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# NBN Co Operations – Working with Our Customers



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## Introduction

### B2B and Web Portal

### Activating Our Network

### Clarifications

### Supporting Our Network

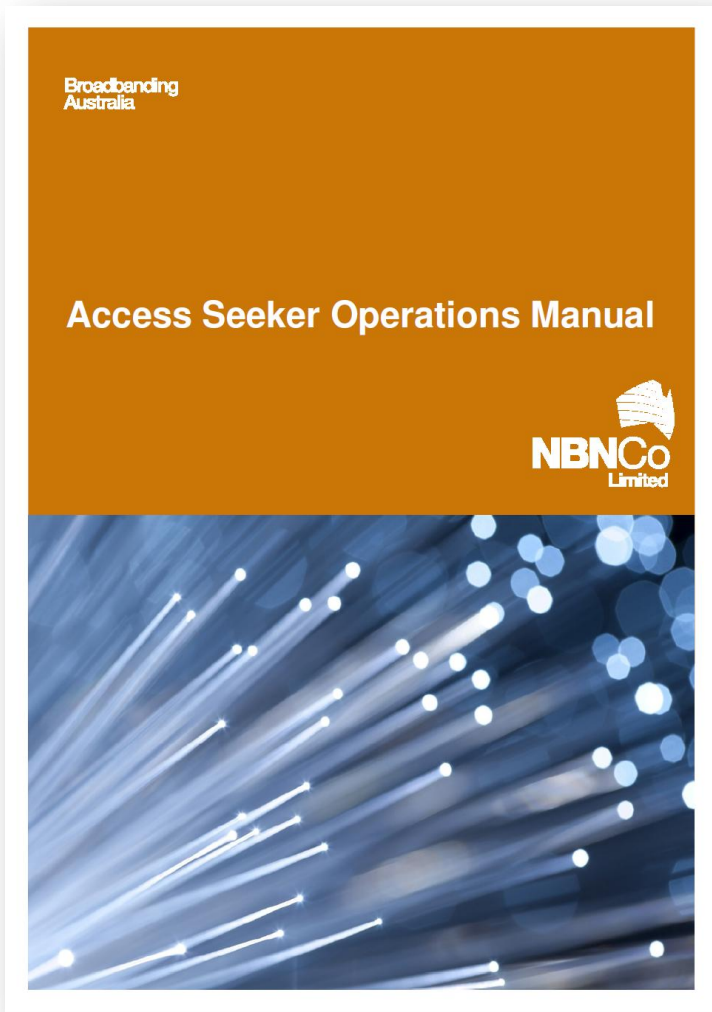
### Billing & Other Matters

## Open Forum

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# Operations Manual



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# Operations Manual

## Overview of NBN Co Service Activation

not match those used by Access Seekers for current fixed line telecommunications services.

### 4.3 Ordering NBN Co Products

#### 4.3.1 Overview

Once Access Seekers have completed On Boarding processes, they will become authorised and certified to order products with the NBN Co. There are two main phases Access Seekers should plan for in ordering NBN Co products:

- **Engineering infrastructure orders to establish the Access Seeker Fibre Serving Area Footprint**  
This involves the Access Seeker raising NBN Co Connectivity orders to establish Facilities Access, Network to Network Interfaces (NNI) and Connectivity Virtual Circuits (CVC)
- **Access Orders to deliver access services to end-user premises**  
This involves the Access Seeker ordering individual Access Virtual Circuits (AVC) for delivery to nominated end-user premises, agreeing appointment times for installation and co-ordinating installation and test of all required end-user premises equipment

Access Seekers should note that the lead times for establishing Facilities Access and NNI connections can be significant. During the Customer Trial, provision will be made for Access Seekers to submit Facilities Access and NNI orders in parallel with participating in On Boarding activities, rather than waiting until On Boarding has been successfully completed. This will reduce the end-to-end lead times for Access Seekers to be able to raise their first trial Access orders on the NBN.

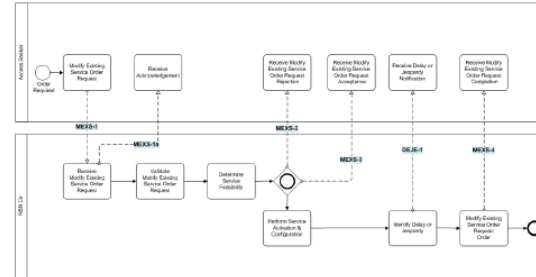
NBN Co will support Access Seekers ordering NBN Co products by providing services to support the following ordering transactions:

- **Connect a new service**
- **Modify** an existing service
- **Disconnect** an existing service
- **Track and manage customer order**
  - **Cancel** an in-flight order
  - **Query status** of an in-flight order
- **Notification of order status**, including appointments.

Access Seekers will be able to use these services to order all available NBN Co products. During the Customer Trial, Access Seekers will only be able to order from a limited set of product offerings. This set of product offerings may be expanded as the Customer Trial progresses. For more information, refer to the NBN Co Customer Trial Product Catalogue, *Appendix B: Associated Documents for Activation*, page 30.

Access Seekers will be able to place orders using standard templates which specify the service configurable attributes for a product. This will minimise the amount of information that an Access Seeker will be required to provide at the time of ordering. Standard Product templates are included in this document in *Appendix B: Associated Documents for Activation*, page 30.

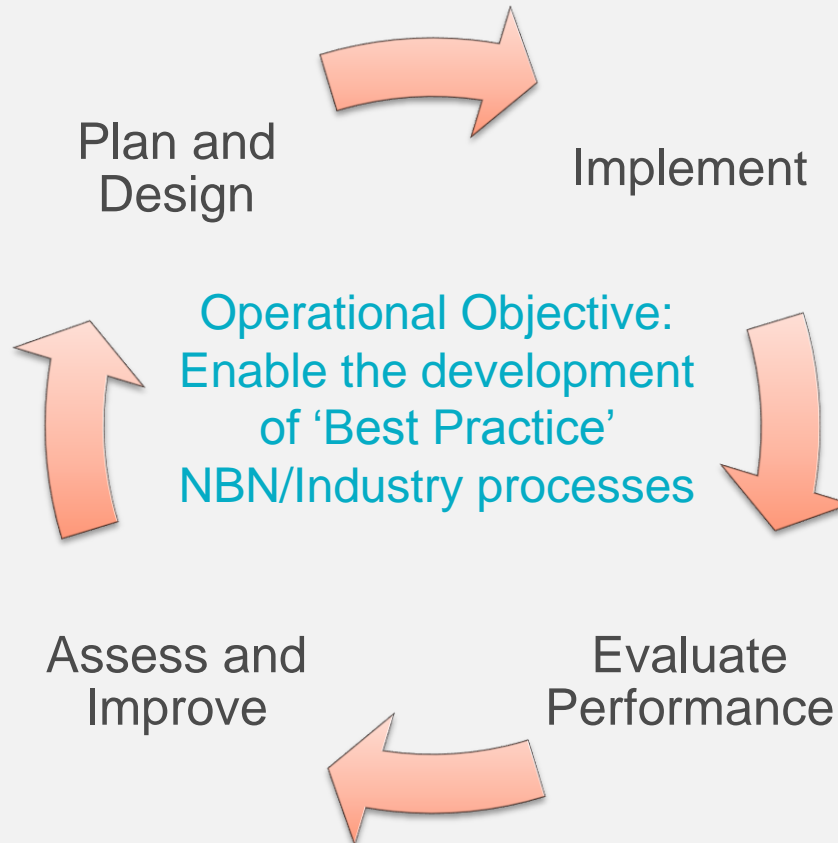
## Activation interactions



### MEXS-1

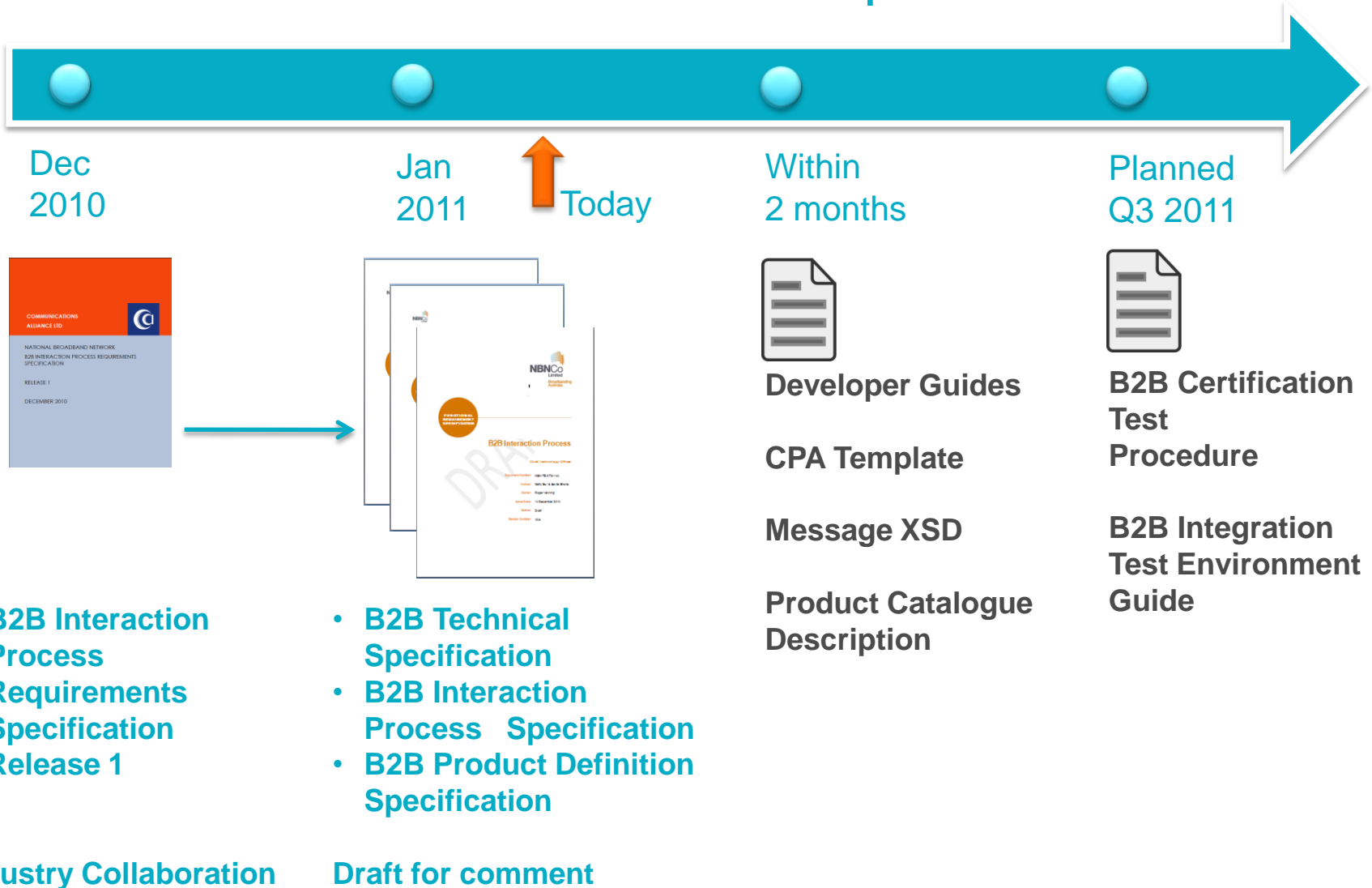
<b>Transaction</b>	<b>Modify Existing Service</b>
<b>Initiator</b>	Authorised Access Seeker
<b>Purpose</b>	To request a modification to the existing service, e.g. speed
<b>Precondition/s</b>	<ul style="list-style-type: none"> <li>• Service exists</li> <li>• Service belongs to the requesting Access Seeker</li> <li>• Billing account not cancelled etc.</li> </ul>
<b>Data Specification</b>	<ul style="list-style-type: none"> <li>• Existing service ID</li> <li>• Description of change required:                             <ul style="list-style-type: none"> <li>◦ Speed</li> <li>◦ VLAN</li> <li>◦ Uni-v SIP information</li> </ul> </li> <li>• End-user contact information (if required change to NTU is required)</li> <li>• Access Seeker reference ID</li> <li>• Free text notes</li> </ul>
<b>Acknowledgement</b>	An acknowledgement will be sent within 4 hours containing the following data: <ul style="list-style-type: none"> <li>• NBNCo Order ID</li> <li>• Order status – 'acknowledged'</li> </ul> If manual, an order ID will be selected and e-mailed. (MEXS-1a)
<b>Timing</b>	Ad hoc
<b>Channel</b>	NBN Co Interim Portal/Email

# End User Field Trial (manual)



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# Indicative Documentation Roadmap



# Industry Interface Delivery Roadmap



**Initial Web Portal  
Planned Apr 2011**

**Web Portal & B2B gateway  
Planned Sep 2011**

## **Phase 1 – End User Trial**

## **Phase 2 – Ready for First Commercial Service**

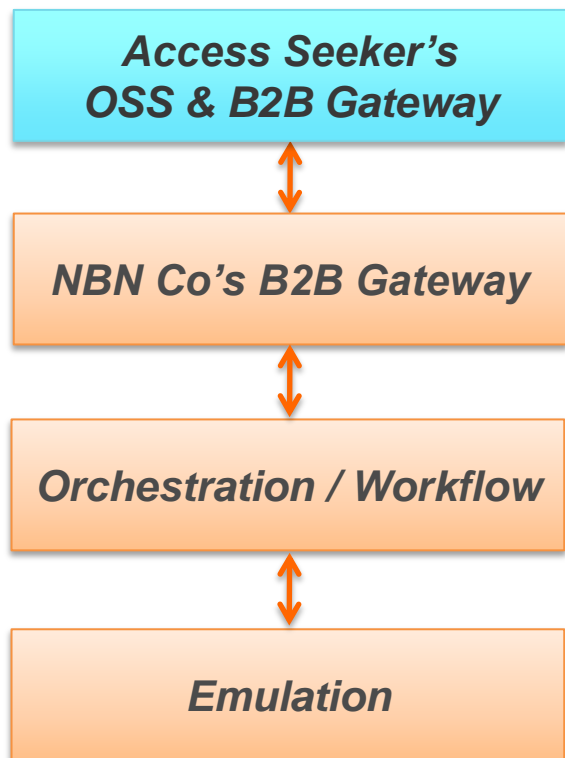
Key processes:

- Place a new order (inc address validation)
- Modify a service
- Disconnect a service
- View an order
- Raise a ticket
- View a ticket

Key processes (subject to industry consultation)

- Pre-order Management (Service Qual, Address Matching)
- Order Management (connect, modify, disconnect, view)
- Delay/Jeopardy Notification
- Ticket Management (create, amend, cancel, view)
- Billing Notifications

# Indicative B2B Development Support Roadmap



Milestone	Planned Date
Basic B2B Gateway	Next two months
Enhanced B2B gateway	Q3 2011
Certification environment	Q3 2011

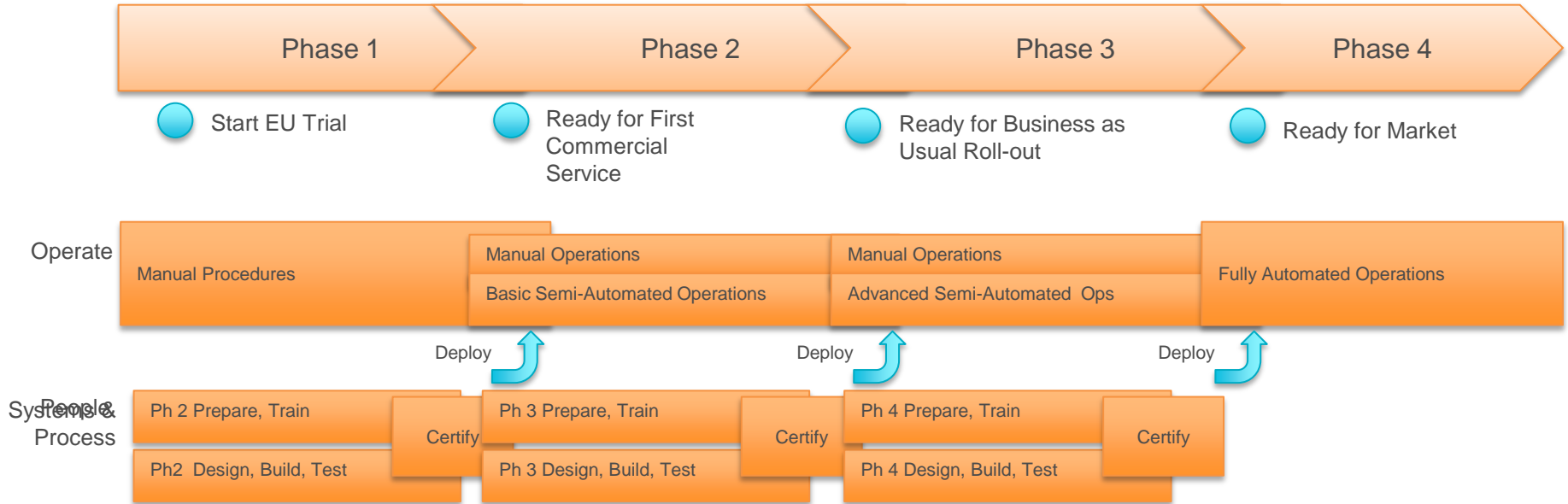
*Available to all Access Seekers upon request*

Development & Pre-certification Environment



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# Access Seeker Journey

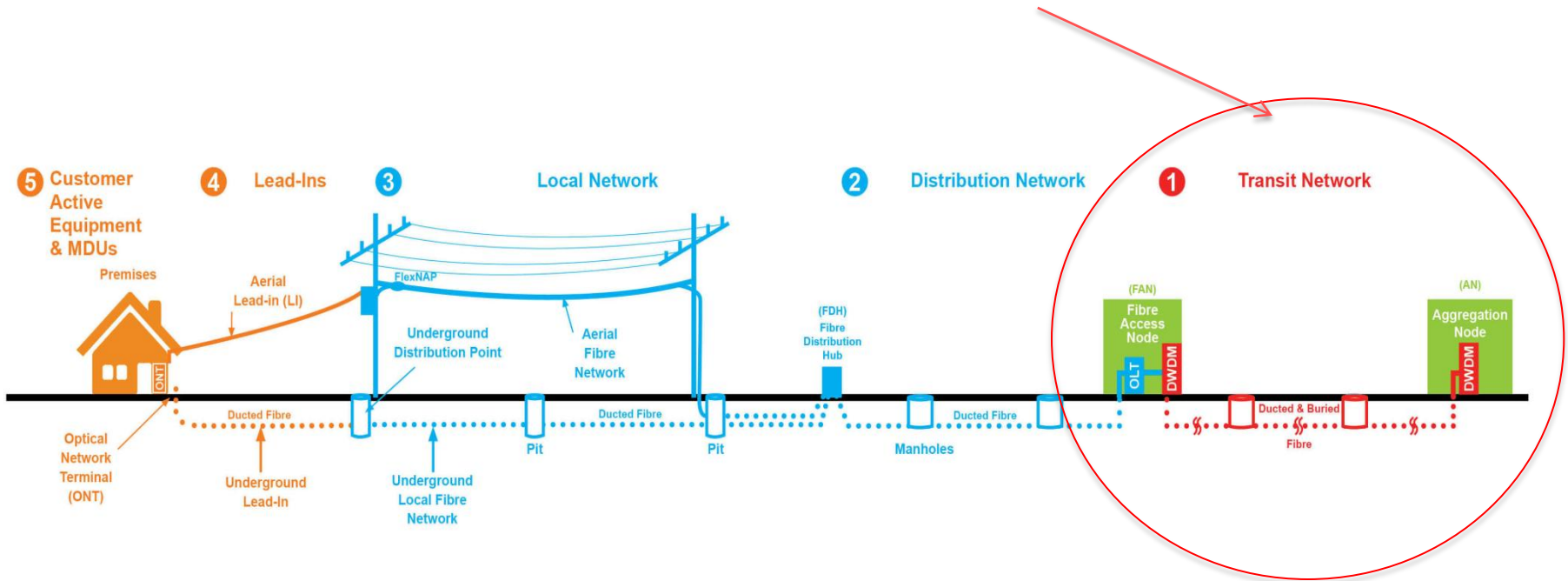


*Interested Access Seekers should be positioning for B2B & Operational integration now*

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# Network Activation

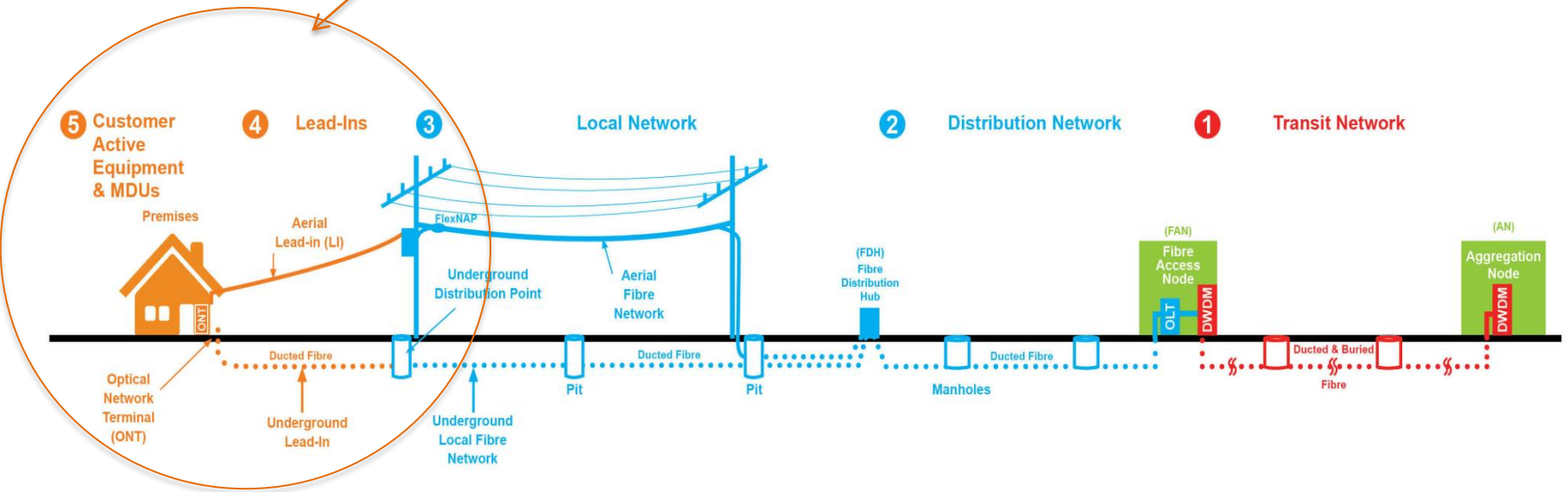
Service activation starts with the activation of Access Seeker infrastructure to connect Fibre Access Nodes and Points Of Interconnect.



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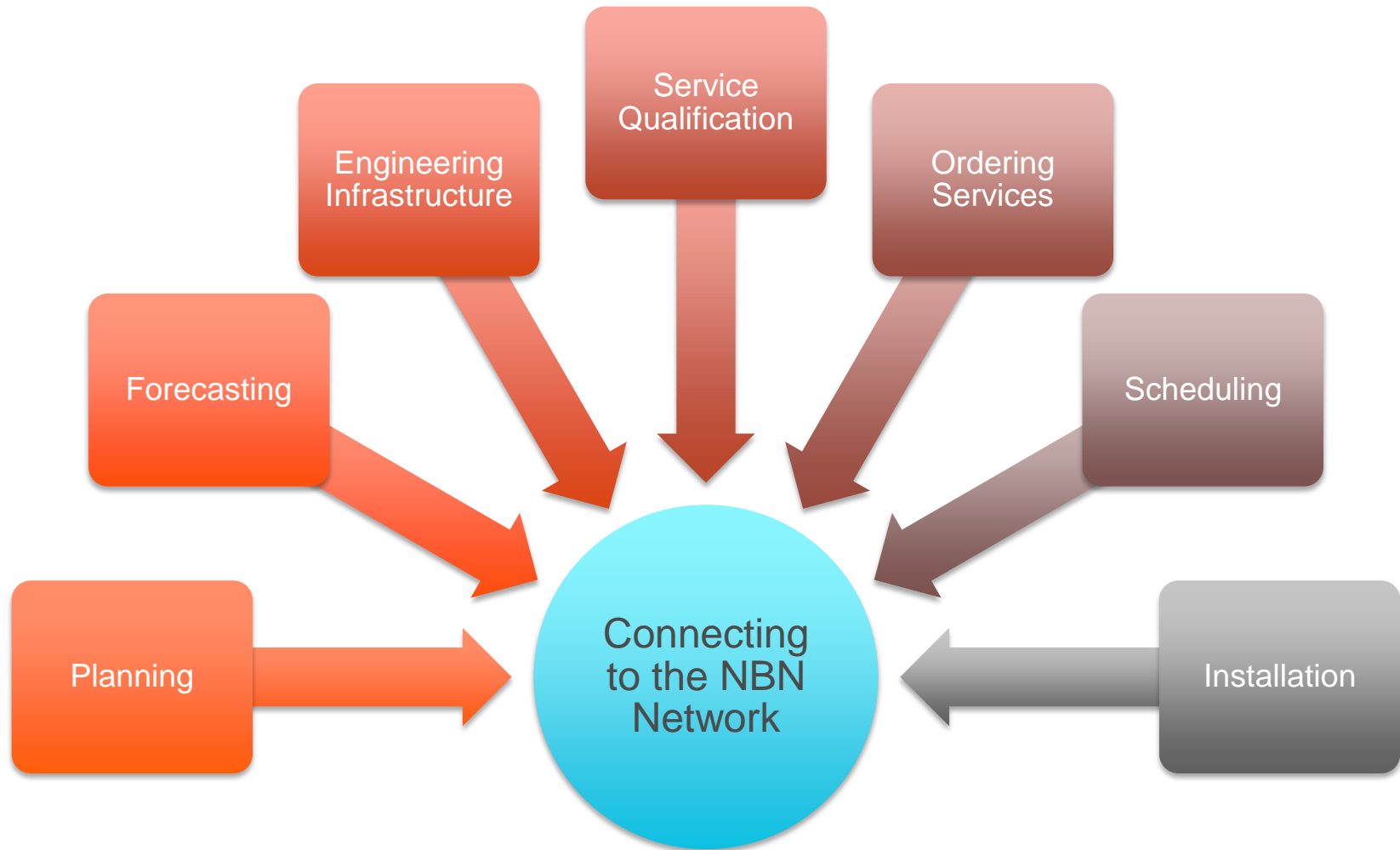
# Service Activation

The goal of NBN Co and the Access Seekers is to minimise End User disruption during service activation.



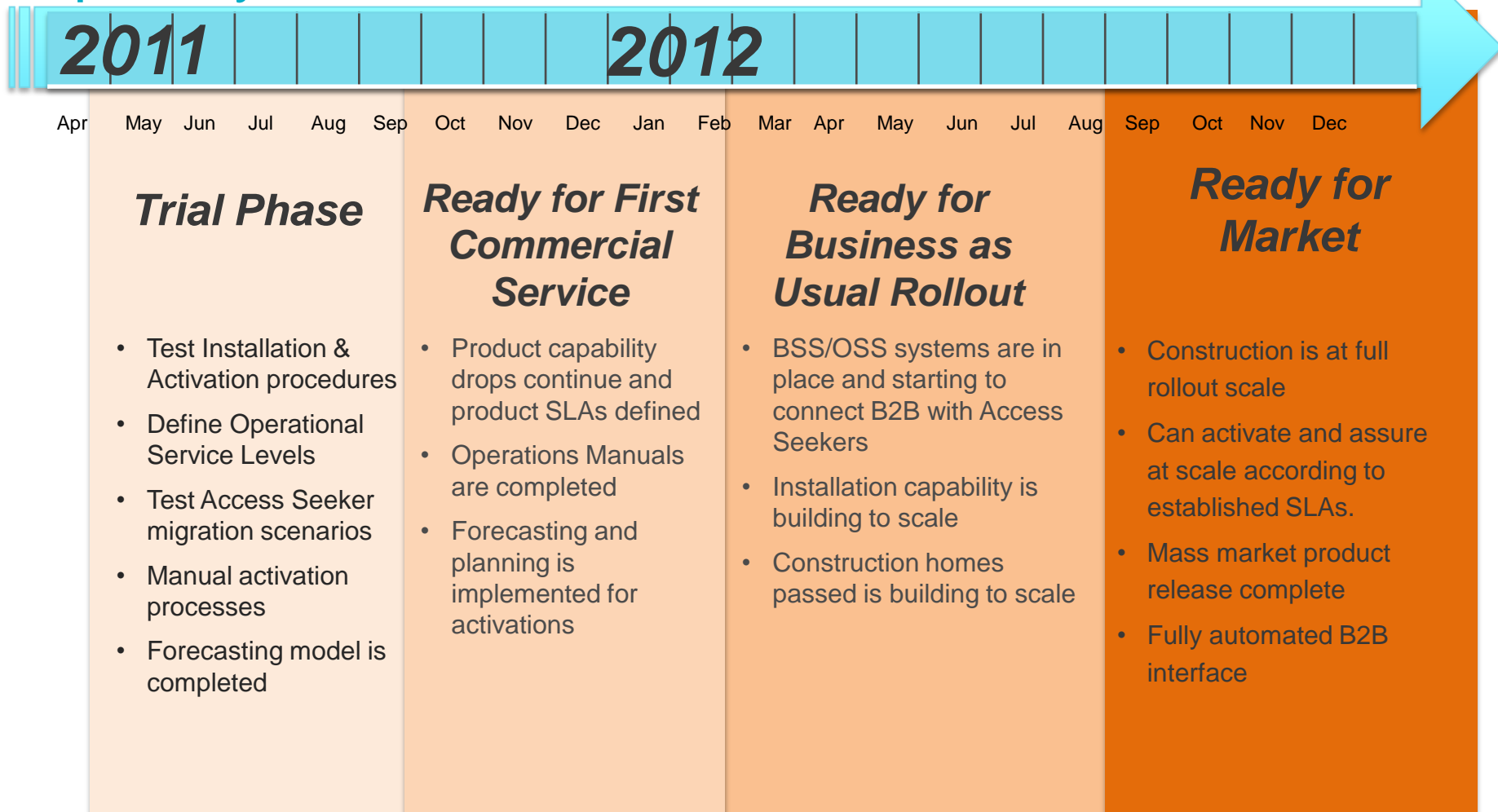
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# Connecting to the National Broadband Network



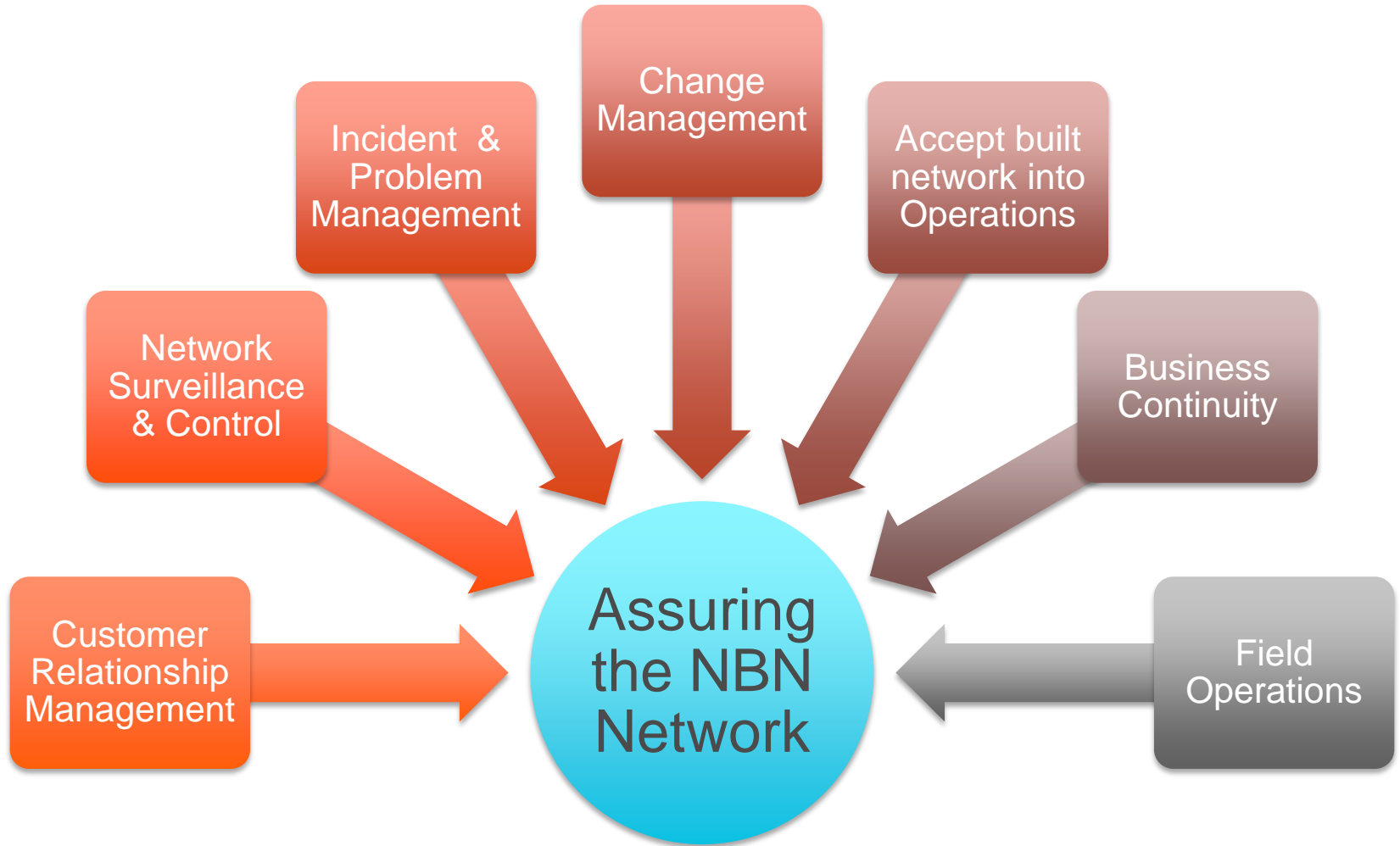
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# Access Seeker experience as NBN Co increases capability



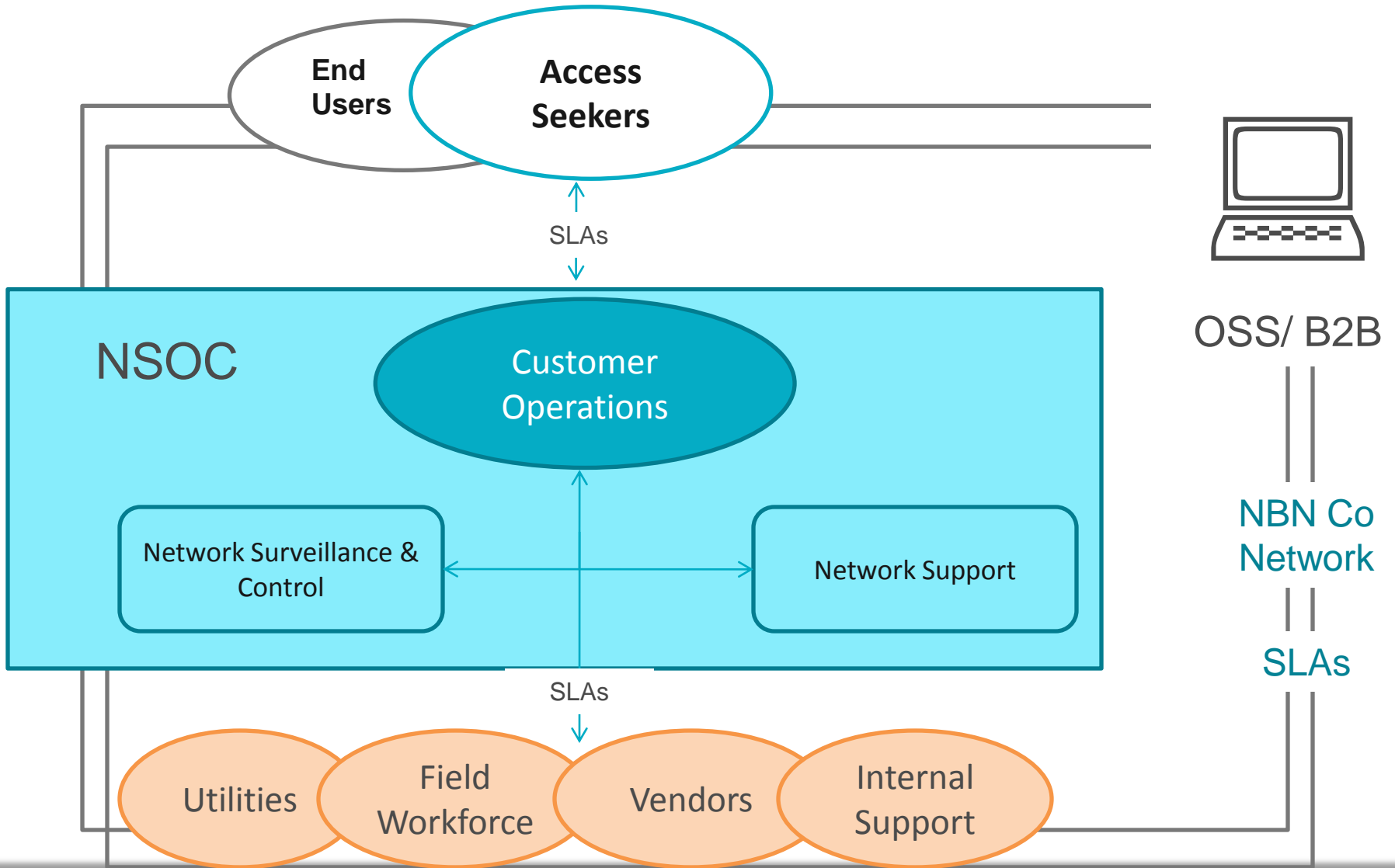
Indicative dates as outlined in NBN Co Corporate Plan

# Assuring the National Broadband Network

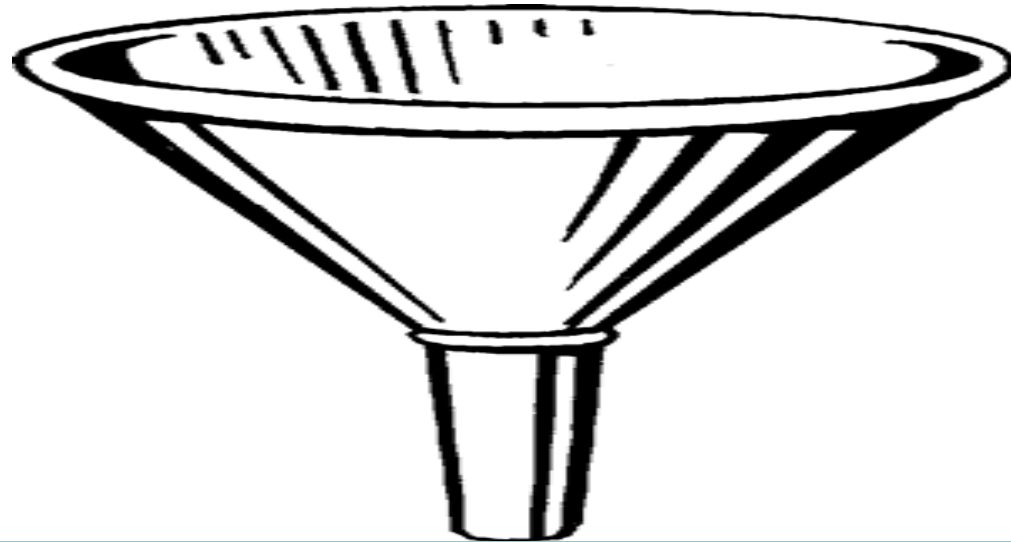


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# Service Assurance - Functional View



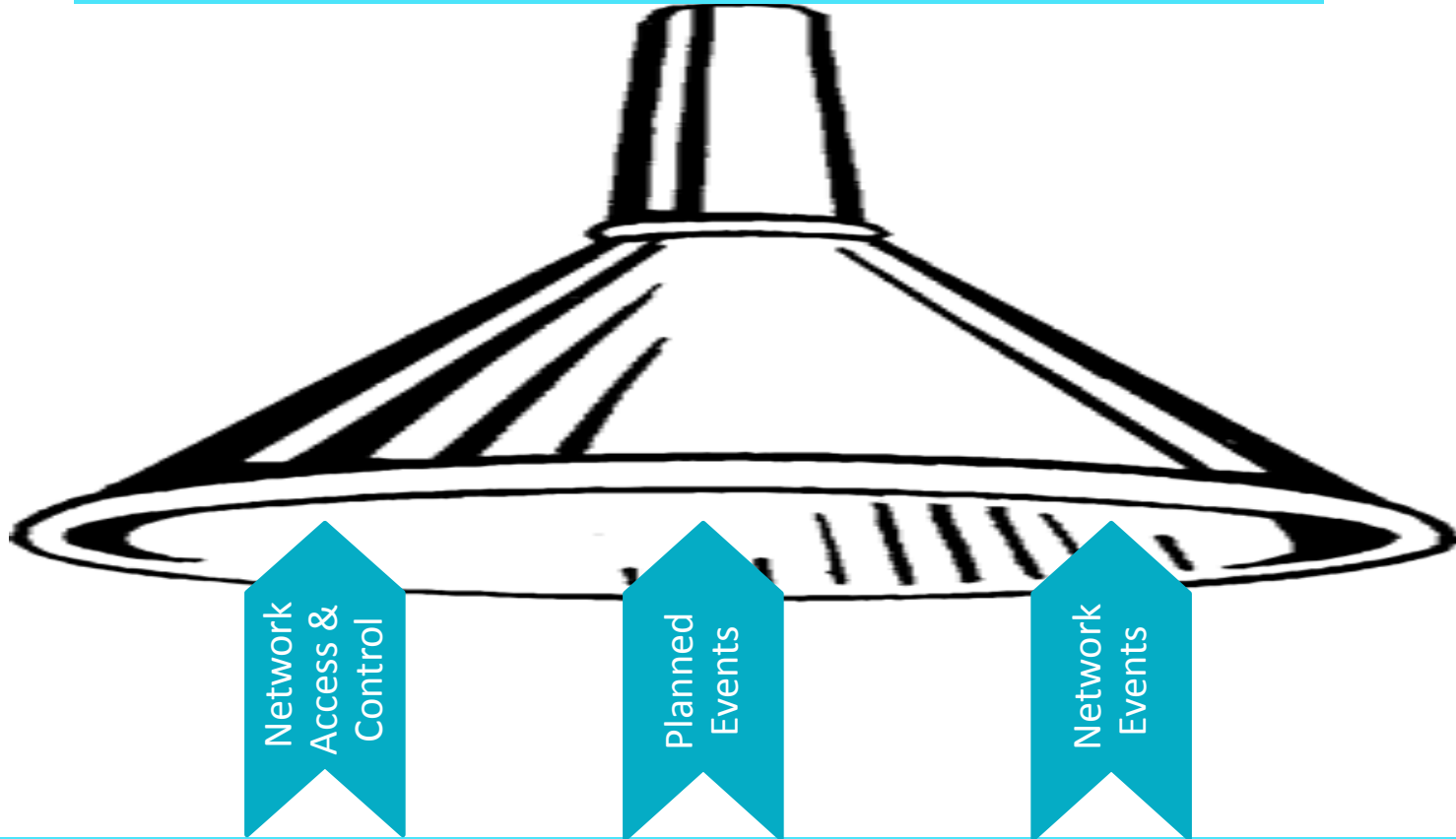
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# Customer Operations NSOC



# NSOC



**GPON = Passive & Active    Satellite    Wireless  
Transmission**

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# Assurance Process Overview



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# Billing

### Broadbanding Australia

## Tax Invoice

To: Access Seeker Example Pty Ltd  
123 Wideband St.  
Broadbeach, QLD 4120

ABN: 11223344

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#### Account Summary

Ref	Item	Reference	Date	Amount
1-01	Opening Balance	EFT 1187445	30/05/2010	\$ 123,456.78
1-02	Payment	CRN 414188	28/05/2010	\$ 105,997.00 cr
1-03	Account Adjust	DRN 203659	15/05/2010	\$ 8,723.30 cr
1-04	Account Rebates	SLAR 200343	11/06/2010	\$ 1,577.00
1-05	New Charges	TCL-0001	29/06/2010	\$ 4,868.21 cr
1-06	Invoice Balance Due		30/06/2010	\$ 95,235.00
				<b>\$ 100,680.27</b>

---

#### Product Summary

Date / Period	Product ID	Description	Qty	Amount (excl GST)	GST
01/07/2010 to 31/07/2010	P-DIS-87	P100/25 Package Discount			
01/07/2010 to 31/07/2010	T-AVC/0	AVC Rental	121	\$ 6,955.000 dr	*
01/07/2010 to 31/07/2010	T-UNI/7	Rental of UNI	121	\$ 21,100.000 dr	*
01/07/2010 to 31/07/2010	CVC-G	Rental of CVC	121	\$ 32,540.000 dr	*
15/06/2010	INST-T	Installation Charges	50	\$ 43,500.000 dr	*
16/06/2010 to 30/06/2010	T-AVC/0	AVC Rental	12	\$ 4,850.000 dr	*
16/06/2010	ETC-G	Early Termination Charge	2	\$ 150.000 dr	*
<b>Total</b>				<b>\$ 96,235.00 dr</b>	<b>\$ 9,823.60 dr</b>

---

#### Payment Details

EFT Payment to:  
BSB: 123456 Reserve Bank of Australia  
Account No.: 12345 67890  
Account Name: NBN Co Pty Ltd Wholesale Account  
Reference No: TCL-0001  
Due Date: 08-Aug-2010  
Total Amount: \$ 110,748.30  
Terms: 30 days net

### Broadbanding Australia

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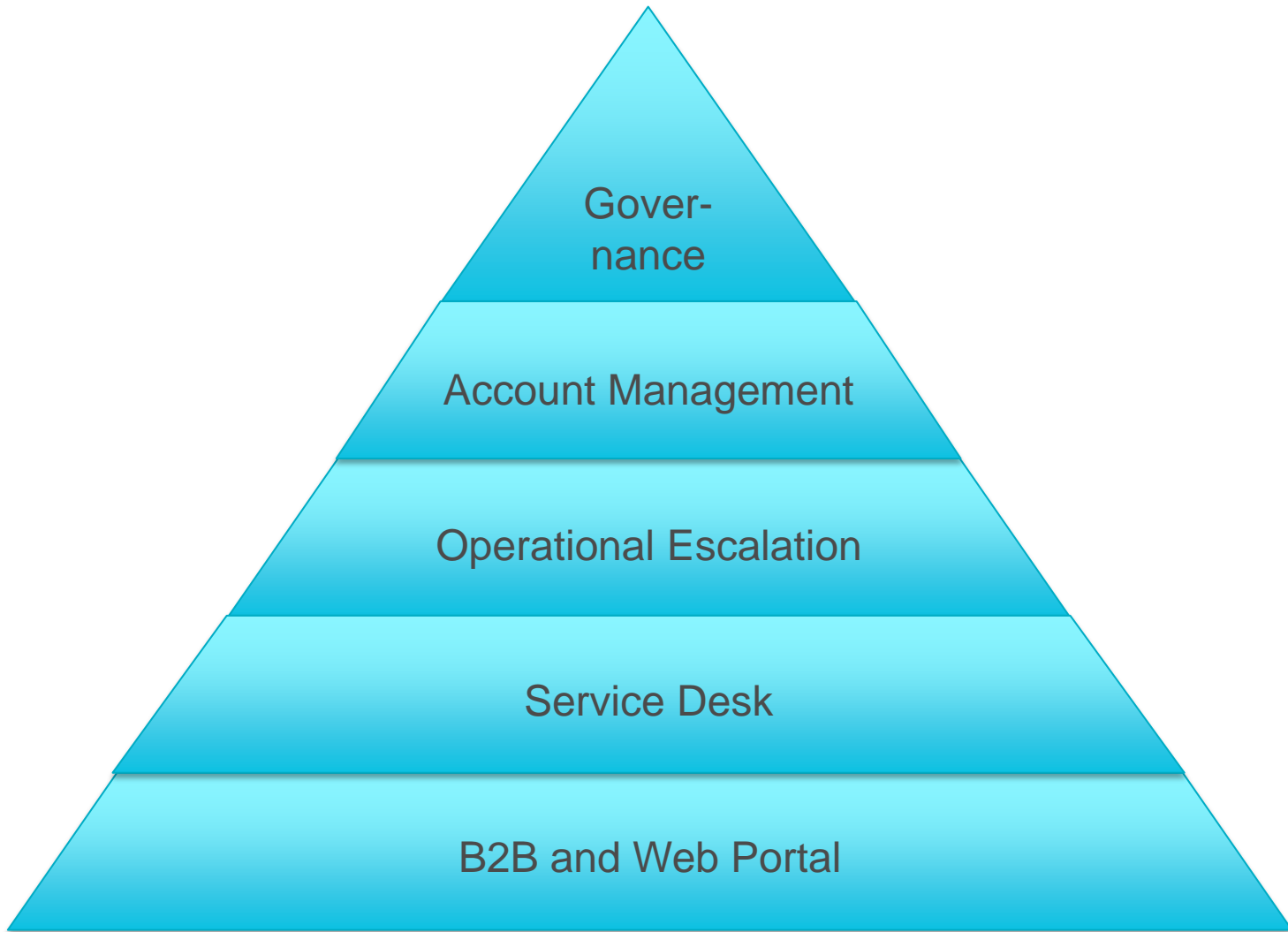


**NBN Co Limited**  
ABN - 86 136 533 741  
Mailing address:  
PO Box 4711  
Sydney  
NSW 2000  
Telephone +613 8862 8000  
Website nbnco.com.au

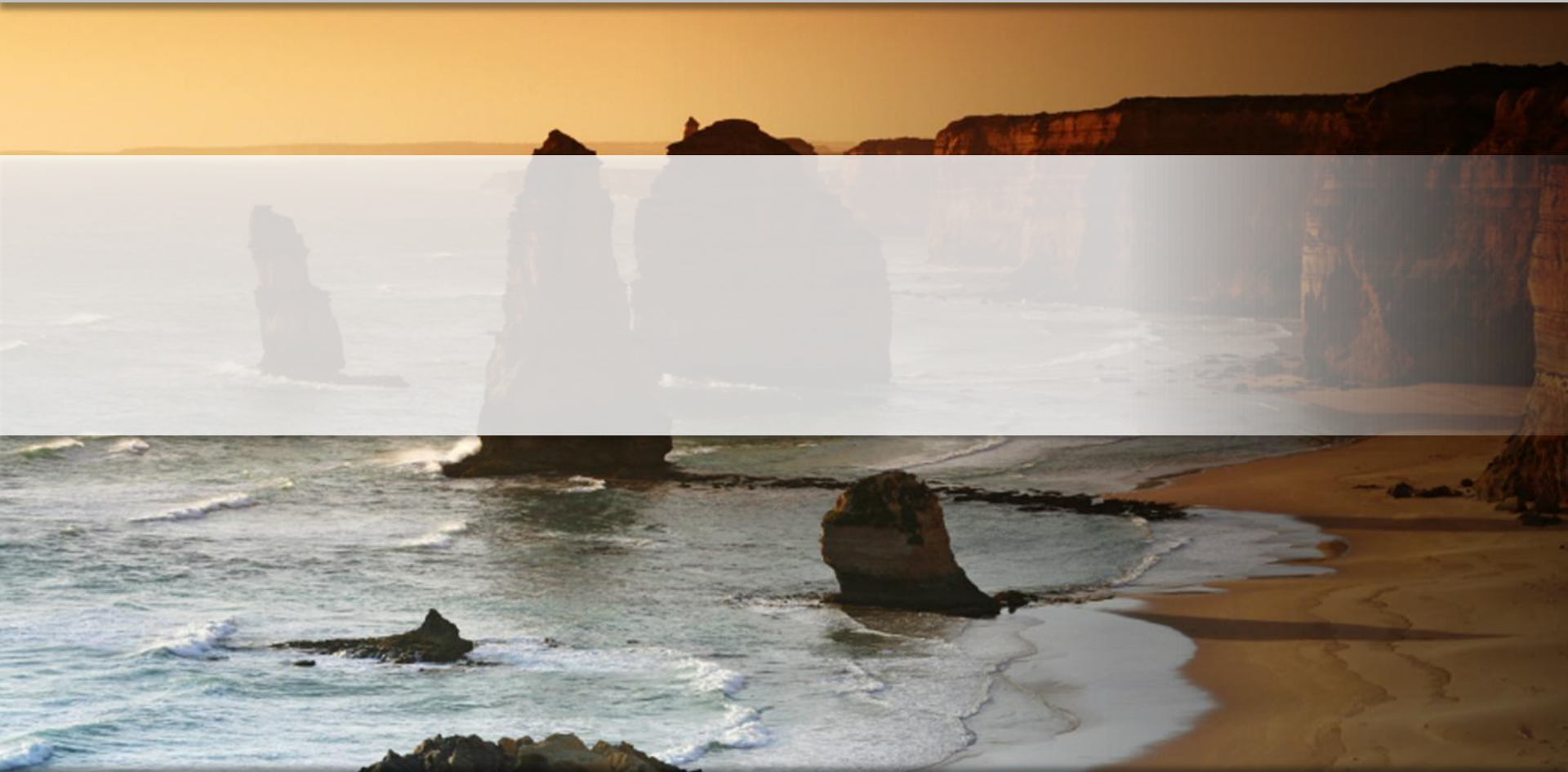
Account No.: 1234567890  
Invoice No.: TCL-0001  
Invoice Issued: 8-July-2010  
Billed to: 30-June-2010

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# Operational Communications & Governance



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#### Disclaimer

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