



Network Operations and the Operations Manual Introduction

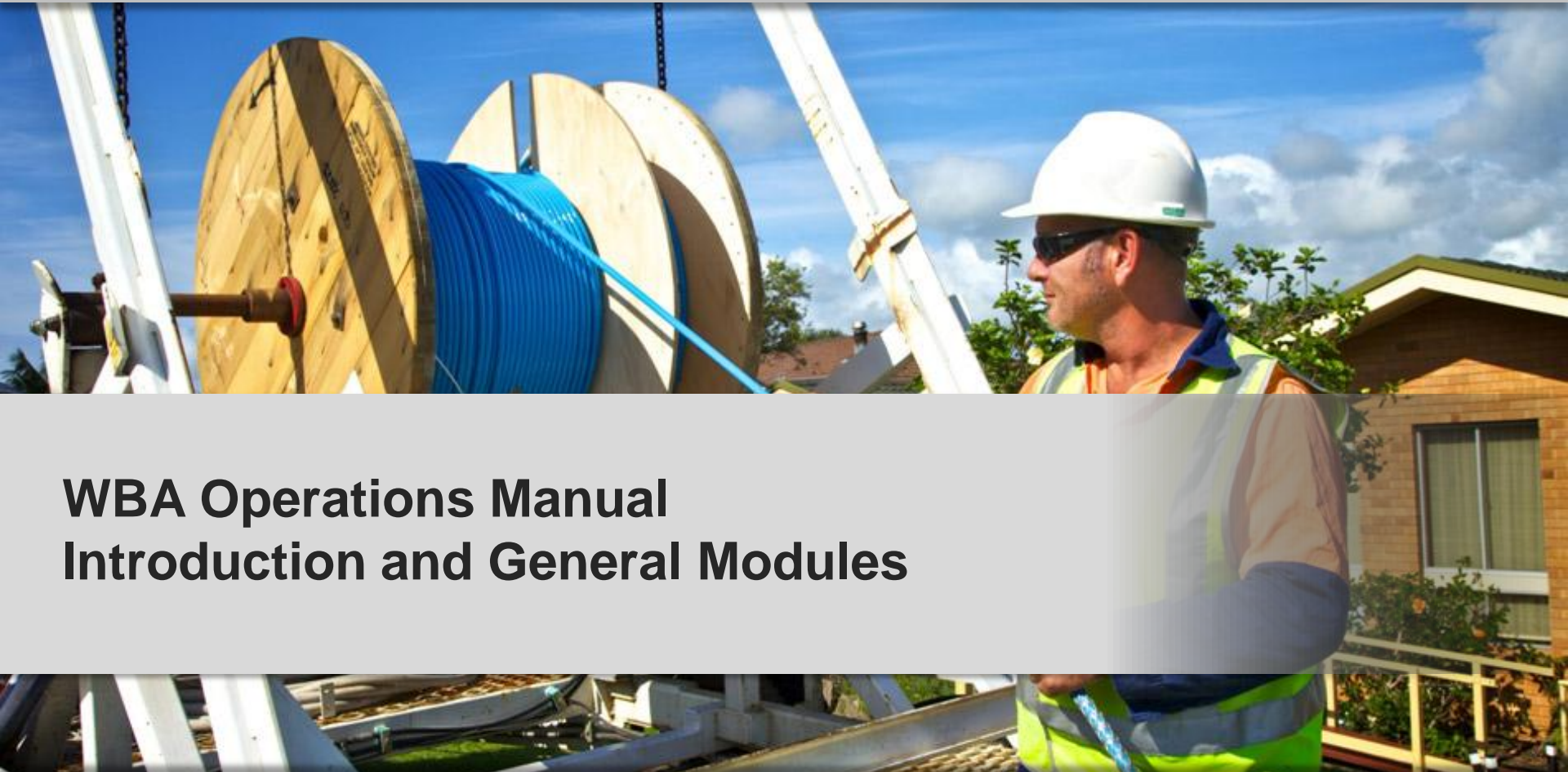
Steve Christian
Head of Network Operations and Systems

Disclaimer

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WBA Operations Manual

Introduction and General Modules

Rick Bayley
GM Strategy & Support

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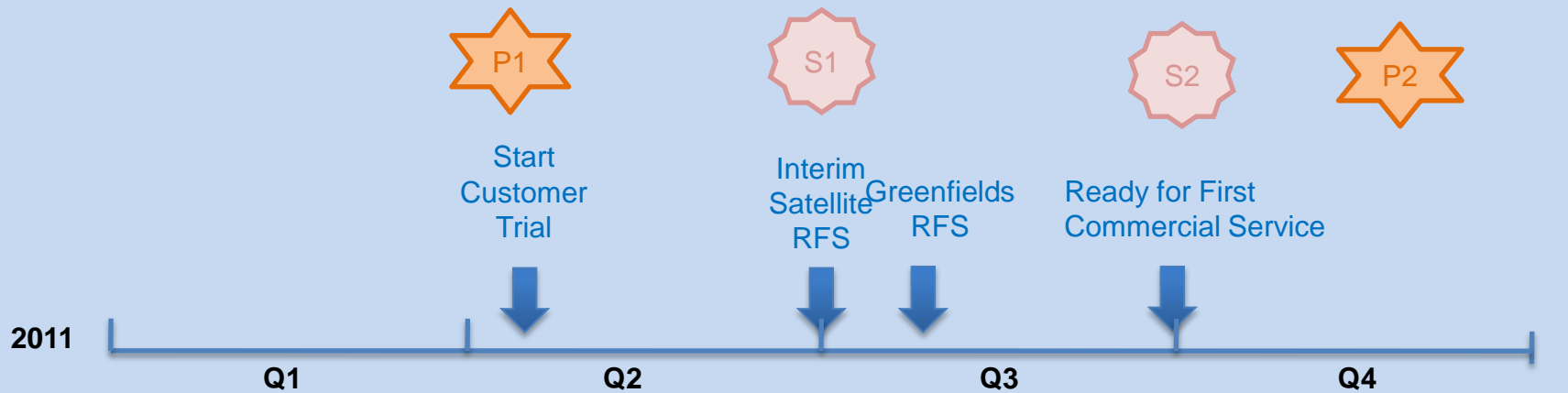
Structure & Content



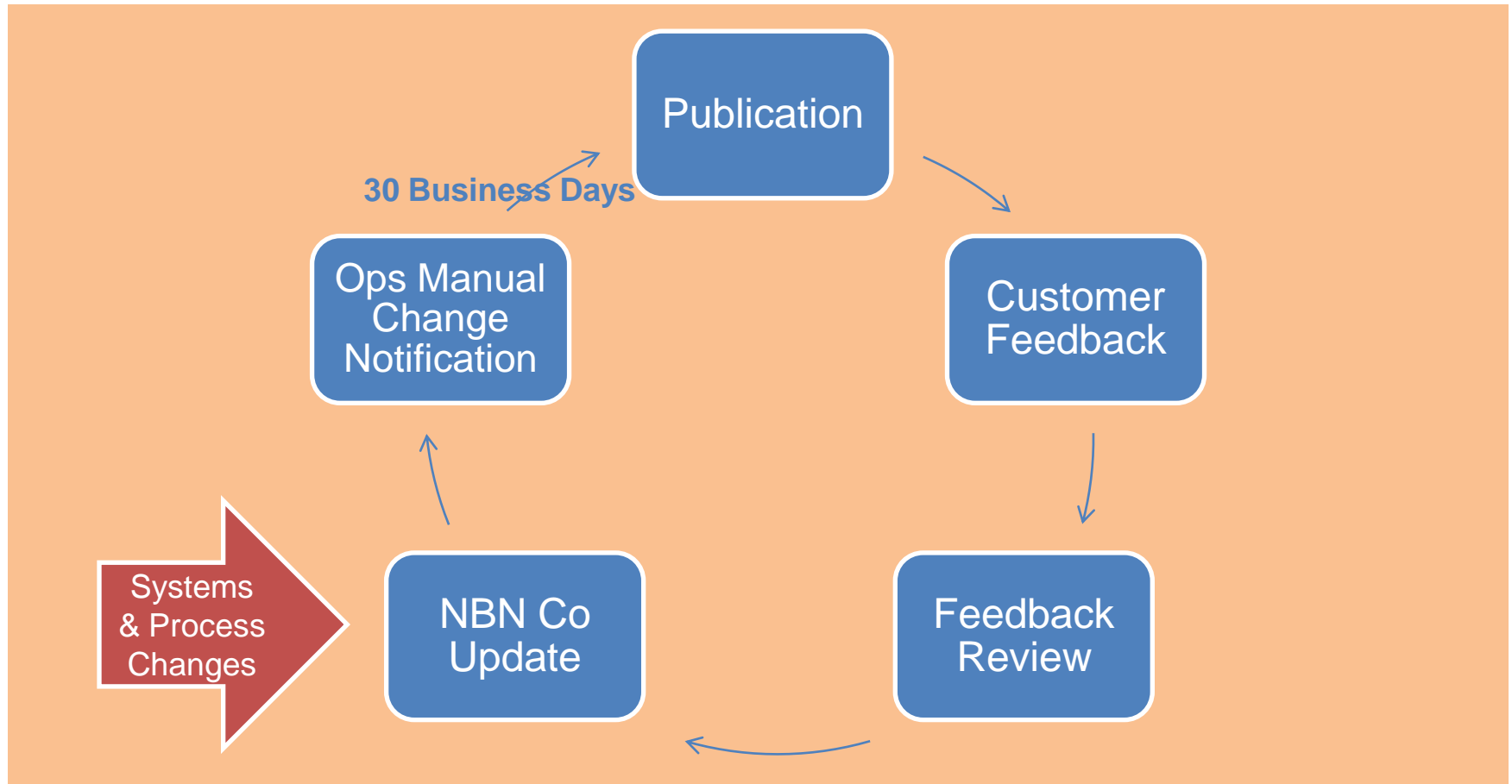
Modules

1. Introduction
 2. On-boarding
 3. Activation
 4. Assurance
 5. Billing
 6. Service Portal
 7. Reporting
- Appendix
Dictionary

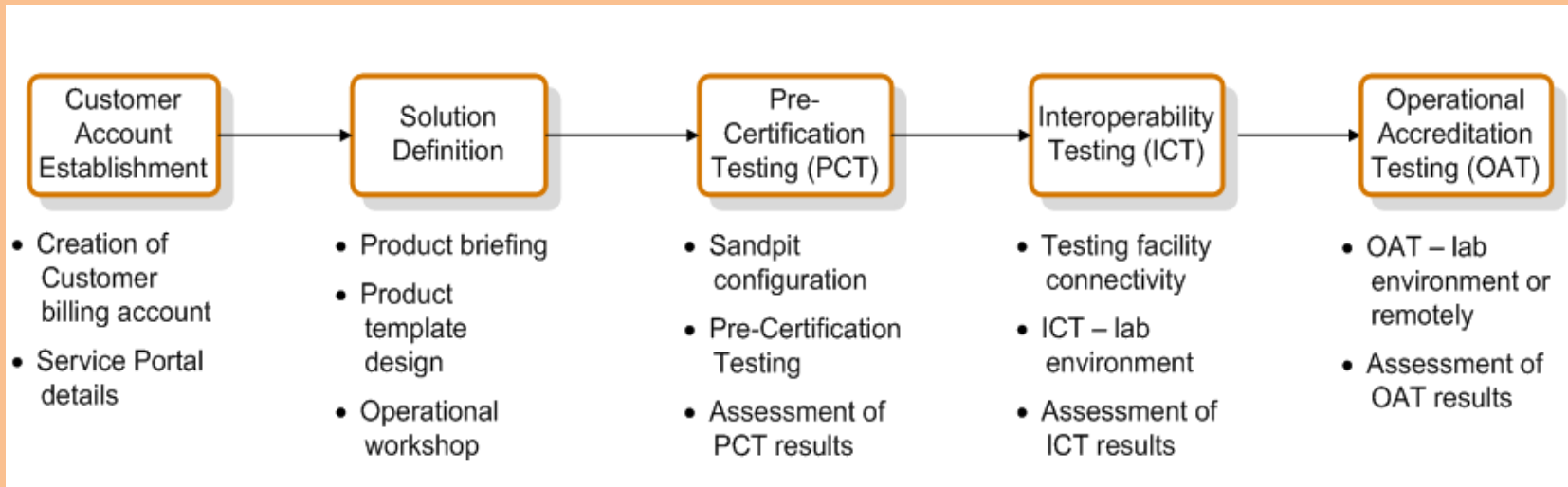
Pathway to Future Mode of Operation



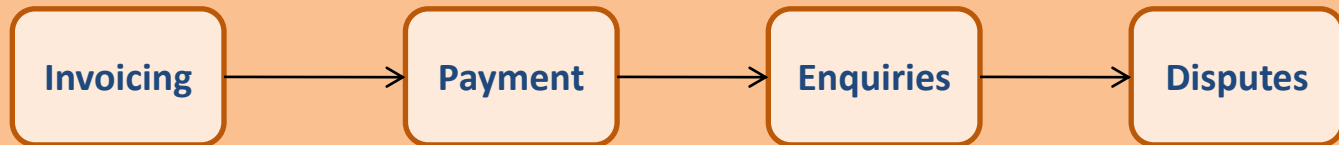
Ops Manual Evolution



Onboarding



Billing



- Billing period 4th to 3rd
- Issue timing + 10 days
- Delivery
- Options

- Remittance
- Records
- Overdue

- Authorised Contacts
- Escalation

- Raising
- Resolving
- Escalation
- Settlement

Service Portal

Function	Action by Customer	Action by NBN Co
Activation		
Ordering (including connect, modify and disconnect) of Access Components and Connectivity Components	Yes	No
Viewing and scheduling appointments for Installations	Yes	Yes
Viewing, searching, filtering and exporting submitted orders	Yes	Yes
Editing orders	No	Yes
Adding comments to orders	Yes	Yes
Changing the order status	No	Yes
Adding Service IDs	No	Yes
Assurance		
Submitting Trouble Tickets	Yes	Yes
Viewing and scheduling appointments	Yes	Yes
Viewing, searching, filtering, and exporting Trouble Tickets	Yes	Yes
Editing Trouble Tickets	No	Yes
Adding comments to Trouble Tickets	Yes	Yes
Changing Trouble Ticket status	No	Yes

Appendices & Reporting

Appendix A – Common Identifiers

- | | |
|----------------------|----------------------------------|
| 1. Location | LOC000033782101 |
| 2. Product Instance | PRI342710029254 |
| 3. Service ID | CVC674687487855; AVC002901145273 |
| 4. Appointment ID | APP000216237702 |
| 5. Order ID | ORD002398992452 |
| 6. Trouble Ticket ID | INC428229988982; CRQ000048377434 |

Reporting

1. Service Levels
2. Ad Hoc Reports
3. Annual Reporting Review



Activations Webcast Slides

John King

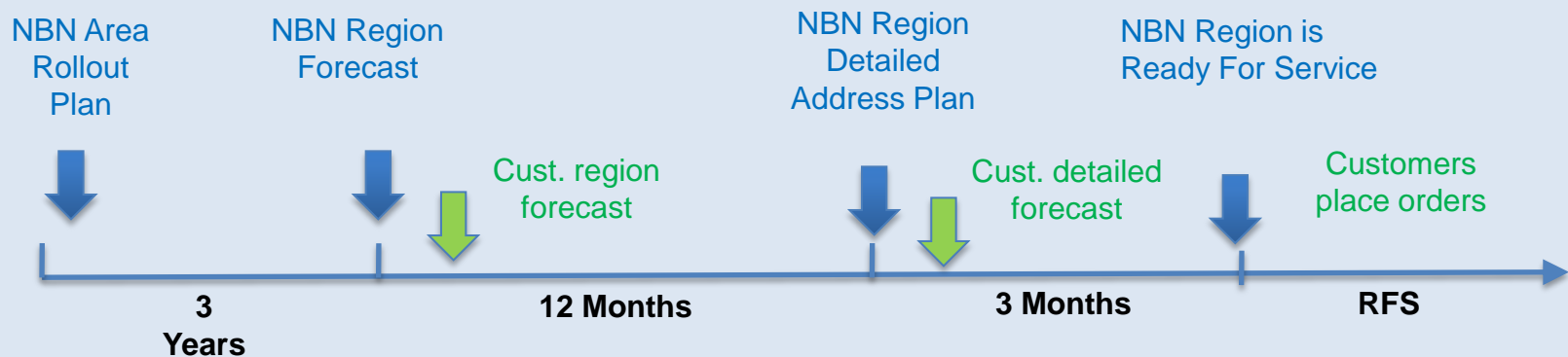
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Planning and Forecasting

NBN Co will regularly make available network deployment forecasts to assist customer planning.

Customers will be required to provide their demand forecasts to enable NBN Co to optimise installation resources.

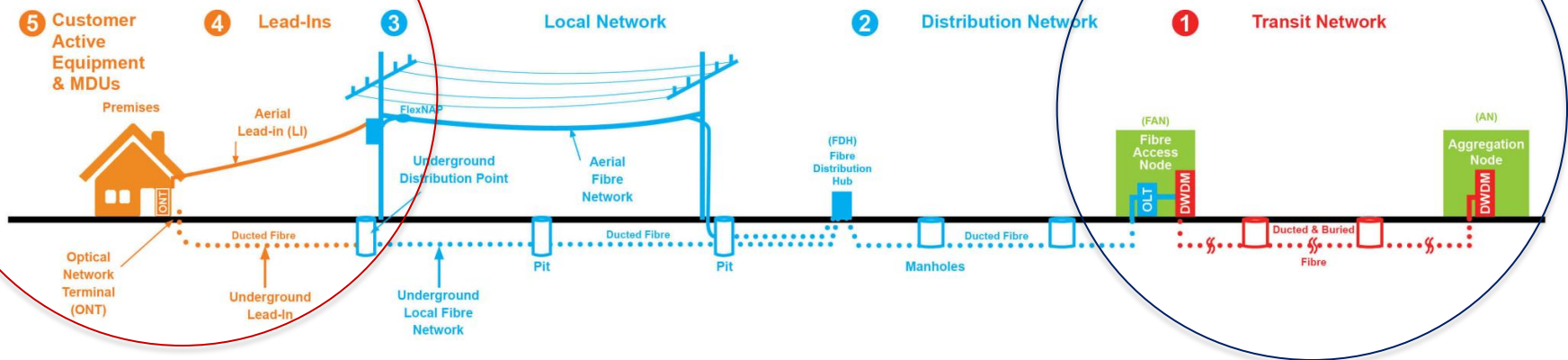


Infrastructure and Access Orders

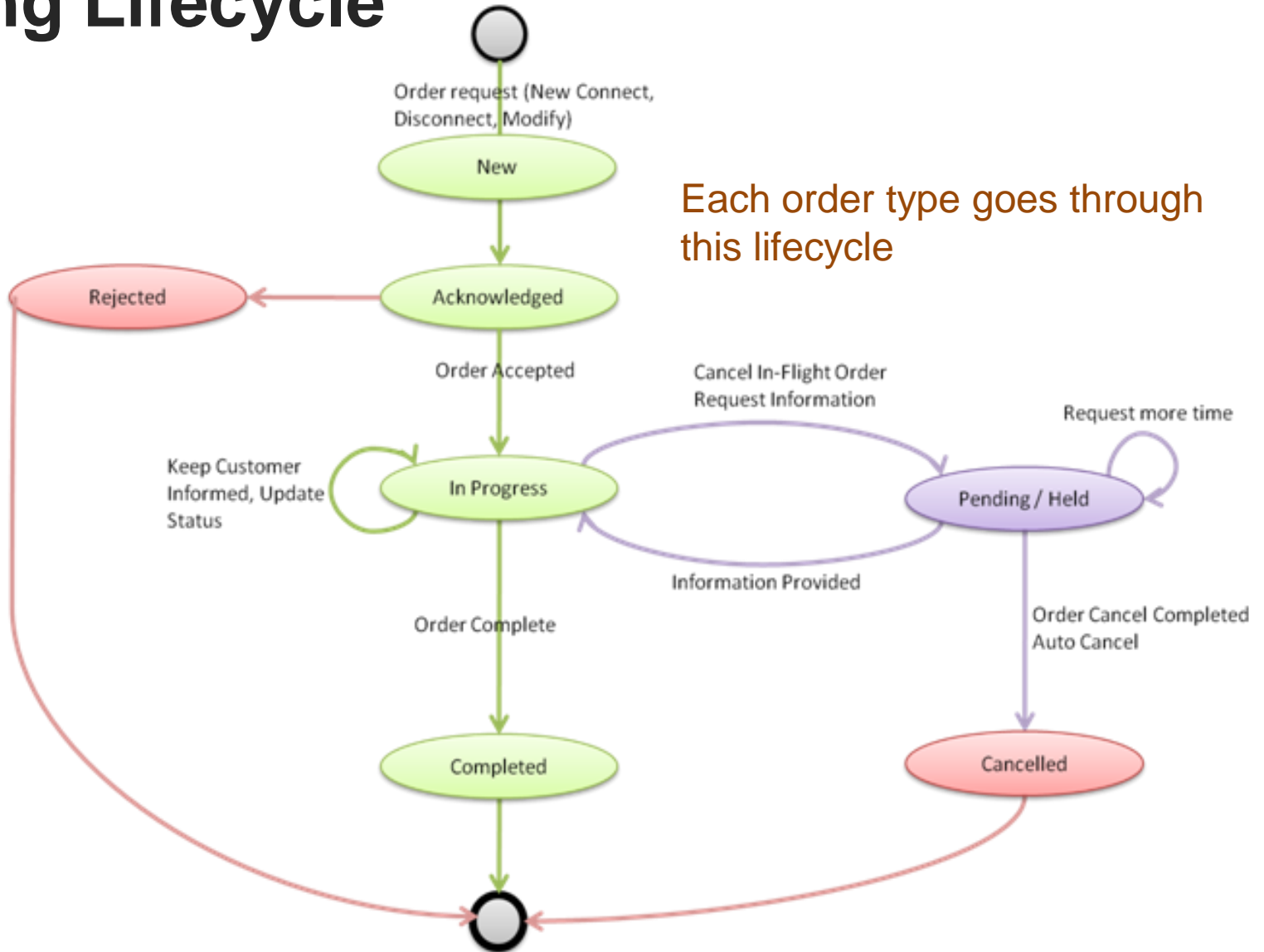
Access Component orders will be required to connect End Users to the NBN. The manual will set out how to place orders.

Infrastructure Orders will be required to connect regions or FSAMS prior to placing orders for Access Components. The manual will define how to place orders timing and requirements.

NBNCo Level 1 Projects Schematic



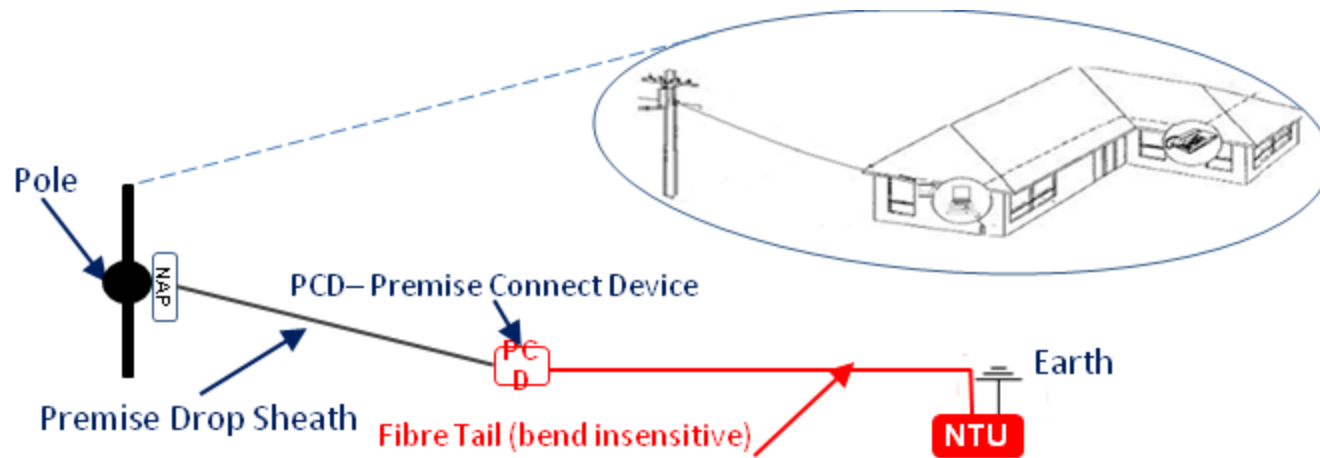
Ordering Lifecycle



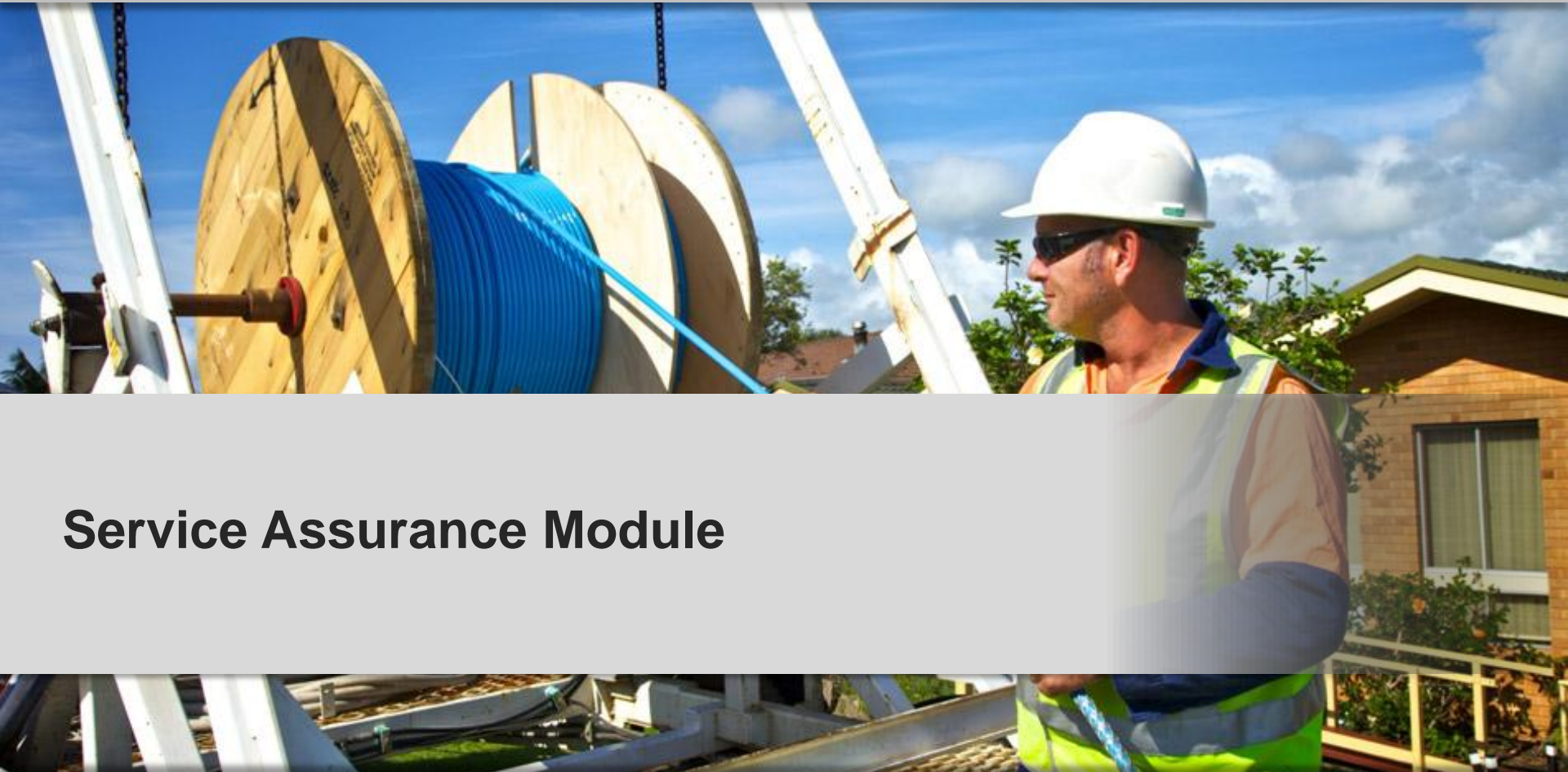
Appointments and Installation

The manual will explain how Customers can schedule appointments with their End Users for installation of NBN Co Equipment.

Installation section of the manual will look at the requirements for Installation and how Non-standard Installations will be managed.



Aerial installation for example only



Service Assurance Module

Kevin Saunders
GM Service Assurance

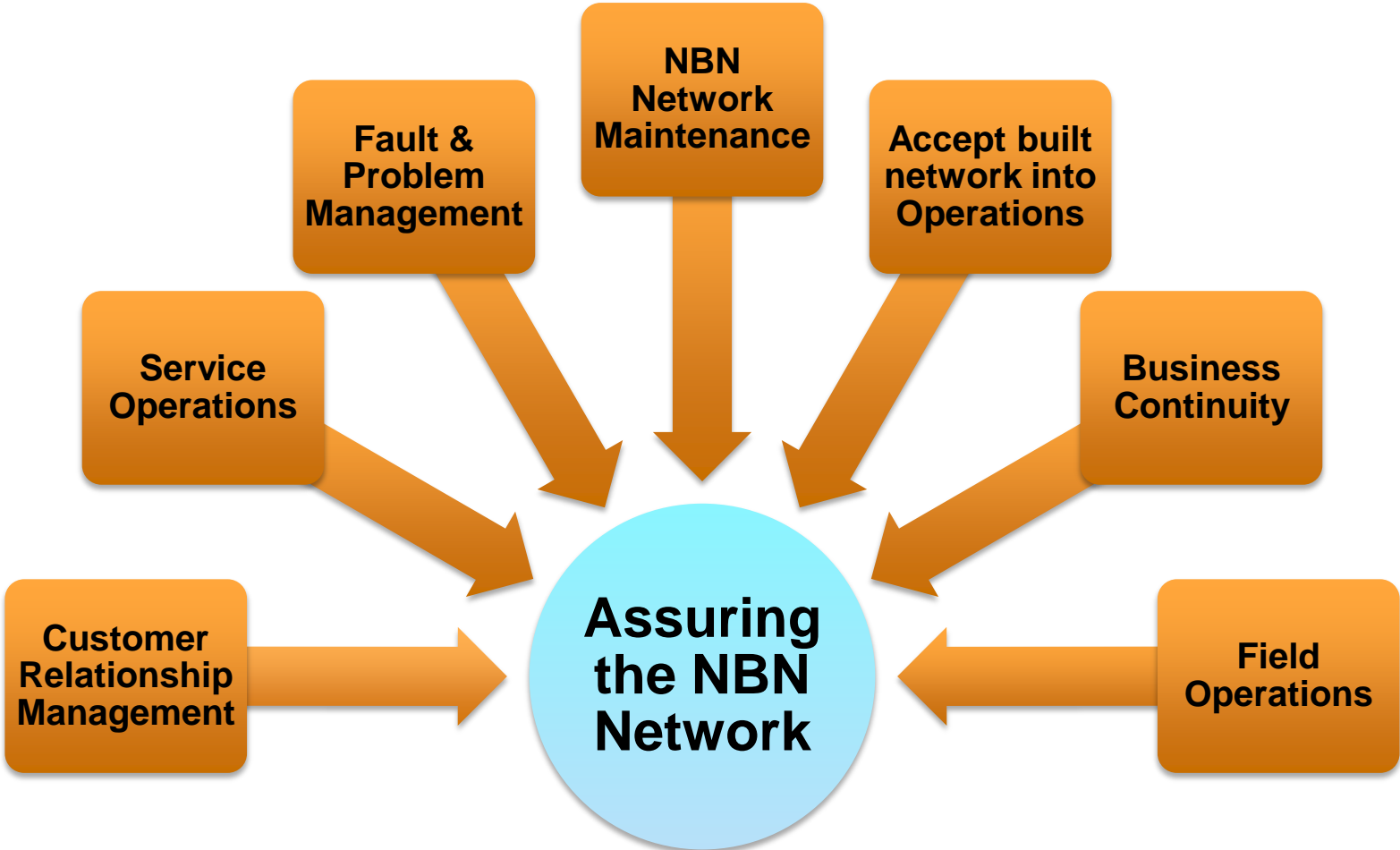
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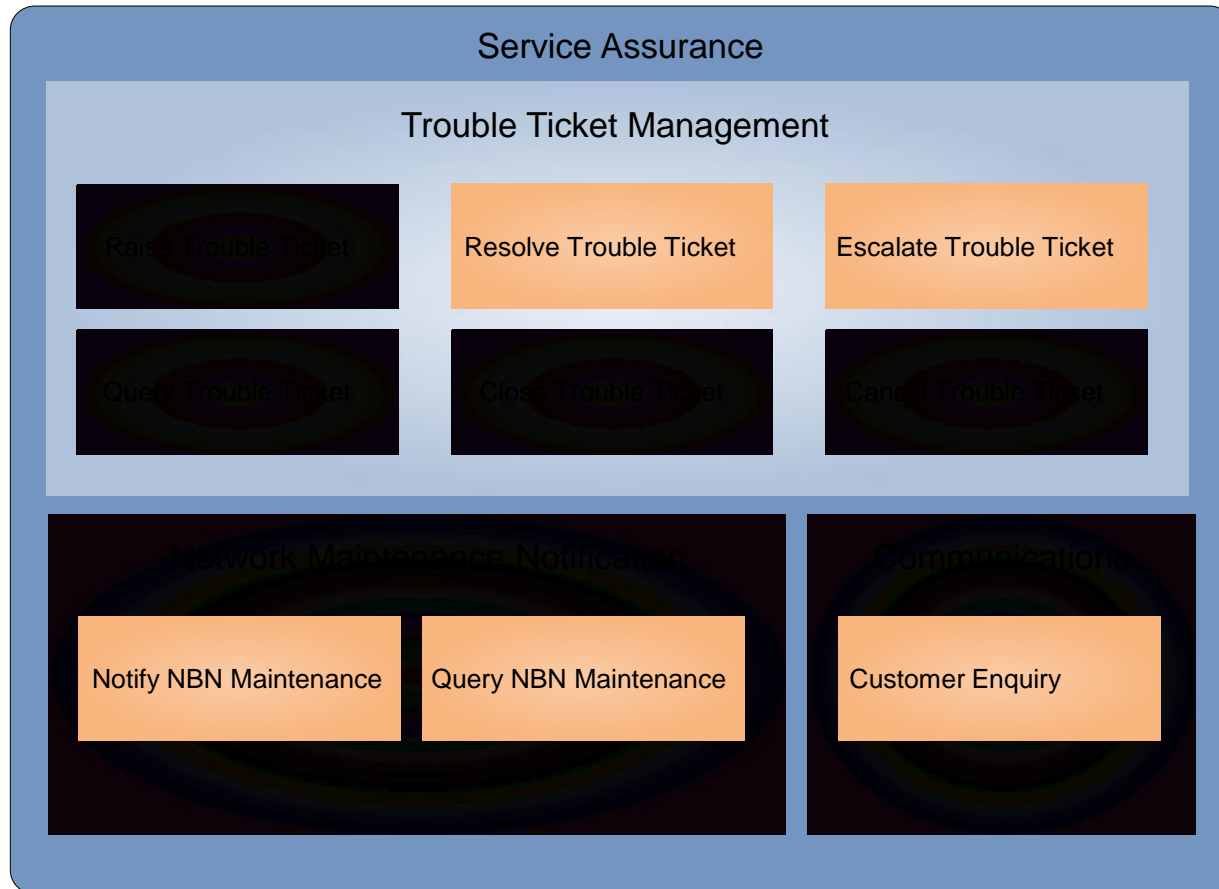
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Assuring the National Broadband Network



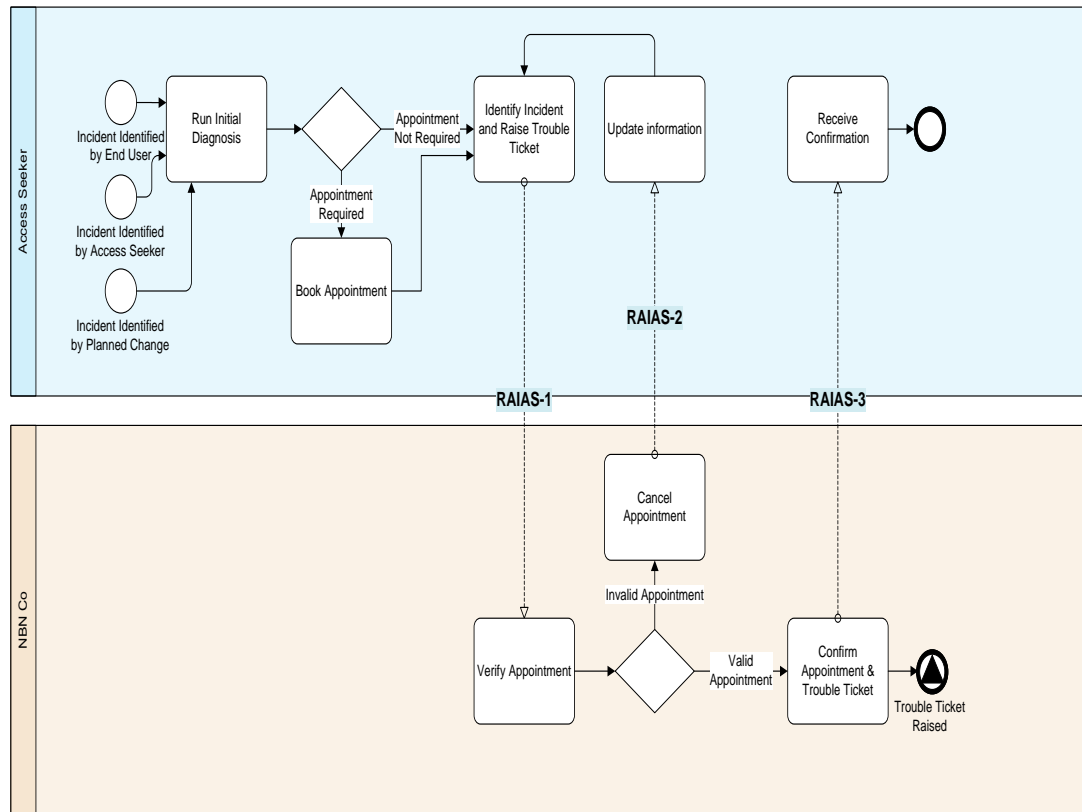
Assurance Process Overview



Assurance & Diagnostics

When contacting NBN Co

- Your Contact details
- Service ID
- Status & symptoms



NBN Co Maintenance Notification

- Notify the Customer of an NBN Maintenance event which will impact the service
- Interactions between NBN Co and the Customer to request and/or clarify information of any NBN Maintenance
- Unplanned Service affecting Faults – Customers will be notified via the NBN Co Service Portal.

Service Assurance Contact & Escalation

A contact and escalation matrix will be provided during On-Boarding

Contact Escalation (including escalation points of contact) are listed in the “Contact Matrix”:

- Contact Points – “Access Seeker Operations Contact Methods” tab
- Escalation Points - “Access Seeker Operations Escalation Matrix” tab



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