

Service Description

NBN Co Platform Interfacing Service

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

Service Description - NBN Co Platform Interfacing Service

Version 2.1

Version	Description	Effective Date
2.0	Issued on 9 December 2013	Execution Date
2.1	Test & diagnostic key business transactions and Transaction Manager notified on 12 December 2014	30 January 2015

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Environment

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

Introduction

This document describes the NBN Co Platform Interfacing Service which enables customers to connect to, and interface with, the NBN Co Platform in order to perform certain Key Business Transactions in relation to certain products and services supplied by NBN Co.

The NBN Co Platform Interfacing Service comprises B2B Access and NBN Co Service Portal, which Customer may use individually or together.

NBN Co will supply the NBN Co Platform Interfacing Service from the NBN Co Data Centre at Ultimo, New South Wales, NBN Co Data Centre at Springfield, Queensland and any other locations notified by NBN Co to Customer from time to time.

NBN Co Platform Interfacing Service Roadmap

A roadmap describing the structure of this document follows for the assistance of Customer.

Part A: Key Business Transactions

Part A describes the types of Key Business Transactions which Customer may perform through the NBN Co Platform Interfacing Service.

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Part B: Service Elements

Part B describes the two Service Elements of the NBN Co Platform Interfacing Service.

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Part C: Operation of the NBN Co Platform Interfacing Service

Part C describes the procedures NBN Co will adopt when the NBN Co Platform Interfacing Service is not Operational, NBN Co's and Customer's general obligations and conditions of use in respect of the NBN Co Platform Interfacing Service.

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Part A: Key Business Transactions

1 Key Business Transactions

This section 1 describes the Key Business Transactions that Customer may perform through the NBN Co Platform Interfacing Service and Monitored Transactions for the purposes of the Transaction Manager.

1.1 Key Business Transactions:

Key Business Transaction	Description
Activation Transactions	Address Enquiries
	Site Qualification Enquiries
	Order Feasibility Checks (B2B Access only)
	submission of Connect, Modify, or Disconnect orders
	amendment of an order being processed
	tracking of orders being processed
	in the case of B2B Access only, Order Feasibility Checks
Appointment Transactions	Appointment availability enquiries
	Appointment reservation
	tracking of Appointments being processed
	amendment of an Appointment being processed
Assurance Transactions	submission of Trouble Tickets
	amendment of a Trouble Ticket being processed
	tracking of Trouble Tickets
Billing Transactions	notification of summary invoices
	notification of billing event or adjustment files
	retrieval of historical billing information
Test & Diagnostic Transactions	submission of Diagnostic Status Tests or Network Tests
	tracking of Diagnostic Status Tests or Network Tests

1.2 Monitored Transactions

Monitored Transactions comprise the following Key Business Transactions:

- (a) Test & Diagnostic Transactions.

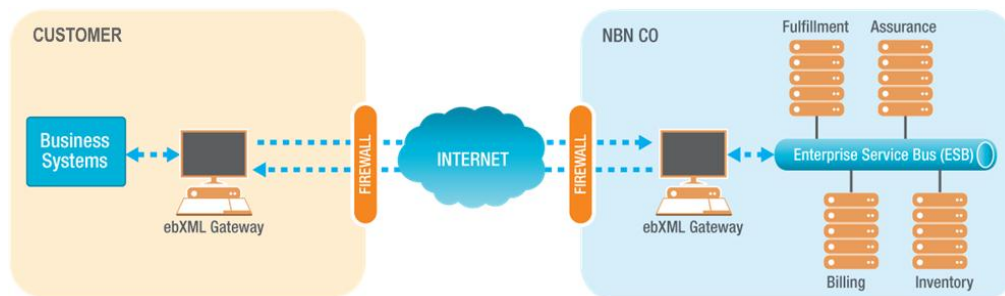
Part B: Service Elements

2 B2B Access

This section 2 describes B2B Access and specifies the conditions that apply to the supply of that Service Element.

2.1 B2B Access

- (a) **B2B Access** enables Customer and NBN Co to perform supported Key Business Transactions using their own operations support systems and billing support systems by exchanging encrypted and digitally-signed messages over the Internet using ebXML between ebXML-compliant gateway servers hosted by Customer and NBN Co respectively.
- (b) The following diagram illustrates that exchange of messages between the Customer B2B Gateway and NBN Co B2B Gateway:



- (c) If NBN Co supplies Customer with B2B Access, each party must comply with the B2B Specifications applicable to that supply.
- (d) NBN Co will support each Major B2B Interface Version for at least 12 months after the publication of the 'NBN Co Platform Interfacing Service B2B Access Release Note' which introduces the next Major B2B Interface Version.
- (e) Customer may in its discretion continue to use, or update to, any B2B Interface Version that NBN Co makes available and supports at that time as part of B2B Access.
- (f) B2B Access does not include direct access to or direct use of NBN Co's core systems or the functionality of NBN Co's core systems.

2.2 Conditions

- (a) Customer's platforms and systems must comply with the Collaboration Protocol Agreement.
- (b) Customer must:
- (i) provide to NBN Co all information reasonably required and requested by NBN Co to create the Collaboration Protocol Agreement and any digital certificates and security protocols to be used in connection with B2B Access;
 - (ii) acquire, install, host, operate and maintain the Customer B2B Gateway and integrate that gateway with Customer's operation support systems and billing support systems in accordance with the requirements of the B2B Specifications;

- (iii) establish and maintain, at its cost, Internet and other connectivity between the Customer B2B Gateway and the NBN Co B2B Gateway to facilitate B2B Access;
- (iv) on request by NBN Co, use reasonable endeavours to make available to NBN Co, Customer Personnel with subject matter expertise to support any root cause analysis and incident resolution that may be performed by NBN Co in connection with interoperability issues;
- (v) manage digital certificates as Confidential Information of NBN Co; and
- (vi) use all security protocols required in connection with B2B Access in accordance with the requirements of the B2B Specifications.

3 NBN Co Service Portal

This section 3 describes the NBN Co Service Portal and specifies the conditions that apply to the supply of that Service Element.

3.1 NBN Co Service Portal

- (a) The **NBN Co Service Portal** enables Customer and NBN Co to perform supported Key Business Transactions over the Internet using a web-based portal provided by NBN Co.
- (b) NBN Co Service Portal does not include direct access to or direct use of NBN Co's core systems or the functionality of NBN Co's core systems.
- (c) Use of the NBN Co Service Portal is subject to the NBN Co Service Portal Terms and Conditions, which may be updated by NBN Co from time to time.

3.2 Conditions

Customer must:

- (a) ensure that each Delegated Administrator and each Authorised User agrees to, and complies with, the NBN Co Service Portal Terms and Conditions.
- (b) provide to NBN Co all information reasonably required and requested by NBN Co to implement security protocols that are used in connection with the NBN Co Service Portal;
- (c) on request by NBN Co, use reasonable endeavours to make available to NBN Co, Customer Personnel who are subject matter experts to support any root cause analysis and incident resolution that may be performed by NBN Co in connection with Customer's access to or use of the NBN Co Service Portal; and
- (d) acquire and maintain, at its cost, Internet connectivity to facilitate Customer's access to the NBN Co Service Portal.

Part C: Operation of the NBN Co Platform Interfacing Service

4 NBN Co Platform Workarounds

This section 4 sets out the procedure NBN Co will adopt when the NBN Co Platform Interfacing Service is not Operational.

4.1 Consequences of NBN Co Platform Interfacing Service not being Operational

- (a) If NBN Co determines at any time that any part of the NBN Co Platform Interfacing Service is not Operational, NBN Co:
- (i) will:
 - (A) notify Customer as soon as practicable;
 - (B) where reasonably practicable to do so, consult with, and consider any feedback given by, Customer in relation to any workarounds that NBN Co proposes to implement during the period that an affected part of the NBN Co Platform Interfacing Service is not Operational;
 - (C) use reasonable endeavours to:
 - (1) ensure that any proposed workarounds are consistent with the processes set out in this Agreement; and
 - (2) minimise any adverse impact of the proposed workaround on Customer; and
 - (D) notify Customer of any workarounds (**NBN Co Platform Workarounds**) that NBN Co will implement during the period that an affected part of the NBN Co Platform Interfacing Service is not Operational; and
 - (ii) may suspend Customer's use of the NBN Co Platform Interfacing Service or part thereof.
- (b) Customer must comply with NBN Co Platform Workarounds.

4.2 Reinstatement of NBN Co Platform Interfacing Service

- (a) NBN Co will make a determination that the NBN Co Platform Interfacing Service is Operational as soon as NBN Co considers that it is Operational. As soon as is reasonably practicable after making that determination NBN Co will:
- (i) notify Customer; and
 - (ii) reinstate Customer's use of the NBN Co Platform Interfacing Service.
- (b) Any relevant NBN Co Platform Workarounds will immediately cease to have effect on and from the time specified in the notice given by NBN Co that the NBN Co Platform Interfacing Service is Operational, except that NBN Co may continue to process in-progress orders accordance with the NBN Co Platform Workarounds.

5 General obligations

This section 5 specifies NBN Co's and Customer's general obligations and conditions of access to and use of the NBN Co Platform Interfacing Service.

5.1 NBN Co Platform-Related Software

- (a) Customer must, in accordance with NBN Co's instructions, install and implement any NBN Co Platform-Related Software (and any upgrades or updates released by NBN Co or its licensors) provided by NBN Co as part of the NBN Co Platform Interfacing Service and successfully complete all testing required by NBN Co.
- (b) Customer must not:
 - (i) access or interfere with NBN Co's core systems or the functionality of NBN Co's core systems (or attempt to do so);
 - (ii) change or otherwise interfere with the NBN Co Platform, the NBN Co Platform Interfacing Service or the NBN Co Platform-Related Software (except in the ordinary course of using or configuring the NBN Co Platform Interfacing Service or the NBN Co Platform-Related Software in accordance with this Service Description);
 - (iii) copy, or attempt to copy, any part of the NBN Co Platform Interfacing Service or the NBN Co Platform-Related Software (or any of the data accessible through the NBN Co Platform Interfacing Service or the NBN Co Platform-Related Software), except for:
 - (A) copying:
 - (1) business-to-business messages generated or transmitted by, on or through the NBN Co Platform Interfacing Service as a result of the performance of Key Business Transactions;
 - (2) operational information made available by NBN Co to Customer through the NBN Co Service Portal and relating specifically to the performance of Key Business Transactions;
 - (3) any NBN Co Platform-Related Software for testing purposes approved by NBN Co in writing; or
 - (4) any NBN Co Platform-Related Software that may be inherent in the design of the normal operation of that software; or
 - (B) making a single copy of any NBN Co Platform-Related Software for back-up purposes;
 - (iv) reverse engineer, decompile or access the source code of the NBN Co Platform Interfacing Service, the NBN Co Platform-Related Software or NBN Co's core systems or the functionality of NBN Co's core systems, or attempt to do so; or
 - (v) perform any data mining or similar activities on or through the use of the NBN Co Platform Interfacing Service or the NBN Co Platform-Related Software.

5.2 Authorised Use and Security

- (a) Customer must keep secure, confidential and protect from unauthorised use any usernames, passwords and digital certificates (all of which are the Confidential Information of NBN Co) provided to or used by Customer in connection with the NBN Co Platform Interfacing Service or the NBN Co Platform-Related Software.
- (b) Customer is responsible for any and all use of the NBN Co Platform Interfacing Service and the NBN Co Platform-Related Software supplied by NBN Co by its authorised users or other third parties acting on behalf of Customer.
- (c) Customer may only use the NBN Co Platform Interfacing Service for the purpose of performing Customer's Key Business Transactions and for purposes approved by NBN Co in writing.

5.3 Site Qualification Information and Order Feasibility Information

- (a) Customer may only use:
 - (i) Site Qualification Information for:
 - (A) determining whether a Product is available in respect of a Premises or location;
 - (B) developing and planning the supply of Customer Products;
 - (C) choosing whether to place an order for a Product;
 - (D) marketing the supply of Customer Products; and
 - (E) any other purposes approved by NBN Co in writing; and
 - (ii) Order Feasibility Information for:
 - (A) determining whether Customer is able to place an order through the NBN Co Platform Interfacing Service in accordance with this Agreement;
 - (B) developing and planning orders for Products through the NBN Co Platform Interfacing Service; and
 - (C) any other purposes approved by NBN Co in writing.
- (b) Customer must not disclose Site Qualification Information or Order Feasibility Information to any third party, except where the third party is:
 - (i) a current or prospective Designated End User in respect of whom the Site Qualification Information or Order Feasibility Information applies;
 - (ii) a Downstream Customer that is a Carrier, Carriage Service Provider, Content Service Provider or Specified Utility engaging in a related Specified Activity; or
 - (iii) Customer Personnel,and such disclosure is made in accordance with clause D1 of the Head Terms.

5.4 Third Party Address Data

- (a) Site Qualification Information and Order Feasibility Information may each contain Third Party Address Data. Third Party Address Data is the Confidential Information of NBN Co, and is licenced to NBN Co by PSMA.
- (b) NBN Co grants Customer a non-exclusive, royalty-free, non-transferable licence for the Term to use, modify and reproduce Third Party Address Data internally within Customer's business, solely to the extent required for Customer (directly or through its Personnel) to supply, market and promote Customer Products.
- (c) Customer must prominently display an acknowledgement of PSMA's ownership of Third Party Address Data on any copy or reproduction of it.
- (d) Customer must not:
 - (i) disclose Third Party Address Data to any third party except in accordance with clauses D1.2(c)(i) or D1.2(vii) of the [Head Terms](#); or
 - (ii) make any changes to any spatial co-ordinates contained in the Third Party Address Data.
- (e) Customer must, on 10 Business Days notice, allow NBN Co to, and in respect of Personnel, ensure that NBN Co can, inspect, or appoint one or more auditors to inspect, any premises, systems, networks, documents, records, practices (including practices for physical security, business continuity plans and network, systems and processes that impact revenue assurance procedures) and any other relevant matter to the extent necessary for NBN Co to, acting reasonably, audit whether the Customer has complied with this Agreement with regard to Third Party Address Data. Customer must cooperate with NBN Co to assist NBN Co with any audit under this section 5.4(e). Customer must maintain proper records in relation to Customer's use of Third Party Address Data, and retain those records for a minimum of 6 years.
- (f) NBN Co may, if it becomes aware of or suspects that Customer's conduct, or that of its Personnel, with respect to Third Party Address Data is in breach of this Agreement or would cause NBN Co to be in breach of the terms on which it licenses Third Party Address Data, take any reasonable remedial action to prevent such breaches, including suspending access to or use of Third Party Address Data.

6 Transaction Manager

This section 6 describes how NBN Co may monitor and deprioritise the processing of, and responses to, particular transactions on the NBN Co Platform Interfacing Service in certain circumstances.

- (a) NBN Co may impose a Transaction Quota for each type of Monitored Transaction.
- (b) If, in a Transaction Window, Customer submits Monitored Transactions to the NBN Co Platform Interfacing Service which:
 - (i) exceed the Transaction Warning Threshold for that type of Monitored Transaction, NBN Co will notify Customer;
 - (ii) exceed the Transaction Quota for that type of Monitored Transaction, NBN Co will indicate that the Transaction Quota has been exceeded using a visual indicator via the NBN Co Service Portal and:

- (A) in Transaction Manager Phase One, NBN Co will notify Customer; and
 - (B) in Transaction Manager Phase Two, NBN Co will notify Customer and deprioritise further transactions of that type of Monitored Transaction; and
- (iii) are less than the Transaction Deactivation Threshold (after Customer's Monitored Transactions have exceeded the Transaction Quota during that Transaction Window), NBN Co will notify Customer and, in Transaction Manager Phase Two reprioritise further transactions of that type of Monitored Transaction.
- (c) Monitored Transactions measured under this section 6 are measured across all Monitored Transactions submitted by Customer to the NBN Co Platform Interfacing Service through both B2B Access and the NBN Co Service Portal.
- (d) NBN Co may delay its response to a Monitored Transaction which has been deprioritised under section 6(b)(ii)(B).