

nbn[®] Smart Places Operations Manual





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Environment

nbn asks that you consider the environment before printing this document.



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Module 1: Introduction



1.1 What is the **nbn**[®] Smart Places Operations Manual?

This document is the **nbn**[®] [Smart Places Operations Manual](#) which forms part of the [Wholesale Broadband Agreement](#) between **nbn** and your organisation.

It describes the processes and procedures that apply to the operational aspects of the supply of **nbn**[®] Smart Places by **nbn** to your organisation under the [WBA](#).

This document does not cover any processes and procedures that apply to activities covered under any Build Agreement but may reference them for context.

Access to facilities for all WBA products is covered under the **WBA Operations Manual**, and this document may reference those processes and procedures for context.

1.1.1 A Living Document

nbn will continue to develop and refine its operational processes. As these changes occur, **nbn** will make corresponding additions and refinements to this document. This will result in changes to the format and content of this document over time.

nbn intends to engage actively with your organisation and Other RSPs in developing these processes.

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

1.1.2 **nbn**[®] Operations User Guide and **nbn**[®] Smart Places Operations User Guide

The **nbn**[®] **Operations User Guide** and **nbn**[®] **Smart Places Operations User Guide** are companion documents that provide step-by-step work instructions and guidelines for activities that relate to the interactions described in this document.



Important: The **nbn**[®] **Operations User Guide** and **nbn**[®] **Smart Places Operations User Guide** do not form part of this document or the WBA.

Your organisation can obtain a copy of the latest release of the **nbn**[®] **Operations User Guide** and **nbn**[®] **Smart Places Operations User Guide** from **nbn**'s Website or by contacting the **nbn** Relationship Point of Contact.

1.1.3 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**.

Documents	Module	Content
nbn [®] Smart Places Operations Manual	2. On-boarding	Describes the processes and activities that provide accreditation required to order nbn [®] Smart Places.
WBA Operations Manual	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.
nbn [®] Smart Places Operations Manual	4. Activations	Describes the interactions and activities that apply to the ordering and provisioning of nbn [®] Smart Places.
nbn [®] Smart Places Operations Manual	5. Assurance	Describes the processes and interactions that apply to the management and resolution of Service Faults and other service-related issues.

Documents	Module	Content
nbn ® Smart Places Operations Manual	6. Appointments	Describes the processes and interactions that apply in connection with Appointments for both orders and Trouble Tickets
WBA Operations Manual	7. Event Management	Describes the processes and interactions that apply in the event of a risk of a network impact or if nbn is the Affected Party in a Force Majeure Event.
nbn ® Smart Places Operations Manual	8. Billing and Payments	Describes the billing processes and requirements that apply in connection with nbn ® Smart Places.
nbn ® Smart Places Operations Manual	9. Operational Governance	Describes the types of reporting that nbn will make available to your organisation and the governance processes that will apply in relation to nbn 's operational performance.

1.1.4 Role Descriptions

Role	Description
RSP Support Centre	<p>RSP Support Centre provides the 'front-of-house' function at nbn. The methods of communication with this team are via the nbn® Service Portal, B2B Access, telephone and email.</p> <p>RSP 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	Workforce Management determines and coordinates nbn 's workforce capacity to address Activations (see Module 4: Activations) and Assurance (see Module 5: Assurance) issues.

1.2 Interaction Diagrams

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

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

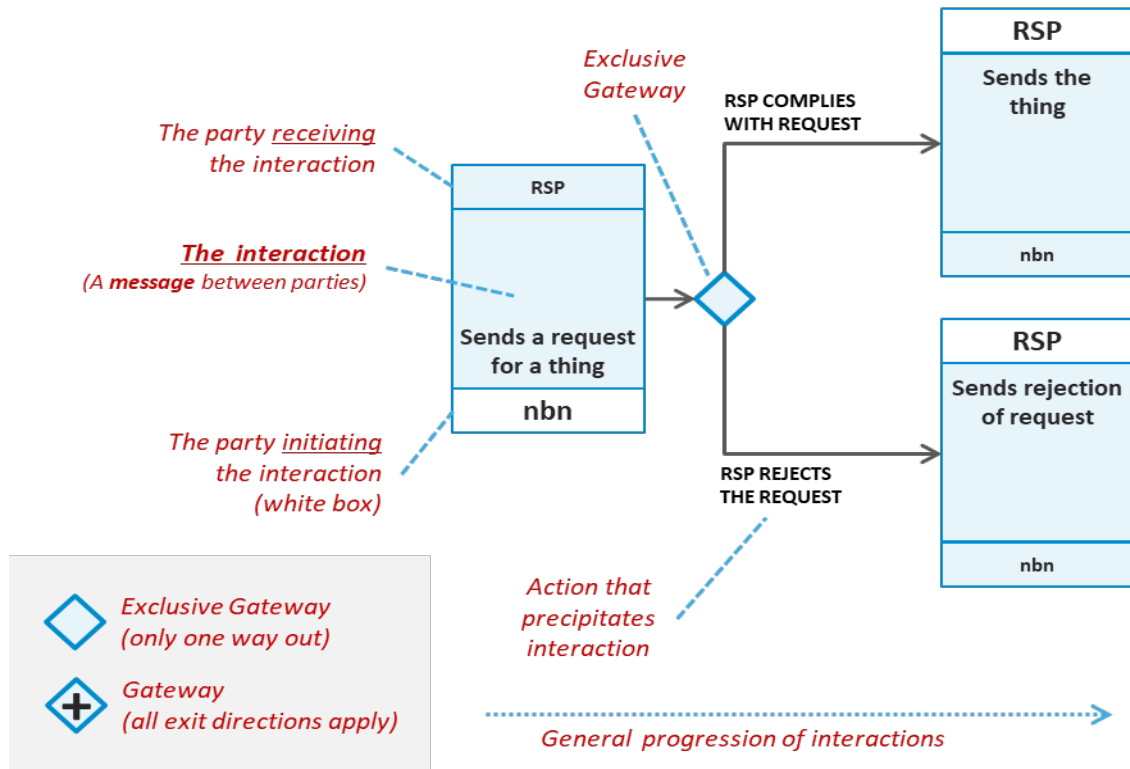
Note: Interaction diagrams are a refinement of the information contained in process diagrams, focussing on the messages (interactions) that **nbn** and your organisation exchange.

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**'s and your organisation's rights and obligations and are not contractually binding on either **nbn** 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

The content in this document relates only to the supply of **nbn**® Smart Places.

1.4 References to WBA Operations Manual

The processes set out in the **WBA Operations Manual** do not apply in respect of **nbn**® Smart Places except as otherwise set out in this document or as otherwise expressly set out in the WBA.

Where this document states that processes and provisions in the **WBA Operations Manual** apply in relation to **nbn**® Smart Places, those provisions and processes in the **WBA Operations Manual** will apply to **nbn**® Smart Places on the following basis:

- A reference to a Premises should be read as a reference to a Smart Location.
- A reference to **nbn**® Ethernet should be read as a reference to **nbn**® Smart Places, but only to the extent that such a reference applies to **nbn**® Ethernet (Fibre). Processes or provisions that apply only in respect of other access technologies of **nbn**® Ethernet will not apply to **nbn**® Smart Places.
- A reference to a document in the **nbn**® Ethernet Product Module should be read as a reference to the equivalent document in the **nbn**® Smart Places Product Module.
- A reference to a UNI-D should be read as a reference to a UNI-SFP.
- A reference to a Co-ordinated Appointment should be read as a reference to a Smart Places Co-ordinated Appointment.

1.5 Contacts and the Contact Matrix

When complete, the **Contact Matrix** sets out the contact details for the Personnel from both **nbn** and your organisation who can be contacted in relation to the interactions described in the WBA. The **Contact Matrix** will be created or updated during On-boarding, see section [2.2.3.1 Hold Operational Workshop](#).

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

1.5.1 Maintaining the Contact Matrix

Both **nbn** 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 8.8 of the [WBA Operations Manual](#), must advise each other in writing of any changes to those Personnel or their contact details within 2 Business Days of the change.

1.5.2 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**® 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** to your organisation from time to time.

Different notification requirements apply to any contentious matter or dispute: see clauses H1.1(e) and H1.1(f) 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 [1.5.2 Communication Channels](#) does not apply and the communication must be given in the manner specified within that section.

1.5.3 RSP Enquiry

RSPs may submit a RSP Enquiry through the enquiry channels supported for the applicable enquiry as outlined in the table below:

Enquiry channels supported	Order Enquiry	Assurance Enquiry	Billing Enquiry
Phone	Y*	Y	Y
Email	N	N	Y
Live chat via nbn ® Service Portal	Y	Y	N
"Comments" section	N	Y**	N

* **Note:** Phone enquiry channel is not available for Order Enquiry relating to **nbn**® Smart Places TC-4.

** **Note:** **nbn** will only respond to the enquiry if the comment contains the prefix “**nbn** Action Required”.

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 **nbn**® Smart Places.

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](#) prior to ordering **nbn**® Smart Places or any of its Product Components or Product Features.

Your organisation may be required to conduct supplemental On-boarding, for example where there are significant changes in the **nbn**® Network, **nbn**® Smart Places or its Product Component or Product Features: see section [2.4 Conduct Supplemental On-boarding Activities](#).

2.1.1 Introduction

The On-boarding processes and activities described in this module will assist to operationally prepare your organisation for interacting with **nbn** in relation to the supply, installation and configuration of **nbn**® Smart Places.

The consultation between **nbn** and your organisation during On-boarding is intended to provide your organisation with a greater understanding of **nbn**'s operational processes for **nbn**® Smart Places.

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

nbn 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.

2.1.2 The On-boarding Roadmap

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

Your organisation must do all of the following (unless otherwise agreed with **nbn**):

- Attend the Solution Workshop
- 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.

2.1.3 Workshops and Training

During the On-boarding process, **nbn** 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, front line, contact centre and service desk staff) who will be involved in day-to-day transactions between **nbn** and your organisation.



Important: Prior to each workshop or training session, **nbn** will notify your organisation of the type of Personnel (being people who understand your organisation's business, technical integration, operations and provisioning requirements) 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 Conduct Initial On-boarding

2.2.1 Define Solution

2.2.1.1 Conduct Solution Workshop

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

- **nbn**® Smart Places
- Interfaces and related integration requirements
- Requirements for the Sandpit
- Other aspects of the On-boarding process, such as the Operational Workshop and Operational Accreditation Testing (OAT)
- How the construction, technology and hardware architecture associated with your organisation's RSP Network, RSP Platform, RSP Products, systems and services generally need to successfully interact with the **nbn**® Network, **nbn**® Platform and Products.

Following the Solution Workshop, and with **nbn**'s assistance, your organisation must create the following document, which represents the processes and products your organisation must test in order to successfully complete Operational Accreditation Testing:

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

2.2.1.2 Create an RSP Billing Account (if required)

Where your organisation does not already have an RSP Billing Account, during the Solution Workshop, **nbn** will provide your organisation with a form which your organisation must complete to request that a billing account (**RSP Billing Account**) be created for it (**Billing Account Request Form**).

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

After your organisation provides all of the required information and completes all of the activities described above, **nbn** will create the RSP Billing Account for your organisation.

The **nbn**® Relationship Point of Contact will notify your organisation as soon as reasonably practicable after **nbn** creates your organisation's RSP Billing Account.

2.2.2 Sandpit Configuration

The [Sandpit Service Description](#) contains details of that environment. Your organisation is required to submit a Product Order Form for the Sandpit. **nbn** will ensure that the Sandpit is configured to allow testing to occur in accordance with the [Sandpit Service Description](#).

There are constraints associated with the availability of the Sandpit and the lead times required to provision the service. **nbn** will notify your organisation of the details of these constraints.


2.2.3 Attend Operational Workshop

2.2.3.1 Hold Operational Workshop

nbn will hold a workshop or provide access to a digital onboarding course via **nbn**® academy, designed to introduce your organisation to working with **nbn** (Operational Workshop). It will include each of the following topics:

- Overview of **nbn**® documentation (including this document, the **Contact Matrix** and the **Test & Diagnostic Checklist**)
- Roles and responsibilities for both **nbn** and your organisation
- Activations including Self-Installation (Smart Places) technical training as per section 4.4.3.1 of this [nbn® Smart Places Operations Manual](#)
- Assurance including Self-Assurance (Smart Places) technical training as per section 5.2.3 of this [nbn® Smart Places Operations Manual](#)
- **nbn**® Service Portal
- Billing.

In the journey leading up to the workshop, your organisation will be introduced to a range of documents/resources. The following table describes the documents commonly referred to elsewhere in this document:

Document	Description
nbn ® Smart Places Operations Manual	This document which describes the interactions between your organisation and nbn in relation to nbn ® Smart Places
WBA Operations Manual	The WBA Operations Manual describes the interactions between your organisation and nbn in relation to other Products. Some of these interactions also apply in respect of nbn ® Smart Places where indicated in this document.
Contact Matrix	<p>When complete, the Contact Matrix sets out contact details for Personnel from both nbn and your organisation, who can be contacted in relation to the interactions described in the WBA.</p> <div>  <p>Important: nbn may request certain elements of the Contact Matrix information prior to the Operational Workshop. Within 10 Business Days of completing the Operational Workshop, your organisation must do both of the following:</p> <ul style="list-style-type: none"> • Complete the full details of your Personnel who can be contacted in relation to the matters specified in the Contact Matrix • Provide the completed Contact Matrix to nbn. </div> <p>Both nbn 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. Whenever those Personnel or their contact details change, each party must advise the other party of those changes in accordance with section 1.5.1 Maintaining the Contact Matrix.</p>
Test & Diagnostic Checklist	The Test & Diagnostic Checklist will assist your organisation to identify Service Faults prior to reporting them to nbn .

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

2.2.3.2 Create **nbn**® Service Portal Accounts (if required)

Where your organisation does not already have access to the **nbn**® Service Portal, prior to or during the Operational Workshop, **nbn** will provide your organisation with a form to request the creation of **nbn**® Service

Portal accounts for your organisation's Delegated Administrator(s) and Authorised Users (**nbn**® **Service Portal Request Form**).

Your organisation must complete and return the **nbn**® **Service Portal Request Form** to **nbn** within 10 Business Days from the date of original request. Earlier submission of this form will result in your organisation being able to complete Operational Accreditation Testing sooner.



Important: Prior to the workshop **nbn** may request that your organisation provide additional information to configure the **nbn**® Service Portal OAT environment for Operational Accreditation Testing (OAT). It is important for your organisation to provide **nbn** with this information and test your organisation's access to the environment.

The **nbn**® **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 ® Service Portal (each a Delegated Administrator).	All of the following: <ul style="list-style-type: none"> Activation Rights Administrator Rights Appointment Rights Assurance Rights Billing Rights Change Rights Complaints Rights Network Element Management Rights Service Request Rights. 	Each person's: <ul style="list-style-type: none"> First and last names Job title Fixed and mobile phone numbers 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 ® Service Portal (each an Authorised User).	One or more of the following: <ul style="list-style-type: none"> Activation Rights Appointment Rights Assurance Rights Billing Rights Change Rights Complaints Rights Network Element Management Rights Service Request Rights. 	Each person's: <ul style="list-style-type: none"> First and last names Job title Fixed and mobile phone numbers 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** will create an **nbn**® 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**® EUAP Terms and Conditions.

nbn® Service Portal Rights

The following table describes each of the **nbn**® Service Portal rights exercisable on behalf of your organisation:

Rights	Description
Activation Rights	The authority to use the sections of the nbn ® Service Portal associated with the ordering and activation of Product Components and Product Features. Note: There is also read only access to sections of the nbn ® Service Portal associated with the ordering and activation of Product Components and Product Features.
Administrator Rights	The authority to add or suspend Authorised Users, and to change Authorised User details.
Appointment Rights	The authority to use the sections of the nbn ® Service Portal specifically associated with viewing or reserving Appointments for Connect Orders or Modify Orders 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.
Assurance Rights	The authority to use the sections of the nbn ® Service Portal associated with Service Fault reporting, diagnosis, investigation and repair.
Billing Rights	The authority to use the sections of the nbn ® Service Portal associated with viewing and downloading invoices and billing data.
Change Rights	The authority to use the sections of the nbn ® Service Portal associated with Planned Outage activities.
Complaints Rights	Authority to use sections of the nbn ® Service Portal associated with the raising of complaints on behalf of a Contracted End User.
Network Element Management Rights	The authority to perform specific actions (e.g. order, activate, assure, migrate, etc.) on one or more network elements via the nbn ® Service Portal. Sample transactions could be: order an NNI, migrate an AVC, create a CVC alias, etc.
Service Request Rights	The authority to use the sections of the nbn ® Service Portal associated with submitting an enquiry or request to nbn .

2.2.4 Conduct Operational Accreditation Testing (OAT) (if required)



Important: Your organisation must have completed the Operational Workshop and any of its prerequisites before OAT can begin.

Note: If your organisation already acquires other **nbn**® Products, OAT will not be required for **nbn**® Smart Places On-boarding.

This testing stage consists of the following activities:

Activity	Purpose
Perform OAT	Evaluates whether your organisation can effectively interact with the nbn ® Network and systems.
Assessment of OAT Results	Determines whether or not your organisation's technology and systems can interoperate effectively with the nbn ® Network and systems.

2.2.4.1 Perform OAT

Preparation for OAT

In preparation for OAT, **nbn** 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.

Testing Locations and Access Times

OAT will be conducted remotely (at a mutually-agreed time), between **nbn**'s and your organisation's respective facilities, using the OAT environment for the **nbn**® Service Portal.

Constraints

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

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

nbn Participation

nbn or its agents may also choose to participate in the performance of any element of OAT.



Important: Any **nbn** participation in OAT does not alter your organisation's obligation to both perform and complete testing.

Interruptions to Testing

If an incident arises during OAT, which **nbn** determines is critical, the **nbn**® Personnel coordinating the OAT will, as soon as reasonably practicable, inform your organisation's Personnel performing OAT.



Important: All critical issues must be fixed before your organisation can successfully complete OAT. **nbn** may request your organisation to repeat certain OAT test cases in order to rectify any issues encountered during OAT.

Your organisation must fix any non-critical issues during OAT where reasonably practicable.

2.2.4.2 Assessment of OAT Results

On completion of OAT, **nbn** will do all of the following:

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

2.3 Authority to Order Products

Upon successful completion of OAT, **nbn** will confirm your authority to order **nbn**® Smart Places where you have completed the On-boarding process for **nbn**® Smart Places.

2.4 Conduct Supplemental On-boarding Activities

Following initial On-boarding, your organisation may wish to order **nbn**® Smart Places Product Components or Product Features for which Operational Accreditation Testing has not been performed.

Before your organisation can place such orders, **nbn** may require your organisation to undergo supplemental On-boarding activities for each **nbn**® Smart Places Product Component or Product Feature, as relevant.

2.4.1 Communicate Changes to Offerings

If there are significant changes in the **nbn**® Network, **nbn**® Smart Places, its Product Components and/or Product Features, **nbn** 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** introduces variations and enhancements to **nbn**® Smart Places
- **nbn** introduces new systems and/or new processes
- **nbn** updates its systems or processes, including by means of any Minor B2B Interface Change or Major B2B Interface Change
- **nbn** wishes to implement a Major Upgrade

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

If **nbn** 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** notifies your organisation of, before your organisation is able to place orders for **nbn**® Smart Places, and each relevant Product Component or Product Feature.

2.4.2 Conduct On-boarding for Future Functionality

nbn may allow your organisation to conduct On-boarding for a proposed **nbn**® Smart Places product component or product feature (each a Future Functionality) prior to the date that it is available to be ordered as an **nbn**® Smart Places Product Component or Product Feature (as applicable), in which case:

- **nbn** will invite your organisation to conduct On-boarding for the Future Functionality
- **nbn** will notify your organisation of the terms and conditions which will apply to **nbn**'s supply of the Future Functionality for the purposes of On-boarding (Future Functionality On-boarding Terms)
- Your organisation must comply with the Future Functionality On-boarding Terms

Subject to the Future Functionality On-boarding Terms, this [Module 2](#) will apply to the On-boarding as if references to an **nbn**® Smart Places Product Component and Product Feature are references to Future Functionality.

Module 3: Physical Access



3.1 In This Module

This [nbn® Smart Places Operations Manual](#) does not apply in respect of physical access to Type 1 Facilities and Type 2 Facilities. If your organisation requires physical access to a Type 1 Facility or Type 2 Facility, your organisation must order the Facilities Access Service under the [WBA](#) and, if applicable, facilities access from an Underlying Facility Provider. Please refer to Module 3 of the [WBA Operations Manual](#).

Module 4: Activations



4.1 In This Module

This module describes the processes and interactions that apply to the ordering and provisioning of **nbn**® **Smart Places**. It does not create or vary rights or obligations of any party in respect of any Build Activities undertaken by **nbn** under a Build Agreement



Important: Where your organisation requests **nbn** to perform Build Activities in respect of a location to make that location Serviceable for **nbn**® Smart Places, those Build Activities must be performed under a separate Build Agreement to be agreed between the Parties. Any such Build Activities are not governed by the WBA.

4.2 Site Qualification Enquiries

nbn will provide, from both the **nbn**® Service Portal and B2B Access, tools designed to enable your organisation to determine whether a location (as defined by a set of geo-coordinates) is Serviceable at a given point in time (**Site Qualification Enquiry**) by **nbn**® Smart Places.

If a Site Qualification Enquiry indicates that a location is Serviceable, the **nbn**® Service Portal or B2B Access (as applicable) will return applicable information, including:

- The LOCID and Service Class (being Service Class 3) of the relevant Smart Location
- Whether any Product Component(s) or Product Feature(s) are subject to supply limitations for the relevant Smart Location
- Where available, whether the New Developments Charge applicable to New Development Locations under the [nbn® Smart Places Price List](#) will apply to the location
- Any additional information that **nbn** may make available from time to time.

If the location is not Serviceable by **nbn**® Smart Places, the Site Qualification Enquiry will not display results for that location, in which case, your organisation may contact **nbn** to enquire about entering into a Build Agreement in respect of that location.

4.2.1 Address Enquiry

If your organisation cannot locate a location in a search using the **nbn**® Service Portal or B2B Access but believes the location is Serviceable for **nbn**® Smart Places, your organisation may raise a Service Request via the **nbn**® Service Portal or B2B Access to request that **nbn** investigates the location by conducting an Address Enquiry.

4.2.2 Service Classes

The Service Class of a Smart Location describes its state of readiness. Only Service Class 0 and Service Class 3 will apply to **nbn**® Smart Places.

4.3 Products

4.3.1 Product Components: Ordering Sequence

Prerequisite: Your organisation will require physical access to a POI for certain Infrastructure Components (e.g. **nbn**® Building Entry Service, ODF Termination, Co-location and Cross Connects) before your organisation can order certain Product Components.

Please refer to the [WBA Operations Manual](#).

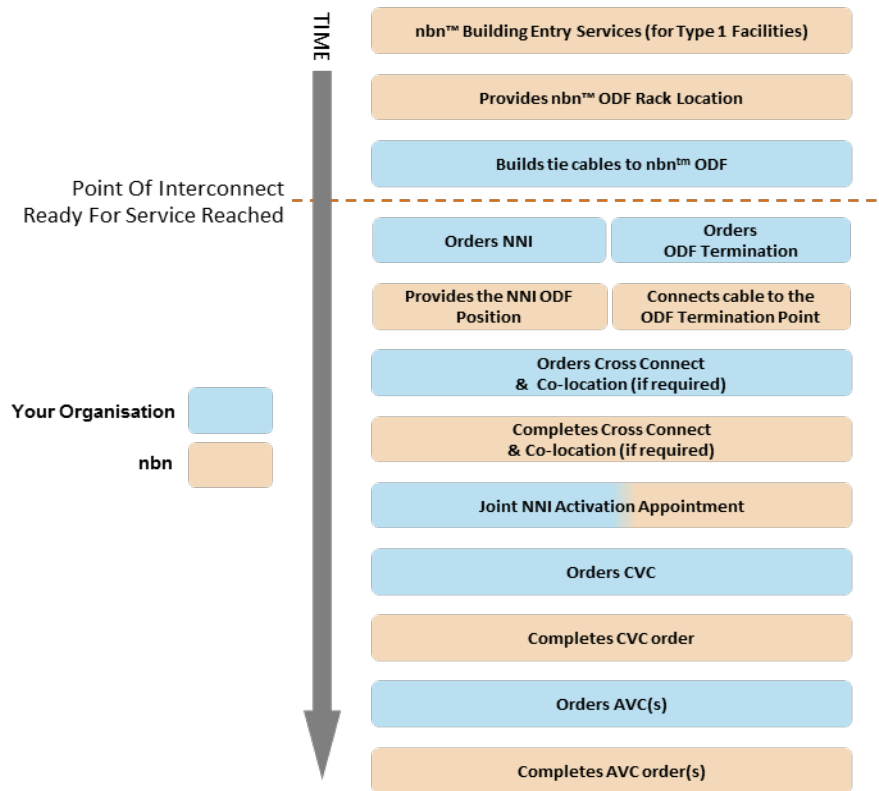
There may be significant lead times between your organisation placing an order for a Product Component or Product Feature and **nbn** commencing supply of that Product Component or Product Feature.



Important: nbn is not responsible for any delays in supplying Product Components to your organisation by reason of a failure by your organisation to take account of these lead times, which is an RSP 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** must adhere:



4.4 Orders

4.4.1 Interactions with the WBA Operations Manual

This Section 4.4 sets out the processes for ordering Access Components (AVC and UNI). All other Product Components and Product Features of **nbn®** Smart Places must be ordered in accordance with the **WBA Operations Manual**.

4.4.2 About Orders

4.4.2.1 Ordering Access Components

Your organisation can order all Access Components of **nbn®** Smart Places through the **nbn®** Service Portal or via B2B Access.

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 an Access Component.
Modify Order	A request for modifications to an existing installed/configured Access Component.

Order Type	Description
Disconnect Order	A request to disconnect an existing installed/configured Access Component.

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

Access Component	Order Type	Order via ...
Access Virtual Connection (AVC) (Includes additional AVC Product Features ordered)	<ul style="list-style-type: none"> Connect Order Modify Order Disconnect Order 	<ul style="list-style-type: none"> nbn® Service Portal or B2B Access
User Network Interface (UNI)	<ul style="list-style-type: none"> Connect Order Modify Order Disconnect Order 	<ul style="list-style-type: none"> nbn® Service Portal or B2B Access

Notes:

1. The process for your organisation to order other Product Components of **nbn**® Smart Places is set out in the **WBA Operations Manual**.
2. A reference in the **nbn**® Service Portal or B2B Access to a UNI-D in relation to **nbn**® Smart Places should be read as a reference to the UNI-SFP

Related document: [nbn® Smart Places Price List](#).

4.4.2.2 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**® Service Portal or B2B Access (Amendment Order).

4.4.2.3 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**® Service Portal or B2B Access.

4.4.2.4 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**® systems) for each order type that represents its Point of No Return:

Product Component	Point of No Return
<ul style="list-style-type: none"> Access Virtual Circuit (AVC) and User Network Interface (UNI) 	<p><i>(If the order is not a Service Transfer Order):</i> 24 hours before the Booked Appointment, or where no Appointment is required, when Order Status = Complete.</p> <p><i>(If the order is a Service Transfer Order):</i> Order Status = In Progress and the Accepted notification has been sent to the RSP.</p>

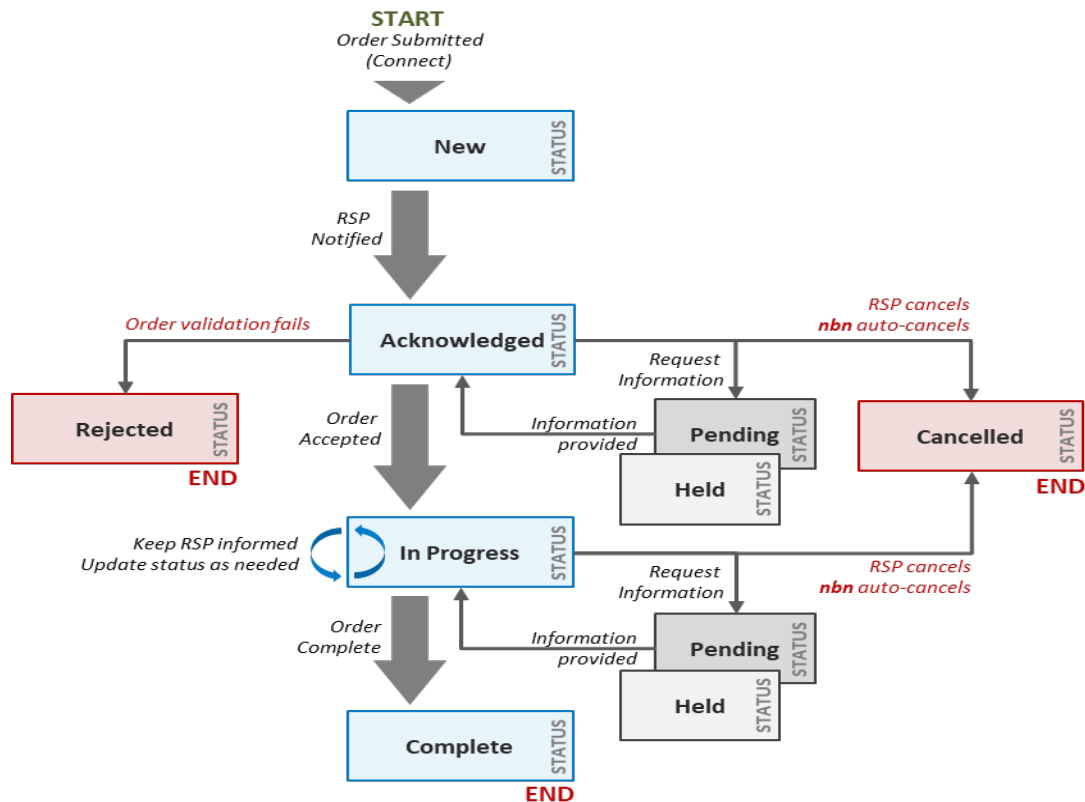
4.4.2.5 Order Enquiry

In-flight Orders only

Your organisation may submit an Order Enquiry using the applicable RSP Enquiry channels described in section [1.5.3 RSP Enquiry](#).

4.4.2.6 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 (as illustrated by reference to a Connect Order) states that apply to an order and the related activities which must be performed by **nbn** or your organisation in those circumstances.

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

Order Status	Related event & activities
New	Event Your organisation has placed the order with nbn
Acknowledged	Event Order received by nbn Activities <ul style="list-style-type: none"> nbn validates the order nbn allocates a unique Order ID nbn assigns a Product Instance ID to the Ordered Product Component (If nbn accepts the order as valid) nbn will commence order fulfilment.
In Progress	Event <ul style="list-style-type: none"> No issues encountered Your organisation has complied with all requirements of the WBA necessary to progress the order Installation/activation process commences. Activities <ul style="list-style-type: none"> nbn updates the order status to In Progress nbn sends an Order Accepted Notification to your organisation

Order Status	Related event & activities
	<p>This includes order details as described in the section below headed Order Accepted Notifications: Additional Product Component Information.</p>
Held (or In Progress – Held)	<p>Event</p> <p>There is a delay in nbn processing the order</p> <p>Activities</p> <ul style="list-style-type: none"> • nbn updates the order status to Acknowledged – Held or In Progress – Held (as applicable) • nbn sends notification of the status change to your organisation. <p>When resolved:</p> <ul style="list-style-type: none"> • nbn updates the order comments and changes status as relevant • nbn sends notification of the status change to your organisation.
Pending	<p>Event</p> <p>One of the following:</p> <ul style="list-style-type: none"> • nbn 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 WBA. <p>Activities</p> <ul style="list-style-type: none"> • nbn updates the order status to Pending • nbn sends a Pending Notification to your organisation • nbn includes details of the information that your organisation must provide to nbn, 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 10 Business Days of receiving the Pending Notification (unless otherwise provided for in this nbn® Smart Places Operations Manual or agreed with nbn) • May add comments to the related Product Order Form’s “comments” field during the relevant time period referred to immediately above, which may include a request for an extension with supporting details. <p>The order remains Pending until one or more of the following circumstances:</p> <ul style="list-style-type: none"> • nbn considers that it has the required information to proceed • nbn determines that your organisation has taken the requested action • your organisation or nbn Cancels the order.
Complete	<p>Event</p> <p>nbn successfully connects and activates the Ordered Product Component. nbn commences charging in accordance with clause B1.2 of the Head Terms.</p> <p>Activities</p> <ul style="list-style-type: none"> • nbn updates the order status to Complete • The related Product Instance ID becomes active • nbn sends a Completed Notification to your organisation.
Rejected	<p>Event</p> <p>nbn reasonably determines that the order is invalid or cannot be completed, 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 requirements, restrictions or other processes set out in the WBA, including this nbn® Smart Places Operations Manual • A Stop Sell Period currently applies to nbn® Smart Places or the ordered Product Component or Product Feature and the order is not a Transition-out Modify Order or Disconnect Order • The order fails nbn’s feasibility and design and/or configuration phase • nbn has, acting reasonably, determined it is not viable to proceed with the order • The order does not include a valid Customer Authority (where required)

Order Status	Related event & activities
	<ul style="list-style-type: none"> The order fails to meet the Business Rules in respect of the relevant Product Component The order is otherwise defective nbn determines that your organisation has not completed any pre-requisite or ancillary activities that your organisation is required to perform in accordance with any nbn specifications, such as conduit and trenching work <p>Activities</p> <ul style="list-style-type: none"> nbn updates the order status to Rejected nbn sends a Rejected Notification to your organisation nbn provides your organisation with reasons for rejecting the order (located in the order's "comments" field).
Cancelled	<p>Event</p> <p>Occurs in the following situations:</p> <ul style="list-style-type: none"> Your organisation submits a cancellation request in accordance with section 4.4.2.3 Cancelling Orders The order is not submitted in accordance with the method outlined in this nbn® Smart Places Operations Manual or the WBA A Stop Sell Period currently applies to nbn® Smart Places or the ordered Product Component or Product Feature and the order is not a Transition-out Modify Order or Disconnect Order Your organisation fails to provide the requested information, or take any required action, to allow an order to proceed, within the timeframes required by nbn nbn is aware, or reasonably considers, that your organisation does not have a valid Customer Authority (where required) nbn has attempted to access a site in good faith 3 times or more and has been unable to secure access nbn has, acting reasonably, determined it is not viable to proceed with the order nbn determines that your organisation has not completed any pre-requisite or ancillary activities that your organisation is required to perform in accordance with any nbn specifications, such as conduit and trenching work <p>Activities</p> <ul style="list-style-type: none"> nbn updates the order status to Cancelled nbn sends a Cancelled Notification to your organisation.

Order Accepted Notifications: Additional Product Component Information

Once an order has been Acknowledged by **nbn**, the order is validated and 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 Access Components or **nbn**® Equipment:

Product Component / nbn® Equipment ordered	Information supplied in the Order Accepted Notification
AVC	<ul style="list-style-type: none"> Order ID Product Instance ID Service ID AVC ID AVC S-TAG value confirmation/assignment
UNI-SFP	<ul style="list-style-type: none"> UNI Port ID Product Instance ID UNI ID
SFP-NTD	<ul style="list-style-type: none"> SFP-NTD ID

4.4.2.7 Service Transfer Orders

A Service Transfer Order allows your organisation to transfer an existing **nbn**[®] Smart Places ordered product supplied to an Other RSP to your organisation using a Service Transfer.

The different types of Service Transfers Orders are summarised in the table below.

Service Transfer Order type ...	Service Transfer Order can be placed if your organisation is ...
Service Transfer	Gaining RSP
Transfer Reversal	Losing RSP



Important: **nbn**[®] Smart Places is delivered via a single port SFP-NTD, and cross port service transfers and Subsequent Installations are not available.

4.4.3 Connect Order

nbn[®] Smart Places is designed to enable RSPs and Contracted End Users to conduct a Self-Installation (Smart Places) without the assistance of **nbn** in accordance with any applicable Authorisation to Alter Document and installation guide provided by **nbn**.

Where the RSP and the Contracted End User are unable to perform a Self-Installation (Smart Places), or choose not to do so, RSP may request an **nbn** Installation by reserving a Smart Places Co-ordinated Appointment. To reserve a Smart Places Co-ordinated Appointment the serial number of the SFP-NTD must be entered twice before this option becomes available (see sections 4.4.3.2 and 4.4.3.3 below).



Important:

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.



Important:

Your organisation must ensure that, prior to submitting an **nbn**[®] Smart Places order, you have sufficient stock of the SFP-NTD on hand as the serial number of the SFP-NTD must be entered when raising a Connect Order.

4.4.3.1 Activities: Self Installation

If your organisation chooses to perform a Self-Installation (Smart Places), the Installation must be completed prior to placing a Connect Order, in accordance with the steps below:

Who	Activity
Your organisation...	<ul style="list-style-type: none">Performs Site Qualification to check whether the location is Serviceable. <p>Note: If a location is not Serviceable by nbn[®] Smart Places, your organisation may contact nbn to enquire about entering into a Build Agreement in respect of that location.</p>
Your organisation...	<p>(If the location is Serviceable):</p> <ul style="list-style-type: none">(If the Self-Installation (Smart Places) is to be performed by your organisation) installs SFP-NTD and Customer Connecting Cable in accordance with any applicable Authorisation to Alter Document and installation guide provided by nbn from time to time.must ensure that SFP-NTD is plugged in and powered up into appropriate Customer Premises Equipment.

Who	Activity
	<ul style="list-style-type: none"> (If the Self-Installation (Smart Places) is to be performed by the Contracted End User or Downstream Service Provider): <ul style="list-style-type: none"> despatches the SFP-NTD to the Downstream Service Provider or Contracted End User; and must ensure that the SFP-NTD and Customer Connecting Cable is installed by the Downstream Service Provider or Contracted End User (as applicable) in accordance with any applicable Authorisation to Alter Document and installation guide provided by nbn from time to time. <p>Note: Please retain the serial number of the SFP-NTD as it is required to be entered when submitting a Connect Order.</p>
Your organisation...	(once the SFP-NTD and Customer Connecting Cable have been installed in accordance with any applicable Authorisation to Alter Document and installation guide provided by nbn from time to time): Submits an order in accordance with section 4.4.3.2 Connect Order .

4.4.3.2 Interactions: Connect Order



Important:


- A valid SFP-NTD serial number must be added as part of the Order
- The option to reserve a Smart Places Co-ordinated Appointment is only available where your organisation has attempted to enter the SFP-NTD serial number 2 times and **nbn** has been unable to activate the order. For example, if the right SFP-NTD serial number has been entered, but the SFP-NTD or Customer Connecting Cable has not been installed, your organisation will receive an Acknowledged Pending notification, prompting you to re-enter the serial number. At this point, your organisation must enter the same serial number one more time before you will have the option to reserve a Smart Places Co-ordinated Appointment.

Who	Activity
Your organisation...	<p>Submits an order for nbn® Smart Places in the nbn® Service Portal or via B2B access.</p> <p>Note: The SFP-NTD serial number must be added as part of the Order. If your organisation requests an nbn Installation of the Connecting Equipment, you must ensure the SFP-NTD is available at the Smart Location at the time nbn attends the Smart Places Co-ordinated Appointment.</p>
nbn...	<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 and the serial number is valid) Sends your organisation an Acknowledged Notification and places the order into In Progress and attempts to activate the service (If the Connect Order was submitted correctly and the serial number is not valid) Sends your organisation an Acknowledged Notification and updates the Order Status to Acknowledged-Pending and requests your organisation to: <ul style="list-style-type: none"> Correct the serial number and resume the Connect Order; or Cancel the Connect Order. (If nbn determines that the Connect Order is valid (including the SFP-NTD serial number) but nbn requires additional action from your organisation) Sends your organisation a Pending Notification and updates the Order Status to In Progress Pending (If the Connect Order was not submitted correctly) Sends your organisation a Rejected Notification if nbn rejects the order and updates the Order Status to Rejected
Your organisation...	<ul style="list-style-type: none"> (If your organisation has received an Acknowledged Pending Notification that the serial number is still invalid following the first attempt) Will select from the following options <ul style="list-style-type: none"> Correct the serial number and resume the Connect Order; Enter the same serial number again, at which point your organisation will have the option to reserve a Smart Places Co-ordinated Appointment; or Cancel the Connect Order

Who	Activity
	<ul style="list-style-type: none"> (If your organisation receives an In Progress Pending Notification requesting more information) Responds to the requested action(s) contained in the Pending Notification.
nbn and your organisation...	(If your organisation requests nbn to perform an nbn Installation by reserving a Smart Places Co-ordinated Appointment) Perform an nbn Installation in accordance with section 4.4.3.3
Your organisation...	<p>(If your organisation has received an In Progress Pending Notification stating the Self-Installation (Smart Places) has not been properly completed or that the SFP-NTD is not properly connected or switched on):</p> <ul style="list-style-type: none"> Ensures the SFP-NTD is connected and switched on; or Requests nbn to perform an nbn Installation by reserving a Smart Places Co-ordinated Appointment
nbn...	(Once the Self-Installation (Smart Places) or nbn Installation (as applicable) has been completed and the SFP-NTD is switched on): Will activate the service.
nbn...	(After configuring, activating, and completing testing of the Ordered Product Component(s)) Sends your organisation a "Service Test Completed Notification".
nbn...	<p>(After completing and closing the Order) Sends your organisation a Completed Notification and updates the Order Status to Complete.</p> <ul style="list-style-type: none"> Note: The Product Instance IDs for the Ordered Product Components are now active.

4.4.3.3 Activities: **nbn** Installation

Where your organisation has requested an **nbn** Installation by reserving a Smart Places Co-ordinated Appointment in accordance with the process in section 4.4.3.2, the following steps apply:

Who	Activity
Your organisation...	<p>Must inform the Contracted End User of all of the following information:</p> <ul style="list-style-type: none"> When and if Late Cancellation Charges apply When and if Missed Appointment Charges apply The date and time of the Smart Places Co-ordinated Appointment Any other information pertinent to the Installation (including any applicable Charges).
Your organisation...	<p>Must:</p> <ul style="list-style-type: none"> make sure that the Appointment Representative is present at the Smart Location during the entirety of the Smart Places Co-ordinated Appointment; and ensure that the SFP-NTD (with the serial number entered at the time of placing the Connect Order) is at the Smart Location, which will be used by nbn as part of the nbn Installation. <p>What happens if the above does not occur? nbn is not required to complete the Installation</p>
nbn...	<ul style="list-style-type: none"> Completes the relevant activities to perform the Installation of the Connecting Equipment. <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p> Important: Your organisation must ensure that all relevant prerequisite and ancillary work has been performed in accordance with nbn specifications for nbn to install the Connecting Equipment, including conduit and trenching work.</p> </div>
nbn...	(Once the nbn Installation has been completed and the SFP-NTD is switched on): Will activate the service.

4.4.4 Modify Orders

Your organisation may make modifications to some of the features or current configuration of existing **nbn**® Smart Places Ordered Products, by placing a Modify Order through the **nbn**® Service Portal or via B2B Access or by raising a Service Request via the **nbn**® Service Portal.

Section [Permitted Modifications to Product Components](#) below sets out limits and supporting notes on permitted modifications.



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

4.4.4.1 Permitted Modifications to Product Components

The following table describes the modifications your organisation is permitted to make and supporting notes.

Method	Allowable Modifications and supporting notes
Modify Order via nbn® Service Portal or via B2B Access	<ul style="list-style-type: none">Allowable modifications include SFP-NTD replacement, change to bandwidth profile, addition, removal or change to associated Enhanced Fault Rectification Service, and adding or removing certain Traffic ClassesAny other modification that nbn makes available from time to time through the nbn® Service Portal or via B2B Access <p><i>For any allowable modification</i></p> <p>There may be a brief service interruption (typically lasting less than 1 minute) when the Modify Order is processed. Except as set out below, Modify Orders of this nature are usually processed by nbn within 10 minutes after your organisation places the order. This brief service interruption is not an Outage or a Service Fault.</p>
Service Request via nbn® Service Portal	Any modification that nbn makes available from time to time via nbn ® Service Request.

4.4.4.2 Interactions: Modify Order

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

Who	Activity
Your organisation...	Submits a Modify Order in relation to an nbn ® Smart Places Ordered Product
nbn...	Confirms that the Modify Order was submitted correctly and, depending on the result of the submission validation, does one of the following: <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<i>(If the Modify Order was not submitted correctly)</i> Sends your organisation a Rejected Notification if nbn rejects the order and updates the Order Status to Rejected.
nbn...	<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> <p>Note: If the Modify Order is to replace the existing SFP-NTD with a new SFP-NTD, your organisation must ensure that the replacement SFP-NTD has a valid serial number</p> <ul style="list-style-type: none"><i>(If nbn determines that the Modify Order is valid)</i> Sends your organisation an Order Accepted Notification and updates the Order Status to In Progress<i>(If nbn determines that the Modify Order is not valid)</i> Sends your organisation a Rejected Notification and updates the Order Status to Rejected.

Who	Activity
nbn...	<ul style="list-style-type: none"> (On completion of the ordered modification of services and resources, and subsequent successful testing of the modifications) Sends your organisation a Completed Notification and updates the Order Status to Complete. If the testing of the Ordered Product shows that the Ordered Product is not online, request your organisation to raise a Trouble Ticket.

4.4.5 Disconnect Orders

If your organisation wishes to disconnect all or part of an **nbn**® Smart Places Ordered Product, your organisation must place a Disconnect Order through the **nbn**® Service Portal or via B2B Access.

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 may be deleted by **nbn**.

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

Once **nbn** validates a Disconnect Order, **nbn** will process it in accordance with the order stages as described in section [4.4.2.6 Order Status Life-cycle](#)



Important:

A request to disconnect a UNI, will in turn trigger a disconnection of the associated AVC.

4.4.5.1 Interactions: Disconnect Order

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

Who	Activity
Your organisation...	Submits a Disconnect Order (via the nbn ® Service Portal or via B2B Access) against a completed nbn ® Smart Places order.
nbn...	<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"> (If the Disconnect Order was submitted correctly) Sends your organisation an Acknowledged Notification and updates the Order Status to Acknowledged. The notification includes the Product order's unique Order ID. <p>Note: Your organisation may cancel the order at this time.</p> <ul style="list-style-type: none"> (If the Disconnect Order was not submitted correctly) Sends your organisation a Rejected Notification if nbn rejects the order and updates the Order Status to Rejected.
nbn...	<p>(If the Disconnect Order was submitted correctly) 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"> (If nbn determines that the Disconnect Order is valid) Sends your organisation an Order Accepted Notification and updates the Order Status to In Progress (If nbn determines that the Disconnect Order is not valid) Sends your organisation a Rejected Notification and updates the Order Status to Rejected.

Who	Activity
nbn...	<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 a Completed Notification and updates the Order Status to Complete. <p>Note: The disconnection is effective at this point for the purposes of the definition of Effective Disconnection Date.</p>

4.4.6 Same POI Migration Orders

The processes regarding Same POI Migration Orders in Module 4 of the [WBA Operations Manual](#) apply in relation to the **nbn**® Smart Places Product

Module 5: Assurance



5.1 In This Module

This module describes the processes and interactions that apply to assurance of the **nbn**® Smart Places Product with regard to:

- Logging, validating, diagnosing, prioritising and assigning Trouble Tickets and managing field work (for physical fault management) to resolve and close Trouble Tickets.
- Responsibilities of your organisation when raising and updating Trouble Tickets.

5.2 RSP-Reported Fault Rectification



Important Trouble Tickets must not be raised prior to following each applicable process set out in this [nbn® Smart Places Operations Manual](#). See section: [5.2.2 Self-Assurance \(Smart Places\)](#).

When your organisation becomes aware of a potential fault affecting an Ordered Product it must (as soon as reasonably practicable) perform the test and diagnostic tasks specified in the **Test & Diagnostic Checklist**, including submitting a Service Health Summary Enquiry if necessary, to identify whether or not the potential fault is likely to be a Service Fault.

Where the **Test & Diagnostic Checklist** requires your organisation to perform a Service Health Summary Enquiry, your organisation must first:

- use reasonable endeavours to confirm with the relevant Contracted End User that there is a potential fault affecting the relevant RSP Product or Downstream Product (see section 5.2.1.1 Service Health Summary Enquiry); and
- (if the *Service Health Summary Tool* is available) perform the Service Health Summary Enquiry.

Once your organisation has completed the steps above, your organisation must then perform any other test and diagnostics tasks set out in the **Test & Diagnostic Checklist**, using the Service Health Summary Information (if applicable).

Following this evaluation, your organisation must (as soon as reasonably practicable) raise a Trouble Ticket for the fault if (based on the results of the diagnostic tasks and test specified in the **Test & Diagnostic Checklist**) your organisation reasonably considers that the fault is a Service Fault, except where the fault relates to the SFP-NTD and your organisation intends to perform Self-Assurance (Smart Places).

Notes:

- When your organisation has ordered a V-NNI, it must, prior to raising a Trouble Ticket in respect of an actual or potential Service Fault, contact the relevant NNI Link RSP and confirm that the fault is not related to backhaul or the Linked NNI. If a fault relates to the Linked NNI, the relevant NNI Link RSP should raise a Trouble Ticket
- When your organisation has overbooked CVC TC-4 in respect of an NNI (i.e. your organisation has acquired CVC TC-4 Product Components that, in the aggregate, exceed the bandwidth of the associated NNI), it must, prior to raising a Trouble Ticket in respect of an actual or potential fault or incident, take reasonable steps to ensure that the fault or incident is not related to overbooking.

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

5.2.1 Test & Diagnostics

The **nbn**® Service Portal or B2B Access will provide test and diagnostics tools of the type detailed in this section [5.2.1 Test & Diagnostics](#). 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** and the **Test & Diagnostics Guide** (provided to your organisation) when reviewing the results of a Service Health Summary Enquiry, Diagnostic Status Tests and Network Tests.

Your organisation must follow the test and diagnostic requirements as specified when raising a new Trouble Ticket, otherwise the Trouble Ticket may be Rejected.

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

The content in the **Test & Diagnostics Guide** is applicable to both the **nbn**® Service Portal and B2B Access. Your organisation can obtain a copy of the latest release of the **Test & Diagnostics Guide** by contacting the **nbn**® Relationship Point of Contact or via the **nbn**® Service Portal.



Important: The **Test & Diagnostic Checklist** does not form part of this document or the [WBA](#).

5.2.1.1 Service Health Summary Enquiry

Before raising a Trouble Ticket in relation to a potential fault, your organisation must use the Service Health Summary Tool (if available) to run a Service Health Summary Enquiry, via the **nbn**® Service Portal or via B2B Access using APIs, to gather information about the potential fault and to identify whether or not the potential fault is likely to be a Service Fault.

A Service Health Summary Enquiry can only be undertaken if:

- a Contracted End User has raised a potential fault with your organisation; or
- your organisation has identified a potential fault with respect to an Ordered Product and has used reasonable endeavours to confirm (or is in the process of confirming) with the relevant Contracted End User that there is a potential fault affecting the relevant RSP Product or Downstream Product to which **nbn**® Smart Places is an input.



Important: The Service Health Summary Quota applies to the Service Health Summary Enquiries – please refer to the [Service Description for the **nbn**® Platform Interfacing Service](#) for further details.

nbn may restrict the hours of operation that your organisation may perform a Service Health Summary Enquiry as further described in the **Test & Diagnostics Guide**. Despite anything else in this [nbn](#)® Smart Places Operations Manual, your organisation is not required to submit a Service Health Summary Enquiry if the Service Health Summary Tool is not available at the time your organisation is performing the test and diagnostics tasks set out in the **Test & Diagnostic Checklist**.

The Service Health Summary Information includes the following categories of information where available, and such other relevant information as determined by **nbn** from time to time:

Connectivity Summary

To help your organisation troubleshoot potential connectivity issues relating to an Ordered Product, the “**Connectivity Summary**” provides information on the operational/connection status of elements related to the Ordered Product.

CPE Summary

To help your organisation troubleshoot potential issues relating to Customer Premises Equipment or any other RSP Equipment or End User Equipment (commonly referred to as “CPE”), the “**CPE Summary**” provides information on certain Customer Premises Equipment and other RSP Equipment and End User Equipment that **nbn** can see is used in connection with the **nbn**® Network, with details and indicators that show whether certain features are compatible with the **nbn**® Network.

Performance Summary

To help your organisation troubleshoot potential issues relating to the performance of an Ordered Product or the Line Rate of a relevant link, the "**Performance Summary**" will provide your organisation with a summary of the Line Rate measurements for the relevant Smart Location, and factors that may be impacting the performance of the Ordered Product. The performance summary will also show whether the Line Rate measurements are within expected ranges, and when the information provided in the Performance Summary was collected by **nbn**.

Stability Summary

To help your organisation troubleshoot potential issues relating to the stability of an Ordered Product, the "**Stability Summary**" provides a summary of the stability measurements of the Ordered Product and thresholds for stability counters (such as dropouts), with relevant details and indicators to show whether the measurements are within expected ranges. The Stability Summary also shows when the information provided in the Stability Summary was collected by **nbn**.

The Service Health Summary Enquiry will provide a next suggested action based on the Service Health Summary Information. Examples of these suggested actions could be as follows:

- The Ordered Product is affected by a Service Fault, and the suggested action is for your organisation to raise a Service Fault Trouble Ticket.
- The Ordered Product is not affected by a Service Fault, and no further action is suggested.

5.2.1.2 Diagnostic Status Tests

Your organisation may submit a request for a Diagnostic Status Test through the **nbn**[®] 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.

5.2.1.3 Network Tests

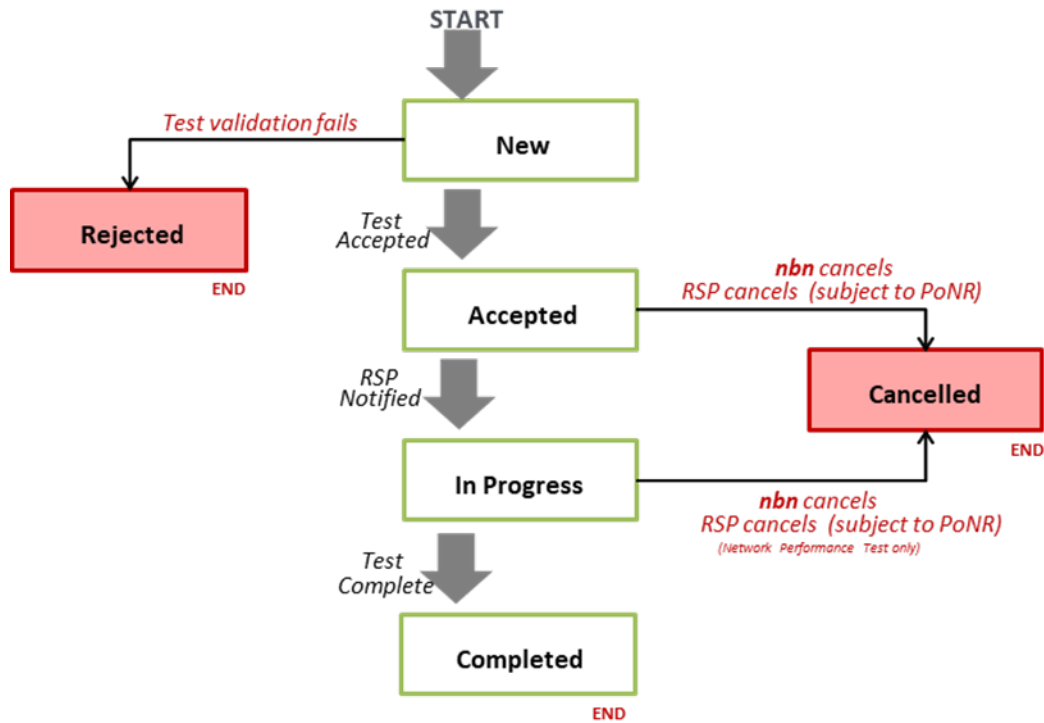
Your organisation may submit a request for a Network Test through the **nbn**[®] Service Portal or B2B Access.

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



Important: **nbn** 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	Event The Network Test request is received by nbn , with no issues encountered. Activities <ul style="list-style-type: none"> nbn updates the Test Status to Accepted nbn provides a unique Test ID, Service Health Summary Enquiry ID or both (as required under the Test & Diagnostic Checklist) (B2B Access only) nbn sends a Test Accepted Notification to your organisation nbn schedules the Network Test for execution
In Progress	Event nbn commences Network Test execution Activities <ul style="list-style-type: none"> nbn updates the Test Status to In Progress (B2B Access only) nbn sends a Test In Progress Notification to your organisation nbn performs the necessary Network Test activities
Complete	Event nbn completes Network Test execution. Activities <ul style="list-style-type: none"> nbn updates the Test Status to Complete (B2B Access only) nbn sends a Completed Notification, containing the test results, to your organisation

Test Status	Related Events and Activities
Rejected	<p>Event</p> <p>nbn 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 & Diagnostics Guide • The Network Test request submitted is otherwise defective <p>Activities</p> <ul style="list-style-type: none"> • nbn updates the Test Status to Rejected • (B2B Access only) nbn sends a Rejected Notification to your organisation • nbn 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 cancels, an in-flight Network Test that has not passed its Point of No Return • nbn is otherwise currently unable to proceed with executing the Network Test <p>Activities</p> <ul style="list-style-type: none"> • nbn updates the Test Status to Cancelled • (B2B Access only) nbn sends a Cancelled Notification to your organisation • nbn provides your organisation with reasons for cancelling the Network Test

5.2.2 Self-Assurance (Smart Places)



Important: Your organisation must not submit a Trouble Ticket in respect of a Service Fault if your organisation intends to perform Self-Assurance (Smart Places) in respect of that Service Fault.

The following table sets out the processes that apply in respect of Self-Assurance (Smart Places):


Who	Activities
Your organisation...	Uses the Test & Diagnostic Checklist available on the nbn ® Service Portal (including the Service Health Summary Tool (if available) on the nbn ® Service Portal or via B2B Access using APIs), and determines whether or not the Ordered Product is affected by a fault and, if so, whether the fault is likely to be a Service Fault.
Your organisation...	<p><i>(If the results of the Test and Diagnostic Checklist indicates that the SFP-NTD is faulty or your organisation believes the fault lies with the SFP-NTD and your organisation chooses to undertake Self-Assurance (Smart Places)) must</i></p> <ul style="list-style-type: none"> • raise a Modify Order to change the recorded serial number of the SFP-NTD via the nbn® Service Portal or B2B Access. • not raise a Trouble Ticket in relation to the fault. • <i>(If the Self-Assurance (Smart Places) is to be performed by your organisation)</i> replaces the SFP-NTD in accordance with any applicable Authorisation to Alter Document and installation guide provided by nbn from time to time. • <i>(If the Self-Assurance (Smart Places) is to be performed by the Contracted End User or Downstream Service Provider):</i> <ul style="list-style-type: none"> • Despatches the SFP-NTD to the Downstream Service Provider or Contracted End User; and • must ensure that the SFP-NTD is installed by the Downstream Service Provider or Contracted End User (as applicable) in accordance with any applicable Authorisation to Alter Document and installation guide provided by nbn from time to time.



5.2.3 Trouble Tickets Status

5.2.3.1 Trouble Ticket Status: Descriptions

Important: Your organisation must not submit a Trouble Ticket in respect of a Service Fault if your organisation intends to perform Self-Assurance (Smart Places) in respect of that Service Fault.

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:

Status	Description
New	<ul style="list-style-type: none"> Trouble Ticket is raised Trouble Ticket successfully created in the nbn® Service Portal or B2B Access <div>  Important: Your organisation must reserve a Trouble Ticket Appointment at the same time as raising a Service Fault Trouble Ticket. </div> <ul style="list-style-type: none"> The Trouble Ticket awaits validation by nbn.
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 incomplete, (e.g. Trouble Ticket submission failed to attach T&D test results) It included invalid information It was submitted without your organisation first complying with the requirements as set out in the Test & Diagnostics Checklist It was not submitted in accordance with this module 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. nbn has a right to reject the Trouble Ticket under any other provision in the WBA
Acknowledged	<ul style="list-style-type: none"> nbn has received and validated the Trouble Ticket. nbn allocates a unique Trouble Ticket ID. <p>Note: Trouble Tickets may receive a Rejected Notification after an Acknowledged Notification has been sent if the Trouble Ticket failed ticket validation.</p>
Acknowledged – Pending	<ul style="list-style-type: none"> Trouble Ticket awaits action from your organisation before nbn has sent your organisation an Accepted Notification. nbn stops acting on the Service Fault while the Trouble Ticket remains in this Trouble Ticket Status. nbn assigns a Trouble Ticket Status of Acknowledged – Pending to a Trouble Ticket under the following circumstances: <ul style="list-style-type: none"> A valid Trouble Ticket Appointment was not submitted with the Trouble Ticket where required (including where nbn determines that a Trouble Ticket Appointment is required for action on the Trouble Ticket to begin) nbn requires additional information and/or action or assistance from your organisation for the Trouble Ticket to proceed.
In Progress	<p>nbn diagnoses and rectifies the Service Fault.</p> <p>Note: If a Trouble Ticket's Trouble Ticket Status is updated to In Progress at a subsequent stage, then nbn continues to investigate the Service Fault.</p>
In Progress – Pending	<p>Trouble Ticket awaits action from your organisation after nbn has sent your organisation an Accepted Notification. nbn stops acting on the Service Fault while the Trouble Ticket remains in this Trouble Ticket Status.</p> <p>nbn assigns a Trouble Ticket Status of In Progress – Pending to a Trouble Ticket under the following circumstances:</p> <ul style="list-style-type: none"> nbn determines that a Trouble Ticket Appointment is required for action on the Trouble Ticket to proceed nbn requires additional information and/or action or assistance from your organisation for the Trouble Ticket to proceed.

Status	Description
In Progress – Held	<p>Trouble Ticket awaits action from nbn before nbn continues to act on the Service Fault.</p> <p>Example: Delays in nbn attending a site due to bad weather or delays due to nbn requiring equipment that its Personnel do not normally carry e.g. elevated work platform.</p> <p>Where known, nbn will provide your organisation with a proposed rectification date for the Service Fault.</p>
In Progress – Monitoring	<p> Important: The processes applicable to Monitored Enhanced Faults will only apply on and from the date nbn notifies your organisation that such functionality has been introduced in accordance with the nbn® Smart Places Product Description.</p> <p>The Monitored Enhanced Fault has been rectified.</p> <p>The performance of the Ordered Product over the Monitoring Period will be reviewed in accordance with section 5.2.8.1 Interactions: Closure of a Resolved Trouble Ticket.</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 is awaiting your organisation's acknowledgement of the Resolved Notification; The Monitored Enhanced Fault indicated in the Trouble Ticket has been rectified and any applicable Monitoring Period has ended. nbn may be awaiting your organisation's acknowledgement of the Resolved Notification; nbn has sent your organisation a More Information Required Notification or request for assistance and the timeframe for your organisation to provide any requested information or assistance has passed without response or action from your organisation; or nbn has updated the Trouble Ticket Status of the Trouble Ticket to Resolved in accordance with section 5.2.4.1 Interactions: Raising a Trouble Ticket with nbn. <p> Important: The processes applicable to Monitored Enhanced Faults will only apply on and from the date nbn notifies your organisation that such functionality has been introduced in accordance with the nbn® Smart Places Product Description.</p>
Closed	<p>One of the following circumstances has arisen:</p> <ul style="list-style-type: none"> nbn has Resolved the Trouble Ticket and the Trouble Ticket has been Closed in accordance with Section 5.2.8 Resolving and Closing a Trouble Ticket nbn has been unable to access the Smart Location nbn has received acknowledgement of a Resolved Trouble Ticket from your organisation or any applicable timeframe for acknowledgement of a Resolved Trouble Ticket has passed without response from your organisation.

5.2.4 Raising, Validating and Resolving a Trouble Ticket


5.2.4.1 Interactions: Raising a Trouble Ticket with **nbn**

Description

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

Who	Activities
Your organisation...	Uses the Test & Diagnostic Checklist available on the nbn ® Service Portal (including the Service Health Summary Tool (if available) on the nbn ® Service Portal or via B2B Access using APIs), and determines whether or not the Ordered Product is affected by a fault and, if so, whether the fault is likely to be a Service Fault.

Who	Activities
	<p>(If the results of the Test & Diagnostic Checklist indicate a likely Service Fault that is either not related to the SFP-NTD or your organisation chooses not to perform a Self-Assurance (Smart Places)) Raises a Trouble Ticket for the fault via the nbn® Service Portal or B2B Access.</p> <ul style="list-style-type: none"> • Attaches the Test ID(s) to the Trouble Ticket. • Accurately completes the mandatory troubleshooting questions and other relevant questions for the Trouble Ticket (depending on the results of the use of test and diagnostic tools). • Reserves a Trouble Ticket Appointment at the time the Trouble Ticket is raised using an available Appointment window provided. <p>Important Notes</p> <ul style="list-style-type: none"> • Your organisation must provide all of the information specified in the Trouble Ticket in relation to the fault. nbn may use form or field validation tools to verify if all specified information is included in the Trouble Ticket. • 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 5.2.3 Trouble Tickets Status and the In Progress - Pending definition). • Your organisation must append any other test and/or troubleshooting results that may arise from the Test & Diagnostic Checklist to the Trouble Ticket. 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 RSP 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 an 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 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 the nbn® Service Portal or B2B Access is not available, then your organisation may raise a Trouble Ticket by telephoning the relevant RSP 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 will not act on the fault until a Trouble Ticket has been submitted correctly. • nbn may change the Test & Diagnostic Checklist, in which case nbn will make the updated Test & Diagnostic Checklist available to your organisation through the nbn® Service Portal. nbn will give your organisation 10 Business Days' notice of any change to the Test & Diagnostic Checklist. • nbn may update the troubleshooting questions included in the Trouble Ticket on the nbn® Service Portal. nbn will provide your organisation with 10 Business Days' notice of any such change
nbn...	<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"> • (If the Trouble Ticket was submitted correctly) 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) • (If the Trouble Ticket was not submitted correctly) Sends your organisation a Rejected Notification and updates the Trouble Ticket Status to Rejected. • If your organisation wishes to pursue the matter further, it must raise a new Trouble Ticket. <p>Note: Trouble Tickets may receive a Rejected Notification after an Acknowledged Notification has been sent if the Trouble Ticket failed ticket validation.</p>

Who	Activities
nbn...	<p>(If the Trouble Ticket was submitted correctly) Evaluates the information provided in the Trouble Ticket and determines whether or a Trouble Ticket Appointment has been reserved and whether more information is required to proceed.</p> <ul style="list-style-type: none"> • (If nbn determines that the Trouble Ticket contains all information required for the submission of a Trouble Ticket as set out in the Business Rules and a Trouble Ticket Appointment has been Reserved) Sends your organisation an Accepted Notification and updates the Trouble Ticket Status to In Progress. • (If nbn determines that more information and/or your organisation's assistance is required to rectify the Service Fault) 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.
Your organisation...	<p>(If nbn sends your organisation a More Information Required Notification or requests that your organisation provide assistance to rectify the Service Fault, at any time):</p> <p>Must, as soon as practicable and, in any event, within 2 Business Day of the date that nbn sends the More Information Required Notification or request for assistance:</p> <ul style="list-style-type: none"> • gather and provide the requested information or provide the requested assistance; and • update the related Trouble Ticket via the nbn® Service Portal and/or B2B Access.
nbn...	<p>(If your organisation does not provide the requested information or provide the requested assistance within 2 Business Days of receiving a More Information Required Notification or request for assistance, as applicable) Changes the Trouble Ticket Status of the Trouble Ticket to Resolved and then immediately to Closed and sends your organisation a Closed Notification.</p>
nbn...	<p>Performs restoration 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"> • (If the Service Fault cannot be resolved at this stage) Updates the Trouble Ticket Status to In Progress and continues to investigate the Service Fault until it is resolved • (If the Service Fault is not a Monitored Enhanced Fault and can be and then is resolved) Resolves and closes the Trouble Ticket in accordance with section 5.2.8.2 Interactions: Closure of a Resolved Trouble Ticket. • (If the Monitored Enhanced Fault can be resolved and then is resolved) Updates the Trouble Ticket status to In Progress – Monitoring and reviews the performance of the Ordered Product in accordance with section 5.2.8.1 Interactions: The Monitoring Period. <div>  <p>Important: The processes applicable to Monitored Enhanced Faults will only apply on and from the date nbn notifies your organisation that such functionality has been introduced in accordance with the nbn® Ethernet Product Description.</p> </div>

5.2.5 External Faults

If **nbn** determines that a reported fault is an External Fault, **nbn** will update the relevant Trouble Ticket (via the **nbn**® Service Portal or B2B Access, as applicable) as soon as reasonably practicable, as follows:

Attendance	nbn action
nbn® Personnel have not attended the location associated with the fault	<ul style="list-style-type: none"> • nbn will update the Trouble Ticket Status of the Trouble Ticket to Resolved, and send your organisation a Resolved Notification via the nbn® Service Portal and/or B2B Access. The Resolved Notification will provide a resolution code and a description reflecting there was no fault found and where relevant, associated comments to provide further information that may assist your organisation to understand the outcome of nbn's Trouble Ticket investigation • nbn may charge your organisation the No Fault Found (No Truck Roll Required) Charges, as specified in the nbn® Smart Places Price List

Attendance	nbn action
nbn® Personnel have attended the location associated with the fault	<ul style="list-style-type: none"> nbn will update the Trouble Ticket Status of the Trouble Ticket to Resolved, and send your organisation a Resolved Notification via the nbn® Service Portal and/or B2B Access. The Resolved Notification will provide a resolution code and a description reflecting there was no fault found and where relevant, associated comments to provide further information that may assist your organisation to understand the outcome of nbn's Trouble Ticket investigation. nbn may charge your organisation the No Fault Found (Truck Roll Required) Charges, as specified in the nbn® Smart Places Price List

Disputing the Resolution

When the Trouble Ticket is Resolved in circumstances where **nbn** has determined that the reported fault is an External Fault, your organisation may dispute the assigned resolution code through an RSP Enquiry within 2 Business Days of receiving the Resolved Notification. If your organisation disputes an assigned resolution code, **nbn** 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®** Operational Point of Contact. **nbn** will then arrange a review of the Trouble Ticket resolution.

See section [5.2.8 Resolving and Closing a Trouble Ticket](#) for details of the process of closing a Resolved Trouble Ticket in other circumstances.

5.2.6 Trouble Ticket Queries

Your organisation may query the Trouble Ticket Status of a Trouble Ticket using the **nbn®** Service Portal.



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®** Service Portal or B2B Access to notify the other party of any change to an Service Fault, by adding information to the related Trouble Ticket's 'Comments' field.

5.2.8 Resolving and Closing a Trouble Ticket

5.2.8.1 Interactions: The Monitoring Period



Important: The processes applicable to Monitored Enhanced Faults will only apply on and from the date **nbn** notifies your organisation that such functionality has been introduced in accordance with the [nbn® Smart Places Product Description](#).

nbn will update the Trouble Ticket Status of a Trouble Ticket to **In Progress – Monitoring** and review the performance of the Ordered Product over a 7 calendar day period after **nbn** has rectified the relevant Monitored Enhanced Fault.

During the Monitoring Period **nbn** will review the performance of the relevant Ordered Product.

- (If **nbn** determines that the Ordered Product is subject to a Service Fault during the Monitoring Period) **nbn** will update the Trouble Ticket Status to **In Progress** and commence further rectification activities.*
- (If the Monitoring Period lapses and **nbn** has not detected a Service Fault) **nbn** will resolve and close the Trouble Ticket in accordance with section [5.2.8.2 Interactions: Closure of a Resolved Trouble Ticket](#).*

5.2.8.2 Interactions: Closure of a Resolved Trouble Ticket

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

nbn will provide a resolution code and a description that describes how the Service Fault was resolved in the relevant Trouble Ticket, via the **nbn**® Service Portal or B2B Access



Important: If **nbn** has completed work related to a suspected Service Fault, but has determined that the fault was an External Fault, **nbn** may charge your organisation – see the [nbn® Smart Places Price List](#).

See section [5.2.5 External Faults](#) for additional information regarding External Faults.

Description

The following table describes the interactions between your organisation and **nbn** that can arise from **nbn** initiating closure of a Resolved Trouble Ticket.

Who	Activities
nbn ...	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 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 Service Provider(s) or Contracted End User(s). <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® Service Portal or B2B Access. nbn will then change the Trouble Ticket Status to Closed and send a Closed Notification to your organisation. • <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® Service Portal or B2B Access.
nbn...	<p><i>(After receiving a “No – Trouble Ticket is Not Resolved Notification”)</i> Performs further testing and investigation in relation to the Service Fault (during which time the Trouble Ticket Status will remain Resolved) and:</p> <ul style="list-style-type: none"> • <i>(If, within 2 Business Days of nbn sending the Resolved Notification, nbn assesses that the Service Fault has not been resolved)</i> Returns the Trouble Ticket Status to In Progress and continues to investigate the Service Fault. • <i>(If, after 2 Business Days of nbn sending the Resolved Notification, nbn has not changed the Trouble Ticket Status to In Progress)</i> Changes the Trouble Ticket Status to Closed and sends a Closed Notification to your organisation. <div> <p>Important: nbn may request additional information from your organisation within 2 Business Days of nbn sending the Resolved Notification to assess whether or not the Service Fault has been resolved.</p> </div>



Important: If **nbn** has completed work related to a suspected Service Fault, but has determined that the fault or incident was an External Fault, **nbn** may impose Charges for the work, in accordance with the [nbn® Smart Places Price List](#).

See section [5.2.5 External Faults](#) for additional information regarding External 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**[®] Service Portal or B2B Access (as applicable), and returning the Trouble Ticket's status to In Progress, **nbn** considers that a Service Fault associated with a Trouble Ticket has been resolved, **nbn** will reissue the Resolved Notification to your organisation through the **nbn**[®] 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 [5.2.9.3 Escalating an Unresolved Trouble Ticket](#).

Your organisation may also raise a request for further information relating to a Closed Trouble Ticket with the **nbn**[®] Operational Point of Contact.

5.2.8.3 Your Organisation Requests Closure of a Trouble Ticket

If your organisation considers that it has successfully resolved a Trouble Ticket without intervention by **nbn**, your organisation must use the **nbn**[®] Service Portal or B2B Access to immediately notify **nbn** and request closure of the Trouble Ticket.

Activities

The following table describes the interactions between your organisation and **nbn** 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 [®] Service Portal or B2B Access) that nbn close it.
nbn...	<ul style="list-style-type: none"> Investigates, tests and/or verifies that the Service Fault has been properly resolved and does all the following: <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: **nbn** may impose Charges for the work, in accordance with the [nbn[®] Smart Places Price List](#).

5.2.9 Cancelling a Trouble Ticket

5.2.9.1 **nbn** initiates cancellation

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

Example: **nbn** creates a new Trouble Ticket in error.

nbn will cancel any in-flight trouble tickets raised by an Other Losing RSP upon completion of a Service Transfer Order. A trouble ticket will not be transferred to your organisation (as the Gaining RSP).

5.2.9.2 Your Organisation requests cancellation

Your organisation cannot cancel a Trouble Ticket. Your organisation may request that **nbn** cancel a Trouble Ticket by submitting an RSP Enquiry. If **nbn** considers that your organisation has reasonable grounds for requesting the cancellation, **nbn** may cancel the Trouble Ticket.



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

5.2.9.3 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**® Operational Point of Contact
- By telephoning RSP Support Centre.

nbn will then evaluate the validity of the Trouble Ticket Escalation Notice. If valid, **nbn** will endeavour to perform work to resolve the Service Fault.

5.2.10 Smart Places Faults related to a Network Fault

Your organisation does not need to raise a Trouble Ticket where a Service Fault is related to an identified Network Fault. However, should your organisation raise a Trouble Ticket for an Service Fault that is related to a Network Fault, **nbn** will link the relevant Service Fault's associated Trouble Ticket to the Network Fault's associated Trouble Ticket.

The Service Levels and Performance Objectives that apply to Service Faults also apply to Service 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 Service Fault also being rectified.

5.2.11 Customer Impact Statement Reports for Network Faults

The processes regarding Customer Impact Statement Reports in Module 5 of the **WBA Operations Manual** apply in relation to the **nbn**® Smart Places Product.

5.3 Network Fault Rectification

The processes regarding Network Fault Rectification in Module 5 of the [WBA Operations Manual](#) apply in relation to the **nbn**® Smart Places Product

5.4 Planned Outages and Emergency Outages

The processes regarding Planned Outages and Emergency Outages in Module 5 of the [WBA Operations Manual](#) apply in relation to the **nbn**® Smart Places Product

Module 6: Appointments



6.1 In This Module

6.1.1 Introduction

The processes regarding Appointments in Module 6 of the **WBA Operations Manual** apply in relation to the **nbn**® Smart Places Product except as follows:

- Section 6.2.9 does not apply
- Section 6.7.1 does not apply
- Section 6.7.2.2 does not apply
- Section 6.7.3 does not apply
- Section 6.8.1 does not apply
- Any process that relates to an Accelerated Connection or Priority Assistance does not apply
- Module 6 does not apply to the extent of any inconsistency with section 6.1.2 [Smart Places Co-ordinated Appointments](#).

6.1.2 Smart Places Co-ordinated Appointments



Important: The option to reserve a Smart Places Co-ordinated Appointment is only available where your organisation has attempted to enter the SFP-NTD serial number 2 times and **nbn** has been unable to activate the order. For example, if the right SFP-NTD serial number has been entered, but the SFP-NTD or Customer Connecting Cable has not been installed, your organisation will receive an Acknowledged Pending notification, prompting you to re-enter the serial number. At this point, your organisation must enter the same serial number one more time before you will have the option to reserve a Smart Places Co-ordinated Appointment.

See the [nbn® Smart Places Price List](#) for Charges which apply for a Smart Places Co-ordinated Appointment

If your organisation wishes to make a Smart Places Co-ordinated Appointment (After Hours)*, you must request this via a Service Request.

** Smart Places Co-ordinated Appointment (After Hours) will not be available at launch. **nbn** will advise RSP when Smart Places Co-ordinated Appointment is available.*

Module 7: Event Management



7.1 In This Module

The processes regarding Event Management in Module 7 of the [WBA Operations Manual](#) apply in relation to the **nbn**® Smart Places Product.

Module 8: Billing and Payments



8.1 In This Module

The processes regarding Billing and Payment in Module 8 of the **WBA Operations Manual** apply in relation to the **nbn**® Smart Places Product, except as follows:

- Available Rebates and Credits are as detailed in the [nbn® Smart Places Product Module](#) or as otherwise notified by **nbn** in accordance with the WBA.
- Section 8.5.1.5 Automatic payment of Commercial Rebates of the **WBA Operations Manual** does not apply and is replaced by section [8.2 Automatic payment of Commercial Rebates](#).
- section 8.6 (Credits for Satellite Test Services) of the **WBA Operations Manual** does not apply.

8.2 Automatic payment of Commercial Rebates

nbn will apply Connection Rebates, Service Fault Rebates, Missed Trouble Ticket Appointment Rebates and Enhanced Fault Rectification Rebates (that are applicable in accordance with the [WBA](#)) to your organisation's RSP Billing Account by the time **nbn** issues an invoice to your organisation for the first Billing Period that starts at least 15 Business Days after the later of:

- the conditions for payment of the Commercial Rebate first being met
- the end of the month to which the relevant Commercial Rebate relates.

Note:

Your organisation may raise a Billing Enquiry or Billing Dispute in respect of any Commercial Rebate it considers to be payable under this section [8.2](#).

Module 9: Operational Governance



9.1 In This Module

The processes regarding Operational Governance in Module 9 of the **WBA Operations Manual** apply in relation to the **nbn**® Smart Places Product, except as follows:

- The Supplementary Service Level Reports contain the equivalent content for **nbn**® Smart Places as is required for **nbn**® Ethernet under Module 9 of the **WBA Operations Manual** other than content relating to:
 - Actual Appointment;
 - Actual Trouble Ticket Appointment; or
 - Priority Assistance Fault rectification.
- Section 9.3.2 (Wireless performance reporting) does not apply.
- Section 9.3.3 (Line Rate and Information Rate reporting) does not apply.