Test Description: Targeted Upgrades Trial

Version: 1.0 | Date of issue: 11 November 2026

This Test Agreement is a Standard Form of Access Agreement for the purposes of Part XIC of the Competition and Consumer Act 2010 (Cth).

A. This document is a Test Description for the purposes of the Framework Agreement between nbn and RSP.

B. This Test Description, together with the Standard Test Terms, forms the Test Agreement for the Test.

C. If RSP wishes to participate in the Test, RSP contact person nominated under clause H1.3(a) of the WBA must agree to this Test Description by way of email no later than 31st January 2027. Any attempt to accept the Test Description after 31st January 2027 will be invalid.

D. To be eligible to participate in the Test, RSP must satisfy the following conditions (**Eligibility Criteria**):

- be party to the latest version of the Wholesale Broadband Agreement and be in good financial standing under that agreement;
- have been selected to participate in the Test through the related Expression of Interest or other selection process (if applicable); and

E. If checked by nbn, the following provisions in the Standard Test Terms apply:

☐ (Requirements for Test End User Contracts) clause 7(a)(iii) applies; and

☐ (Marketing-related disclosures) clause 12 applies.

F. The particulars of this Test are set out in the table below:

#	Item	Details
1	Name of Test	Targeted Upgrades Lifecycle Process – CPED Application to Suspension, including restore from Suspension.
2	Description of the Test	a) The Test provides participating RSPs with an opportunity to exercise and validate their implementation of, and operational readiness for, the Changeover Period End Date (CPED) process associated with the Targeted Upgrades program. b) The CPED process forms part of the final stage of the Targeted Upgrades process and commences when a CPED is applied to an eligible Location. During this stage, services operating on the Original Access Technology (OAT) progress through the CPED process towards disconnection, requiring affected customers to migrate to the Alternative Product. The objective of the Test is to: i. enable participating RSPs to exercise the systems, interfaces and operational processes associated with the CPED process;

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ii. enable participating RSPs to assess the impacts of the CPED process on their networks, systems, operational processes and customer management activities

iii. enable participating RSPs to validate any processes or system changes implemented to support service suspension, restoration and customer migration activities; and

iv. provide participating RSPs with an opportunity to assess customer-facing processes and communications associated with the CPED process.

c) The Test will involve nbn applying CPED dates and CPED status values to Eligible Test Locations nominated by participating RSPs and progressing those Test Locations through the CPED lifecycle.

d) For the purposes of the Test, the timing of the CPED lifecycle will be accelerated and will not reflect the standard operational timeframes contemplated by the WBA. Activities that would ordinarily occur over an extended period may be conducted over a period of one or more days to facilitate completion of the Test within the available testing window. This may require nbn to apply manual updates to CPED dates and statuses during the Test.

e) Eligibility requirements are set out in the definition of Eligible Test Location below.

f) RSPs can provide up to ten Test Locations.

g) If a participating RSP cannot nominate sufficient Eligible Test Locations for their selected test cases, nbn may provide alternative Test Locations for the Test (estimated at 3 per RSP, subject to availability). However, nbn-provided Test Locations are:

i. Locations for testing that are in a Non-Commercial Product Test Footprint.

ii. These locations are available within nbn Production systems to support Connect and Assure processes. They can be used to validate IT functionality, up to the nbn downstream boundary

iii. For which RSPs will not incur any WBA billing

iv. Not connected to any Customer Premises Equipment (CPE). RSPs will not be able to validate any CPE behaviour or customer experience from nbn provided test locations.

v. Not included in reports.

Note: Some test use-cases cannot be performed with nbn-provided Test Locations as there is no traffic on these locations

#	Item	Details
		h) Testing will be conducted in groups during the Test Period. Participating RSPs will be asked to nominate their preferred testing windows from the provided groups, their proposed Test Locations and the test cases the RSP would like to run. nbn will use reasonable endeavours to accommodate those preferences when establishing testing groups. i. Testing groups will generally operate for a period of approximately one week. Participating RSPs should undertake their testing activities within their allocated testing window. Where a delay attributable to nbn affects an RSP's ability to complete its testing within that window, nbn will permit the affected RSP to continue testing beyond the allocated testing window to the extent necessary to complete that testing. ii. Group sizes and testing schedules will be determined by nbn, taking into account factors including the number of participating RSPs, the effective operation of the Test, and the level of support required during the Test period. iii. Best efforts will be made to maintain the published testing schedule. However, nbn may amend testing dates, group allocations or testing windows where reasonably necessary to support the effective operation of the Test. iv. nbn will notify participating RSPs of any material changes to the testing schedule as soon as reasonably practicable. i) Participating RSPs must register for the Test using the registration process advised by nbn. Once registration closes nbn Delivery Managers will engage all participating RSPs to advise how to provide their nominated testing window, scope and Test Locations j) Upon completion of the Test, nbn will remove any test CPED and test CPED Status values applied to Test Locations for the purposes of the Test.
3	Description of the Test Product	Not applicable.
4	Test Period	Subject to clauses 5 and 6 of the Standard Test Terms: a) the Test Period will commence on 1 March 2027; and b) the Test Period will end on 30th of April 2027.
5	Location for the Test (if applicable)	The Test will be conducted on eligible OAT services operating on the nbn Copper Network at approved Test Locations, in the commercial footprint where participating RSP's have existing connections
6	Test Plan (if applicable)	**nbn** will provide participating RSPs with a Test Plan containing the details of the Test stages, activities and requirements.

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7	Operational procedures (if applicable)	The parties agree that: a) clauses 4(b) to 4(e) of the Standard Test Terms do not apply; and b) the CPED notice periods, CPED lifecycle timeframes, RSP notification periods and any associated customer communication timeframes applied during the Test will not reflect the production operational timeframes contemplated by the WBA and may be accelerated or manually adjusted by nbn for the purposes of conducting the Test. During the trial period, Test Locations will not receive any nbn customer communication associated with the Targeted Upgrades program and no nbn-initiated direct mail notifications will be issued during the Test.
8	Other instructions, policies and procedures (if applicable)	a) nbn will allocate participating RSPs to testing groups and testing windows following consultation with participating RSPs. Indicative testing activities and sequencing will be described in the Test Plan. b) Participating RSPs may raise feedback in relation to the Test through the RSP Delivery team. c) Participating RSPs may test Service Assurance interactions associated with Test Locations that have progressed to a Suspended CPED Status. Further requirements and expected outcomes relating to Service Assurance testing are set out under “Assurance” in the Other special conditions for this Test. d) Participating RSPs must ensure any RSP Equipment or End User Equipment used in connection with the Test Product is suitable for the purposes of participating in the Test.
9	Supply of Downstream Products to End Users	Not applicable.
10	Supply through third parties (including downstream service providers)	Not applicable.
11	nbn™ Downstream Network Boundary	For FTTN/B premises: UNI For FTTC premises (not at an MDU site): Telecommunications Outlet or, if present, Passive NTD

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#	Item	Details
12	nbn™ Upstream Network Boundary	NNI
13	Permitted Purposes for Test Information	The Permitted Purposes for the Test, in addition to those set out in the Standard Test Terms, are: a) RSP's internal use to ensure readiness for CPED process launch
14	Survival of specific provisions of this Test Description	Not applicable.
15	Other special conditions for this Test (if applicable)	**Submission of Test Cases** a) Connect Orders, Modify Orders, Service Transfer Orders and Disconnect Orders submitted during the Test will be processed as a production transaction and applicable production charging and order connection arrangements will apply. These transactions will be processed by nbn and will not be reverted by nbn as part of the Test. **Execution of Test Description** a) Participating RSPs may join the Test at any time during the Test Period, subject to available testing capacity and the group scheduling arrangements notified by nbn. Participating RSPs joining after commencement of the Test may not be able to participate in all planned testing activities. **Change to Test and Product** a) If at any time during the Test a Test Location: i. no longer meets the eligibility requirements for participation in the Test; ii. is subject to an RSP-initiated disconnection of the Original Access Technology service; iii. is determined by nbn or the participating RSP to be experiencing an actual Assurance Incident at the premises requiring investigation under standard operational assurance processes; or iv. is otherwise considered unsuitable for continued participation in the Test, then nbn may remove the Test Location from the Test. **Service Transfers may be performed as part of the Test.** a) Where a Service Transfer forms part of a Test scenario, the Gaining RSP and Losing RSP must both be participating in the Test, unless otherwise agreed by nbn.

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		Assurance a) Participating RSPs may test Service Assurance interactions associated with Test Locations that have progressed to a Suspended CPED Status. i. Participating RSPs acknowledge that Service Assurance requests relating to Test Locations in a Suspended CPED Status may be rejected in accordance with the Targeted Upgrades business rules and that such rejection may form part of the expected Test outcomes. ii. Where a participating RSP identifies an actual service fault unrelated to the Test activities, the participating RSP must notify the nominated nbn Test Manager and the Location may be removed from the Test. iii. Following removal from the Test, the participating RSP may manage the fault through the applicable operational assurance processes. **Charging** a) Charges, discounts and billing outcomes associated with production products and services will continue to apply in accordance with the WBA during the Test. Participating RSPs acknowledge that billing outcomes resulting from CPED Status changes, service suspension, Fibre Orders and related production activities may occur during the Test. b) Each party to this Agreement will bear its own costs of participating in this Test. c) Section 4(c)(i) of the Standard Test Terms do not apply to this Test. **Execution of Test** a) Participating RSPs acknowledge that Test Locations may progress through the CPED lifecycle, including progression to a Suspended CPED Status, as part of the expected Test outcomes. i. A Suspension applied to a Test Location as part of the Test will be treated as a valid Test outcome and may result in temporary loss of service connectivity for the affected Original Access Technology service until the test is completed and the service is restored. ii. Test Locations that have progressed to a Suspended CPED Status may only be restored through the mechanisms supported by the Targeted Upgrades Solution and described in this Test Description; at the end of the testing window any suspended services will be restored to active traffic

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		iii. Unless otherwise agreed by nbn, nbn will not manually reverse, remove or bypass a Test outcome solely for the purpose of allowing further testing to occur. **Test Completion** a) At completion of the Test window, nbn will remove any test CPED dates and CPED Status values applied for the purposes of the Test. Any production orders, service requests, notifications, billing events or other production transactions created during the Test will remain subject to standard operational processes.
16	RSP acknowledgements	RSP warrants and agrees that: a) RSP has made and has relied on its own investigations, enquiries, knowledge and expertise in respect of the Test Agreement, the Test and each Test Product and its own evaluation of any material provided by nbn to RSP or its Personnel; b) nbn has not made, and no Personnel of nbn have made, any warranty as to the performance of any Test Product to RSP or its Personnel; c) RSP is not entering into the Test Agreement in reliance on, and it will not rely on, any statement of opinion, statement of intention or any other warranty, representation or other statement made or purporting to be made by or on behalf of nbn or its or their Personnel, other than as expressly set out in the Test Agreement; i. RSP has had the benefit of independent legal, financial and technical advice relating to its proposed participation in the Test and its entry into this Test Agreement; ii. as part of its investigations and enquiries in respect of the Test, each Test Product and the Test Agreement, RSP or its representatives have had access to all documents and information they have requested from nbn or its Personnel; d) RSP acknowledges that the Test includes the application of test CPED and CPED Status values to live production services and that participation in the Test may result in production outcomes, including Fibre Orders, Service Requests, Service Transfers, billing impacts and service suspension outcomes, as described in this Test Description
17	Definitions	a) **Eligible Test Location means a Location that:** i. has completed the Change of Access Technology process and has Fibre as the current Alternative Product; ii. has a Service Class of SC1, SC2 or SC3 and is a location where the RSP maintains an existing billable service; iii. has at least one active OAT service;

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		iv. Participating RSP owns all services at the location; v. is not identified as a Priority Assistance service; vi. is not identified by the participating RSP as a customer requiring additional protections or support; vii. is not associated with an actual Service Fault or open Service Assurance activity at the time it is nominated for the Test; and viii. meets any other eligibility requirements reasonably notified by nbn for the purposes of the Test. ix. *Alternative Product at the Premises is reflected as 'alternative technology' in SQ b) **CPED Status** means one of the following Changeover Period End Date lifecycle states: Planned, Active, Extended, Deferred, Suspended or Disconnected. c) **OAT Service** means a service operating on the Original Access Technology. d) **Test Location** means an Eligible Test Location accepted by nbn for participation in the Test.

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