documents and correspondence relevant to each claim made for an interim service amount and on request, provide

NBN Co with access to such information. Your organisation must co-operate with NBN Co to assist NBN Co with any review of this information.

6.7 Payment

6.7.1 NBN Co Bank Account

Each NBN Co invoice specifies the details of the NBN Co bank account to which payments must be made.

Note: If NBN Co changes its nominated banking account, it will provide at least 5 Business Days prior written notice to your organisation.

6.7.2 Remittance Advice

For more information, see clause B3 of the [Head Terms](#).

6.7.2.1 Remittance Advice Content

The remittance advice provided by your organisation must, at a minimum, include all of the following information:

- Invoice number to which the payment relates
- Value of the payment
- *(If applicable)* Value of any disputed amount withheld in accordance with clause B3.1(b) of the [Head Terms](#)
- Payment date
- Financial institution undertaking the transfer
- *(As assigned by the financial institution)* Funds transfer reference number.

6.7.2.2 Sending the Remittance Advice

Your organisation must send the remittance advice to the email address specified by NBN Co in the invoice.

6.7.3 Record of Payments in Next Invoice

See also: clause B3.2 of the [Head Terms](#).

Each invoice issued by NBN Co to your organisation includes a record of the last payment made by your organisation to NBN Co that has been processed by NBN Co (if any).

6.7.3.1 Incorrect Record of Prior Payments in an Invoice

To notify NBN Co that your organisation considers that a prior payment has not been properly recorded in the subsequent invoice, your organisation must submit a Billing Enquiry to NBN Co.

See section [6.8 Billing Enquiries](#) on page 157.

6.8 Billing Enquiries

6.8.1 Authorised Contacts

The only people who may raise a Billing Enquiry on behalf of your organisation, are those appointed as Authorised Contacts during the creation of your organisation's Customer Billing Account.

See section [2.2.7.1 Create a Customer Billing Account](#) on page 22.

6.8.1.1 Changing Authorised Contacts

To change any of your organisation's Authorised Contacts, your organisation must raise a Billing Enquiry notifying NBN Co of the change no later than 10 Business Days before your organisation requires the change to take effect. Any change will be included in the **Contact Matrix**.

6.8.2 Raising a Billing Enquiry

6.8.2.1 When to Raise Billing Enquiries

Your organisation's Authorised Contact may raise a Billing Enquiry to perform any of the following tasks:

- Raise simple or general enquiries about invoices, billing or Charges
- Request a list of the currently-available Billing Period Options
- Change the email address or postal address to which NBN Co sends invoices and notification emails
- Request invoice detail records
- Notify NBN Co of a failure to receive an invoice
- Raise a query about a prior payment that has not been properly recorded in the following invoice
- Obtain a copy of the **Billing Dispute Form**
- Obtain a copy of the **Credit/Rebate Claim Form**
- Obtain a copy of the **B2B Gateway Developers Guide – Billing**
- Ask any other questions, raise any other concerns or seek clarification, in relation to any aspects of billing or the processes set out in this module.



Important: Any enquiry that may subsequently result in an adjustment to an invoice because of an error in that invoice must be raised as a **Billing Dispute**. See clause B5 of the [Head Terms](#).

6.8.2.2 How to Raise a Billing Enquiry

To raise a Billing Enquiry, your organisation's Authorised Contact can email or telephone the NBN Co Billing Team.

The NBN Co Billing Team is available from 9:00 am to 5:00 pm (AEST/AEDT) during Business Days.

Refer to the **Contact Matrix** for specific contact details, unless otherwise advised by NBN Co.

6.8.2.3 Responding to Billing Enquiries

NBN Co will endeavour to acknowledge receipt of each Billing Enquiry within 2 Business Days after it has been raised in accordance with section [6.8.2.2 How to Raise a Billing Enquiry](#) above, by notifying your organisation's Authorised Contact.

The NBN Co Billing Team or the NBN Co Customer Solutions Centre (as the case may be) will endeavour to respond to the Billing Enquiry within 10 Business Days of your organisation raising the Billing Enquiry in accordance with section [6.8.2.2 How to Raise a Billing Enquiry](#) above.

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 within this period, it will endeavour to notify your organisation of a revised timeframe for providing a response.

6.8.3 Escalating Billing Enquiries

If your organisation is not reasonably satisfied with the resolution of a Billing Enquiry, and wishes to escalate the Billing Enquiry, your organisation (via its Authorised Contact) must contact the NBN Co Relationship Point of Contact to seek to resolve the issue.

6.8.4 Changing the Notification Email Address for Billing Matters

To change the email address to which NBN Co sends your organisation notification emails for Billing matters, your organisation must submit a Billing Enquiry notifying NBN Co of the change, no later than 10 Business Days before the change is requested to take effect. Any change will be included in the **Contact Matrix**.

Module 7: Operational Governance

7.1 In This Module

This module describes the Governance Processes which provide a framework for engagement between NBN Co and your organisation in relation to NBN Co's operational performance.

7.2 Operational Governance

7.2.1 Governance Processes

In each Governance Period, NBN Co and your organisation will:

- prepare and exchange Governance Reports (other than Performance Reports) at least 5 Business Days before the Governance Meeting;
- conduct Governance Meetings; and
- identify Governance Action Items.

Governance Processes may evolve during the Term to accommodate the learnings and experiences of the parties, and may apply differently to different Products to take account of their differing characteristics.

NBN Co and your organisation will work together in good faith to apply the Governance Processes effectively and efficiently in respect of each Product.

Your organisation may request assistance from NBN Co regarding the Transaction Manager through the Governance Meeting. Such requests for assistance may include requests to adjust the Transaction Quota (see section [5.4.2 Temporary planned Customer Transaction Quota adjustment request](#) on page 135) or to deactivate the Transaction Manager (so that it only notifies your organisation when the Transaction Quota is exceeded instead of (without deprioritising any subsequent Monitored Transactions) (see section [5.4.3 Temporary unplanned Customer Transaction Manager deactivation request](#) on page 136).

7.2.2 Scope

Governance Processes do not apply in respect of:

- billing and payment;
- network rollout and network planning;
- general network performance that does not have a specific impact on the supply of Products to your organisation;
- marketing;
- commercial matters and the terms of the Agreement; and
- NBN Co's operational performance in respect of Other NBN Co Customers.

7.2.3 Governance Reports

Each party must send a copy of its Governance Report to the designated email address of the other party, as indicated in the **Contact Matrix**.

7.2.3.1 Independent Evaluation of Measurement and Monitoring

The [Service Levels Schedule](#) sets out the steps that NBN Co will take to evaluate the accuracy of its measurement and monitoring tools and in the preparation of Performance Reports. Performance Reports are a subset of Governance Reports.

7.2.3.2 Governance Report Enquiry

Your organisation can make enquiries in relation to the accuracy of information and/or data contained in a Governance Report at any time within 6 months after the end of the Governance Period to which the Governance Report relates.

Exception: Your organisation cannot make enquiries of this kind in relation to Performance Reports.

Note: Part B of the [Service Levels Schedule](#) describes how your organisation can make a Data Enquiry in relation to Performance Reports, and the timeframes in which NBN Co will endeavour to respond to Data Enquiries.

To make a Governance Report enquiry, your organisation must email its NBN Co Operational Point of Contact, and include all of the following information:

- The information requested by your organisation (including the applicable date/time range)
- Any additional information necessary for NBN Co to understand the scope of the relevant enquiry.

NBN Co will endeavour to provide a response to each enquiry raised by your organisation (including, where appropriate, a resolution or a proposal for a resolution) within 10 Business Days after NBN Co receives the enquiry.

What if NBN Co cannot respond within this time?

NBN Co will provide your organisation with a revised delivery estimate.

Is NBN Co obliged to provide the requested information?

No.

NBN Co assesses each Governance Report enquiry on a case-by-case basis. As part of its assessment, NBN Co will consider the current capability and availability of NBN Co systems and resources to fulfil the request.

7.2.4 Governance Meetings

Unless NBN Co and your organisation agree otherwise, NBN Co and your organisation will alternate the hosting and chairing of Governance Meetings, starting with NBN Co.

In advance of each Governance Meeting, the party hosting the meeting must prepare and circulate the proposed agenda for the meeting and attach copies of each party's Governance Reports for the relevant Governance Period.

7.2.4.1 Purpose

The Governance Meetings are intended to enable NBN Co's and your organisation's representatives to do each of the following:

- Review and discuss each party's relevant Governance Reports, including any discrepancies that are apparent between such Governance Reports
- Review and discuss the status of open Governance Action Items that were set or discussed in previous Governance Meetings (if any)
- Set new Governance Action Items for the purposes of improving NBN Co's operational performance during the Term
- Discuss other issues in relation to NBN Co's operational performance under the **WBA** that either NBN Co or your organisation wishes to discuss.

7.2.4.2 Attendance

Your organisation must ensure that each Governance Meeting is attended by suitably experienced and senior Personnel of your organisation who are appropriately briefed and prepared to discuss the agenda items for that Governance Meeting.

Note: Appropriate attendees may include the Relationship Point of Contact and Operational Point of Contact.

NBN Co and your organisation must use reasonable endeavours to keep the number of attendees at Governance Meetings to a minimum.

Whenever reasonably practicable, Governance Meetings should be held in person.

When attendance in person is not reasonably practicable, Governance Meetings can be held by video or telephone conference, provided that all participants can simultaneously hear each other throughout the meeting.

7.2.4.3 Conduct

NBN Co and your organisation must use reasonable endeavours to conduct each Governance Meeting efficiently.

7.2.4.4 Minutes

Unless NBN Co and your organisation agree otherwise, NBN Co will record the minutes of each Governance Meeting and provide a copy of those minutes to your organisation as soon as reasonably practicable after the Governance Meeting.

Your organisation will have an opportunity to review the minutes. If your organisation believes that the minutes are not accurate then it may request that NBN Co amend the minutes. NBN Co will, acting reasonably, consider any such request and determine in its sole discretion whether the minutes need to be amended. If NBN Co determines that the minutes need to be amended, then NBN Co will provide a copy of the amended minutes to your organisation as soon as reasonably practicable.

7.2.5 Governance Action Items

The purpose of Governance Meetings is to help NBN Co and your organisation improve their operational performance.

During each Governance Meeting, NBN Co and your organisation will collaborate to identify and set new Governance Action Items. Each Governance Action Item must serve to help NBN Co improve its operational performance.

Any proposed Governance Action Items should be reasonable in the circumstances, and take into account all associated costs and benefits.

If NBN Co, acting reasonably, does not agree that a certain action should be a Governance Action Item, then it will work with your organisation to attempt to identify an alternative forum to consider the relevant action item.

7.2.5.1 Performance Improvement Groups

NBN Co and your organisation may assign responsibility for the resolution of one or more Governance Action Items to a small group comprised of an equal number of representatives from NBN Co and your organisation.

Each of the groups described above must report back at subsequent Governance Meetings until NBN Co and your organisation agree that the relevant Governance Action Item(s) have been addressed in a mutually satisfactory manner.

7.2.6 Requests for ad hoc Reports

Each party may request that the other party provides it with one or more ad hoc reports.

The requesting party must email its ad hoc report request to the other party's Operational Point of Contact, and must include all of the following details:

- Details of the information and data requested, including the start and end dates for such information and data
- The date on which the requesting party would like the report to be provided
- Any other information that is necessary for the other party to understand the parameters of the report being requested.

The party who receives an ad hoc report request will assess it on a case by case basis and may (but is not required to) provide such requested reports to the requesting party.

As part of its consideration, the party receiving an ad hoc report request will consider the capability and availability of its systems and resources in assessing whether or not to provide the requested report.