Becoming a customer: NBN Co's Onboarding and Accreditation program

Matthew Lobb – General Manager, Industry Engagement

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Industry Engagement

Product design

- Product deep dives
- Product and pricing Overview for fibre, wireless and satellite
- Release detailed product catalogue

Commercial

- 'Wholesale Broadband Agreement'
- 'First Release Trial Agreement'

Operations

- Connection protocol
- B2B interface
- Onboarding and Accreditation

Technical and network design

- ACCC POI consultation
- Technical workshops
- Service management workshops

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NBN Co revolves around customer relationships

Onboarding

Account Team

Activation

Assurance

Billing relationship

Products

Wholesale Agreement

Wholesale Customer

IT interfaces

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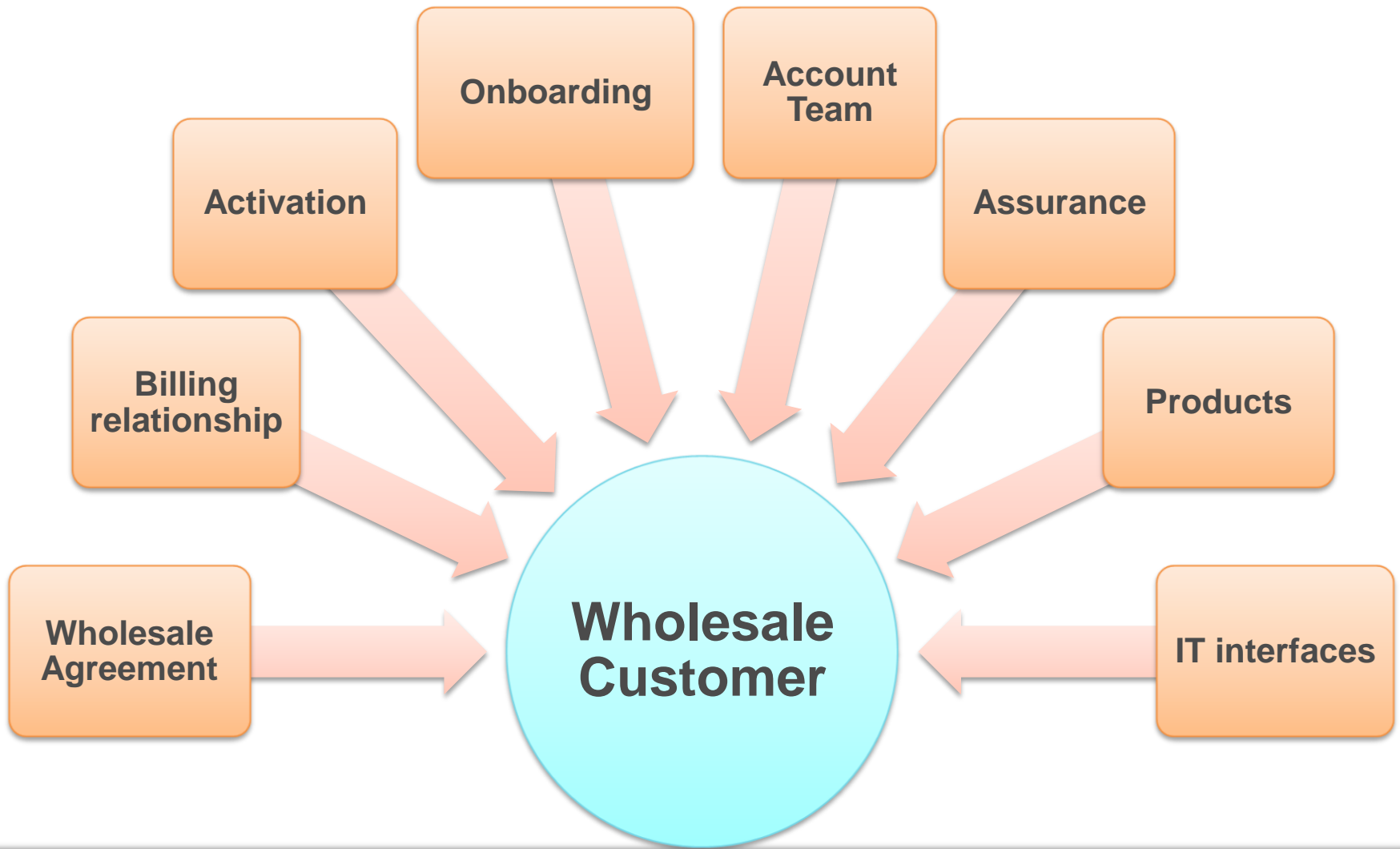
Integrated onboarding consistent with overall strategy

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Fibre   **Wireless**   **Satellite**

- **One Product Construct for the three technologies**
- **One entry-level speed across the technologies for the same price**

- **Integrated onboarding and interoperability testing process**
- **Integrated B2B interface**
- **Consistent PoI arrangements**

Delivers a simple, flexible, wholesale-only service

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Onboarding in the trial phase

- In the period leading to Q4 2011, NBN Co plans to undertake robust network, process and system development and testing activities.

- We are looking to companies that are technically capable, resourced and willing to participate in this process.

NBN Co Objectives	Capability / Access Seeker experience
Test NBN Co Manual Process	Not a commercial phase. Connecting existing end users
Migration scenario development	Processes under development
Interoperability testing of NBN Co's Products and processes	Requires Access Seekers to re-enter interoperability testing as product and OSS / BSS capability drops occur
Network field testing	Processes will be in a trial mode
Test interim POI & facilities access processes	Access Seekers will need to plan to move to long term POIs

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Access Seeker experience as NBN Co increases capability

2011	2012

| Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |

Trial Phase

- Trials of products & processes
- Participation via EoI process
- Manual processes
- Connections for trial only. Best undertaken with end users that have an established relationship with you

Ready for First Commercial service

- Able to place own orders for migrations and new services
- As NBN Co rolls out its products & B2B systems, Access Seeker interoperability testing continues

Ready for Business as Usual Rollout

- Capability to fulfil, activate and assure an increased number of products with multiple RSPs with automated and semi automated processes..
- Access seeker interoperability testing continues

Ready for Market

- Market & geographic coverage growing to scale
- Can activate and assure at scale according to established SLAs.
- Initial mass market product release complete
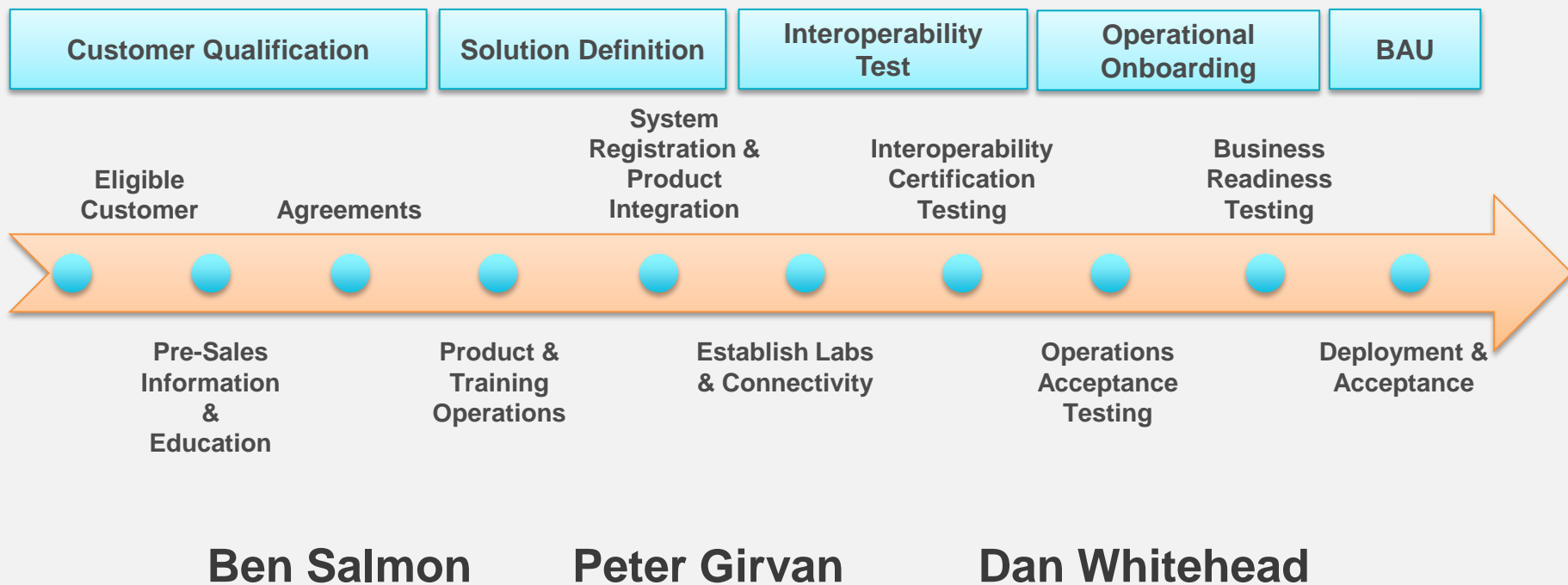- Fully automated B2B interface

Indicative dates as outlined in NBN Co Corporate Plan

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Agenda

- Onboarding Process Overview

- Step 1: Customer Qualification

- Step 2: Solution Definition

- Step 3: Interoperability Certification Test Program

- Step 4: Operational Business Readiness Testing

- Questions

Indicative Onboarding Process Overview

Customer Qualification	Solution Definition	Interoperability Test	Operational Onboarding	BAU

Eligible Customer

Agreements

System Registration & Product Integration

Interoperability Certification Testing

Business Readiness Testing

Pre-Sales Information & Education

Product & Training Operations

Establish Labs & Connectivity

Operations Acceptance Testing

Deployment & Acceptance

Ben Salmon   **Peter Girvan**   **Dan Whitehead**

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OVERVIEW

Overview of Onboarding Program

Account Team

Relationship focus

Account Director

Operational interface

Solution Architect

Operations Manager

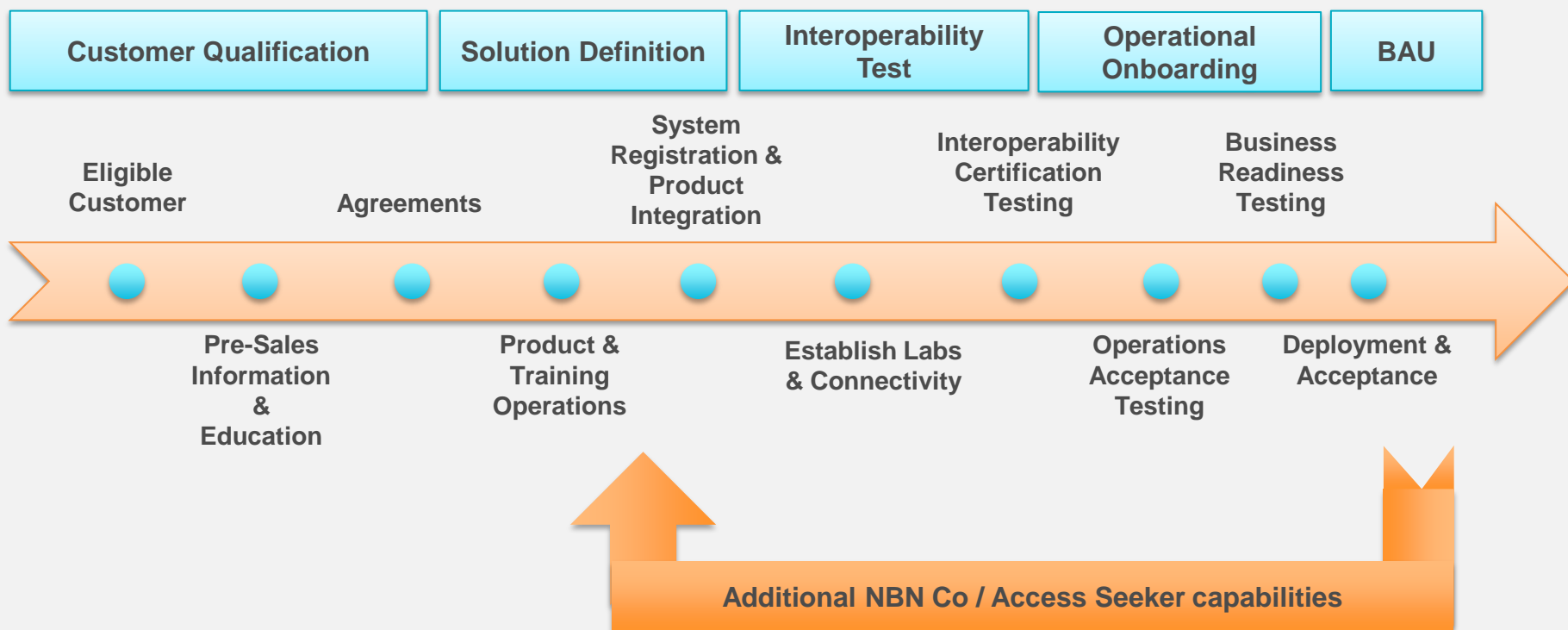**Technical interface**

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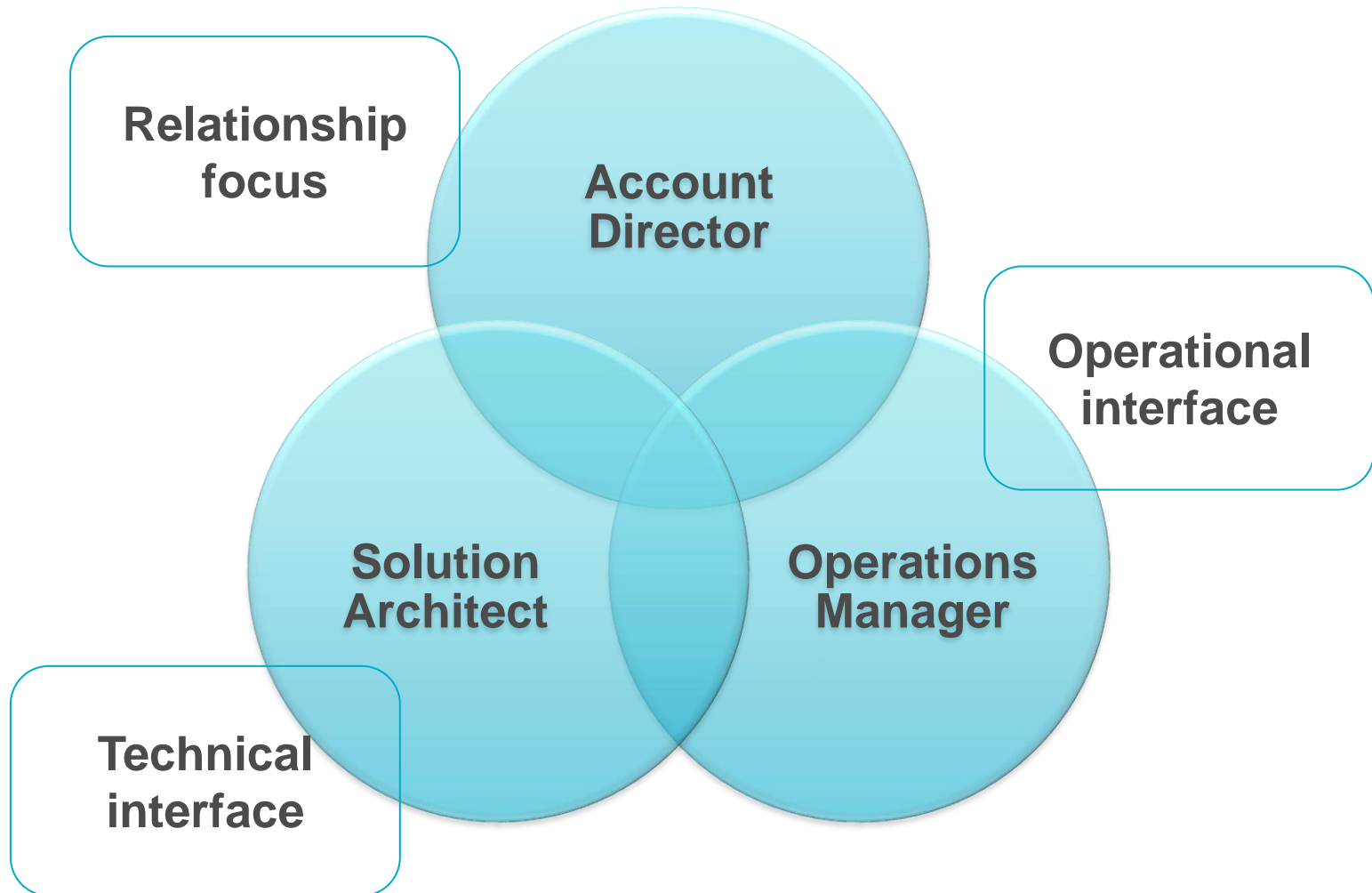
Indicative Onboarding Process Overview

- Initially fibre only, over time all three products will be integrated into the one program
- Best case is approximately 8 weeks from contract signing. Dependent on customer readiness and product selection

Customer Qualification	Solution Definition	Interoperability Test	Operational Onboarding	BAU

Eligible Customer   **Agreements**   **System Registration & Product Integration**   **Interoperability Certification Testing**   **Business Readiness Testing**

Pre-Sales Information & Education   **Product & Training Operations**   **Establish Labs & Connectivity**   **Operations Acceptance Testing**   **Deployment & Acceptance**

Variable   T-8 weeks   Variable   Variable   T-4 weeks   T-2 weeks   T-0 Ready to place orders

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Indicative Onboarding Process Overview

- Iterative process during the development of NBN Co's capability
- Product, system or capability variations
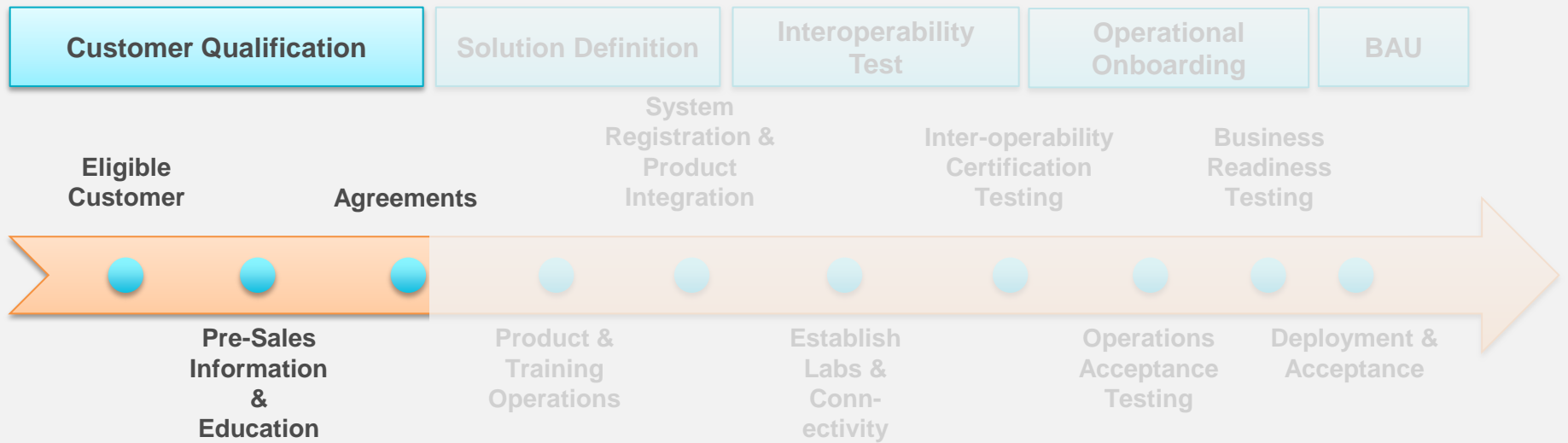- Utilising new access technologies

Customer Qualification	Solution Definition	Interoperability Test	Operational Onboarding	BAU

Eligible Customer **Agreements** **System Registration & Product Integration** **Interoperability Certification Testing** **Business Readiness Testing**

Pre-Sales Information & Education **Product & Training Operations** **Establish Labs & Connectivity** **Operations Acceptance Testing** **Deployment & Acceptance**

Additional NBN Co / Access Seeker capabilities

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STEP ONE

Customer Qualification Phase

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Customer Qualification Phase

| Customer Qualification | Solution Definition | Interoperability Test | Operational Onboarding | BAU |

Eligible Customer

Agreements

System Registration & Product Integration

Inter-operability Certification Testing

Business Readiness Testing

Pre-Sales Information & Education

Product & Training Operations

Establish Labs & Conn-ectivity

Operations Acceptance Testing

Deployment & Acceptance

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Simple Qualification Process

1. Are you a Carrier or Carriage Service Provider?

2. Do you pass NBN Co's creditworthiness requirements?

3. Do you have the technical capability to offer a service?

Yes

4. Commence Onboarding Workshops

5. Sign Wholesale Broadband Agreement

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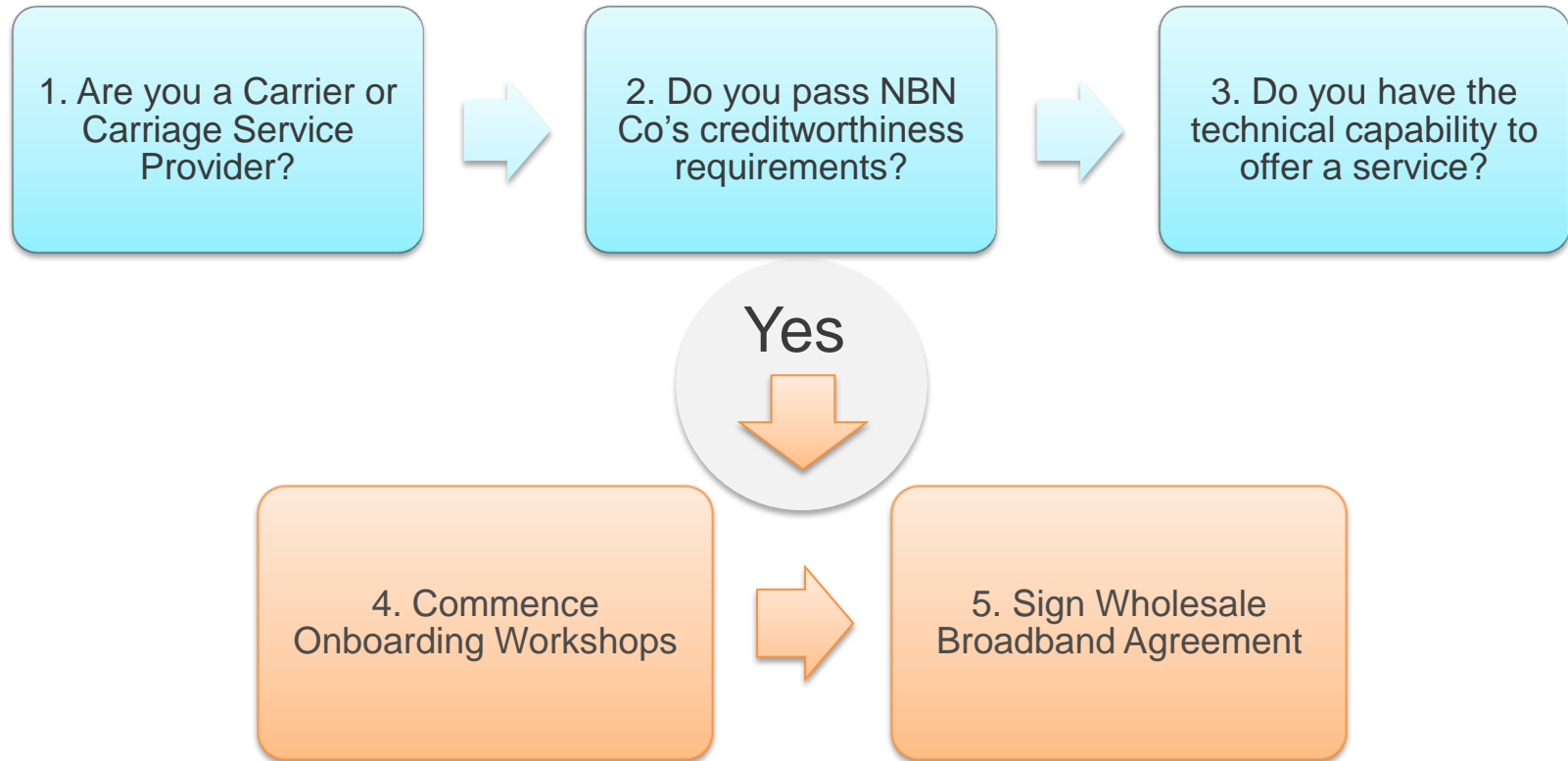
Wholesale Broadband Agreement

- A new paradigm for the industry

- One Wholesale Agreement for everybody, enshrining our non-discrimination commitment

- Variations are published, and made available to all Access Seekers

- Modular format: products & technologies are included in modules

- WBA is designed to be the 'Standard Form Access Agreement' for the purposes of the access regime that is intended to apply to NBN Co.

- Further rounds of consultation on the WBA planned

- <u>Note:</u> 'First Release Trial Agreement' will be used during Trial Phase
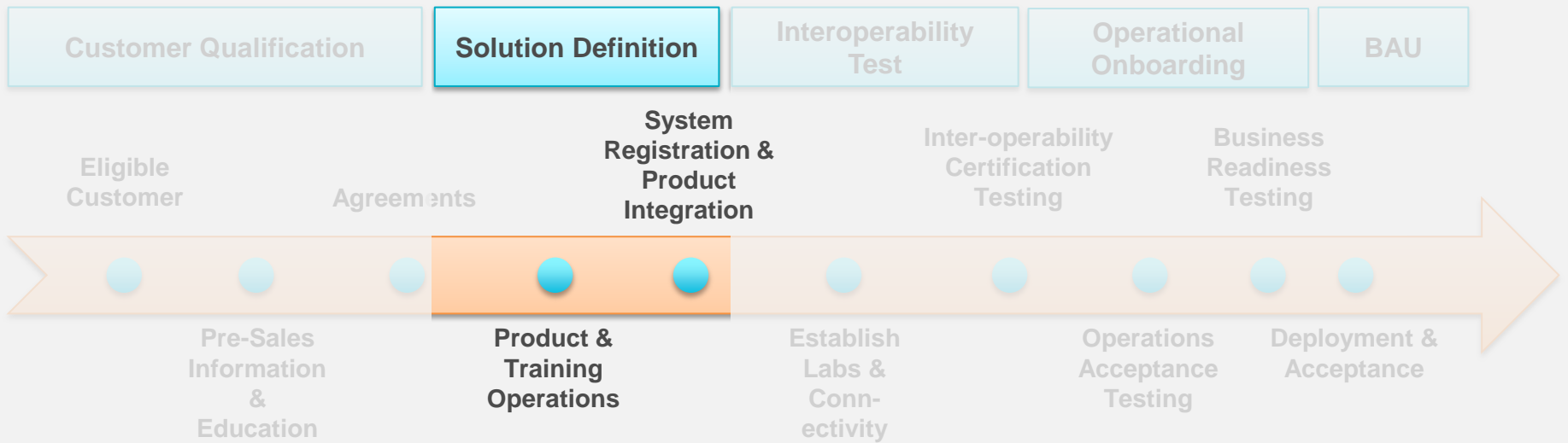
- WBA is subject to passage of Access Arrangements Bill

Module A
Agreement Establishment

Module B
Product Supply Management

Module C
Financial Management

Module D
Operational Management

Module E
Info & Rights Management

Wholesale Broadband Agreement

Module F
Risk Management

Module G
Agreement Management

Module H
Dispute Resolution Management

Module I
General Terms

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STEP TWO

Solution Definition Phase

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Solution Definition phase

Customer Qualification	Solution Definition	Interoperability Test	Operational Onboarding	BAU

System Registration & Product Integration

Eligible Customer

Agreements

Inter-operability Certification Testing

Business Readiness Testing

Pre-Sales Information & Education

Product & Training Operations

Establish Labs & Conn-ectivity

Operations Acceptance Testing

Deployment & Acceptance

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Solution Definition has two phases

Solution Definition

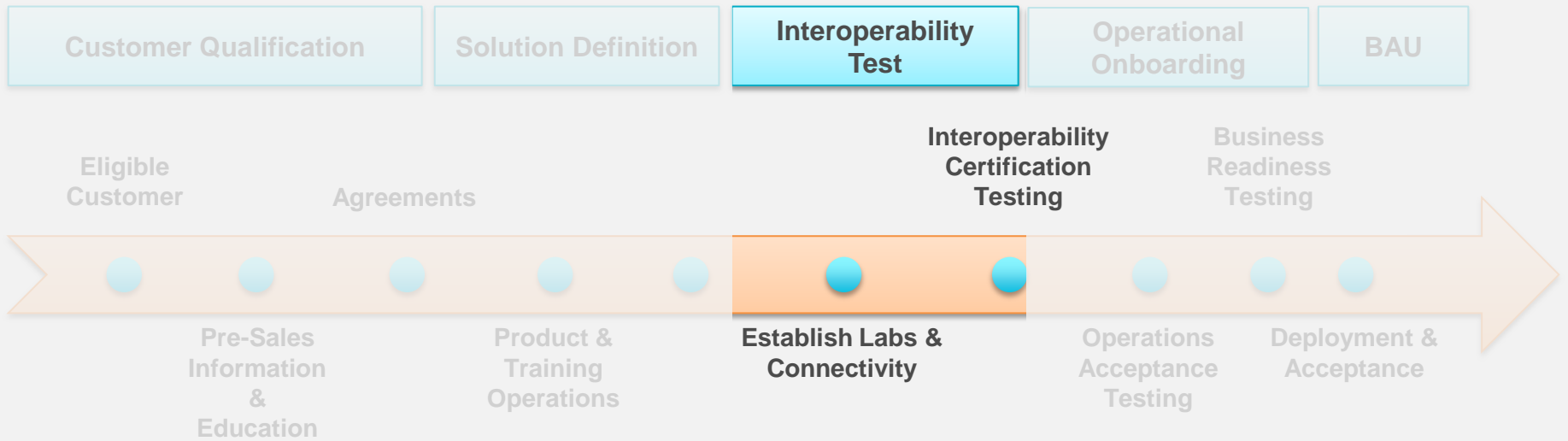| Onboarding Workshops & Documentation	Service Definition
• Technical • Operational • Commercial	• Working with you to map your products & processes to NBN Co's • Product template design • Pre-certification in the "Sandpit"

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STEP THREE

Interoperability Certification Test Program

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Interoperability Certification Test Program

Customer Qualification	Solution Definition	**Interoperability Test**	Operational Onboarding	BAU

Interoperability Certification Testing

Business Readiness Testing

Eligible Customer

Agreements

Establish Labs & Connectivity

Pre-Sales Information & Education

Product & Training Operations

Operations Acceptance Testing

Deployment & Acceptance

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Interoperability Certification Testing

Pre-Certification

- In your lab or NBN Co's sandpit

- Sandpits for Fibre & B/OSS

Certification

- In NBN Co's Test Lab in Melbourne (or via link from Melbourne POI)

- Modular, iterative process

- Necessary for each product & B/OSS release

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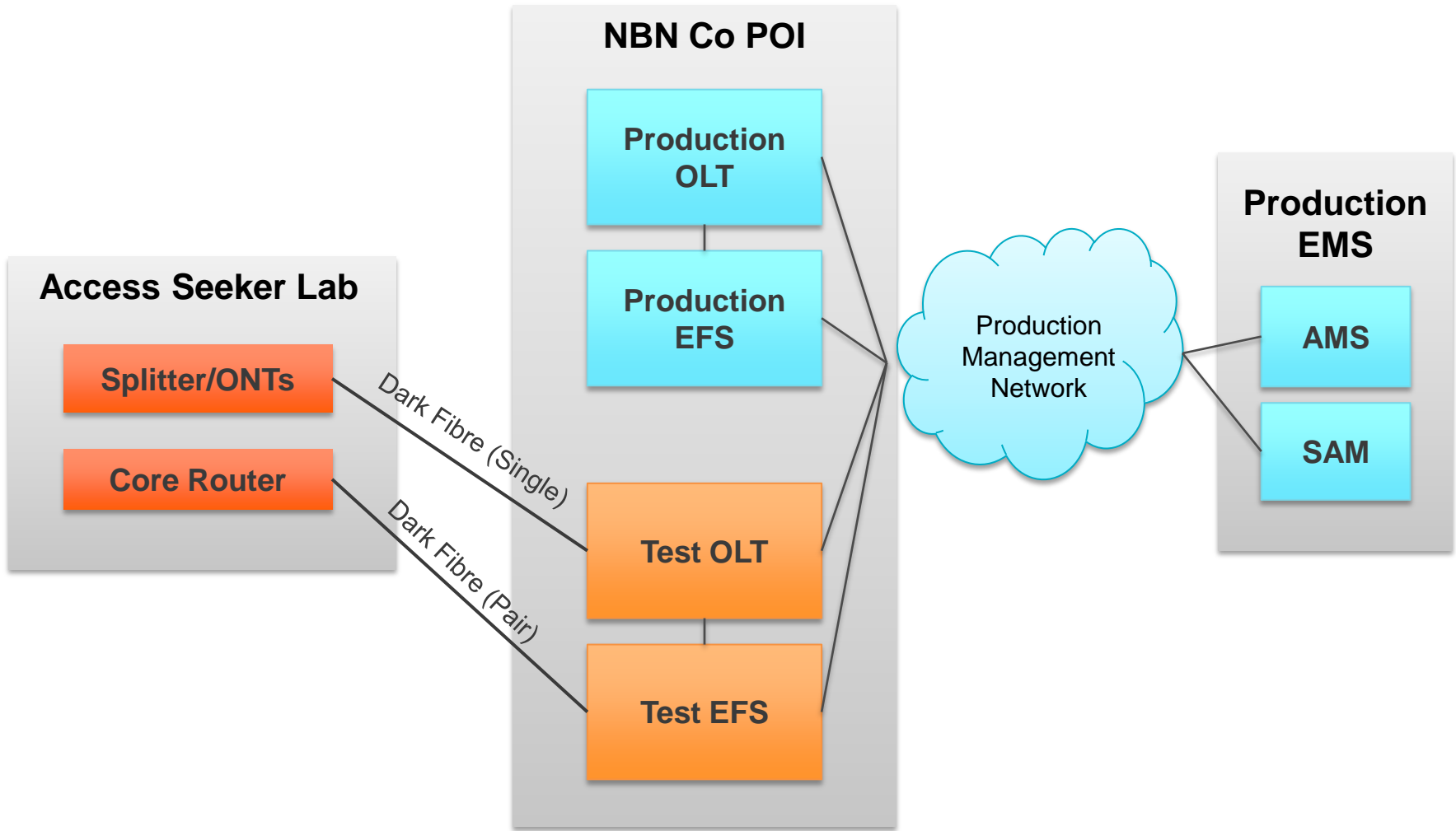# Pre-Certification: Two Sandpits available

1 Fibre Sandpit

- Use is optional – but mandatory for UNI-V and multicast

- Single PON

- One for each 1st release POI

- Unlimited use available

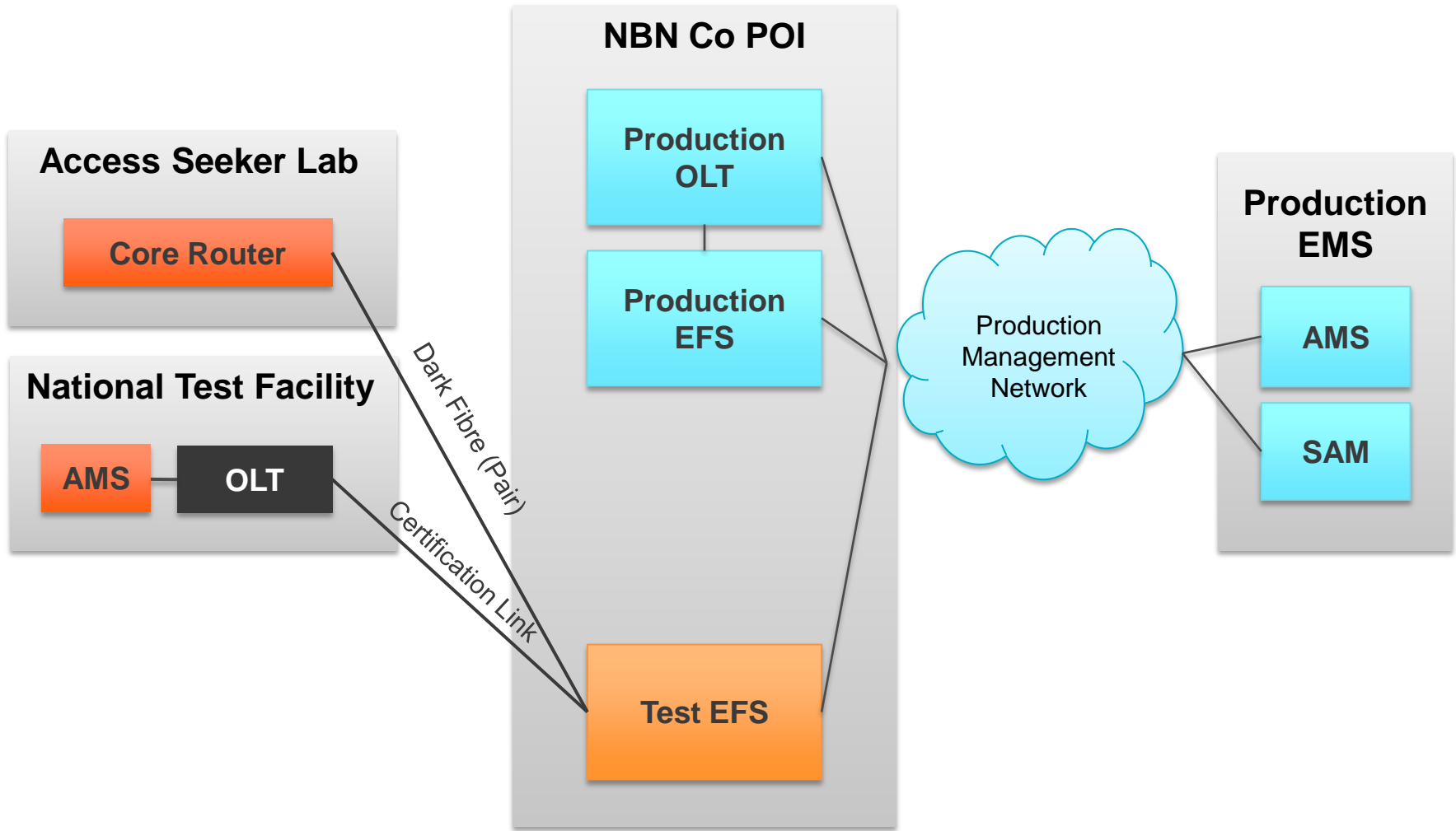- You provide the NNI & GPON connections

2 B/OSS Sandpit

- Hosted at NBN Co's Test Lab in Melbourne

- Use is mandatory

- Unlimited use available

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Fibre Sandpit

NBN Co POI

Production OLT

Production EFS

Test OLT

Test EFS

Access Seeker Lab

Splitter/ONTs

Core Router

Dark Fibre (Single)

Dark Fibre (Pair)

Production Management Network

Production EMS

AMS

SAM

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Certification Link Connectivity

NBN Co POI

Production OLT

Production EFS

Test EFS

Access Seeker Lab

Core Router

National Test Facility

AMS

OLT

Dark Fibre (Pair)

Certification Link

Production Management Network

Production EMS

AMS

SAM

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Non-Fibre Certification will be integrated into the overall program

This will help minimise return trips to the Lab
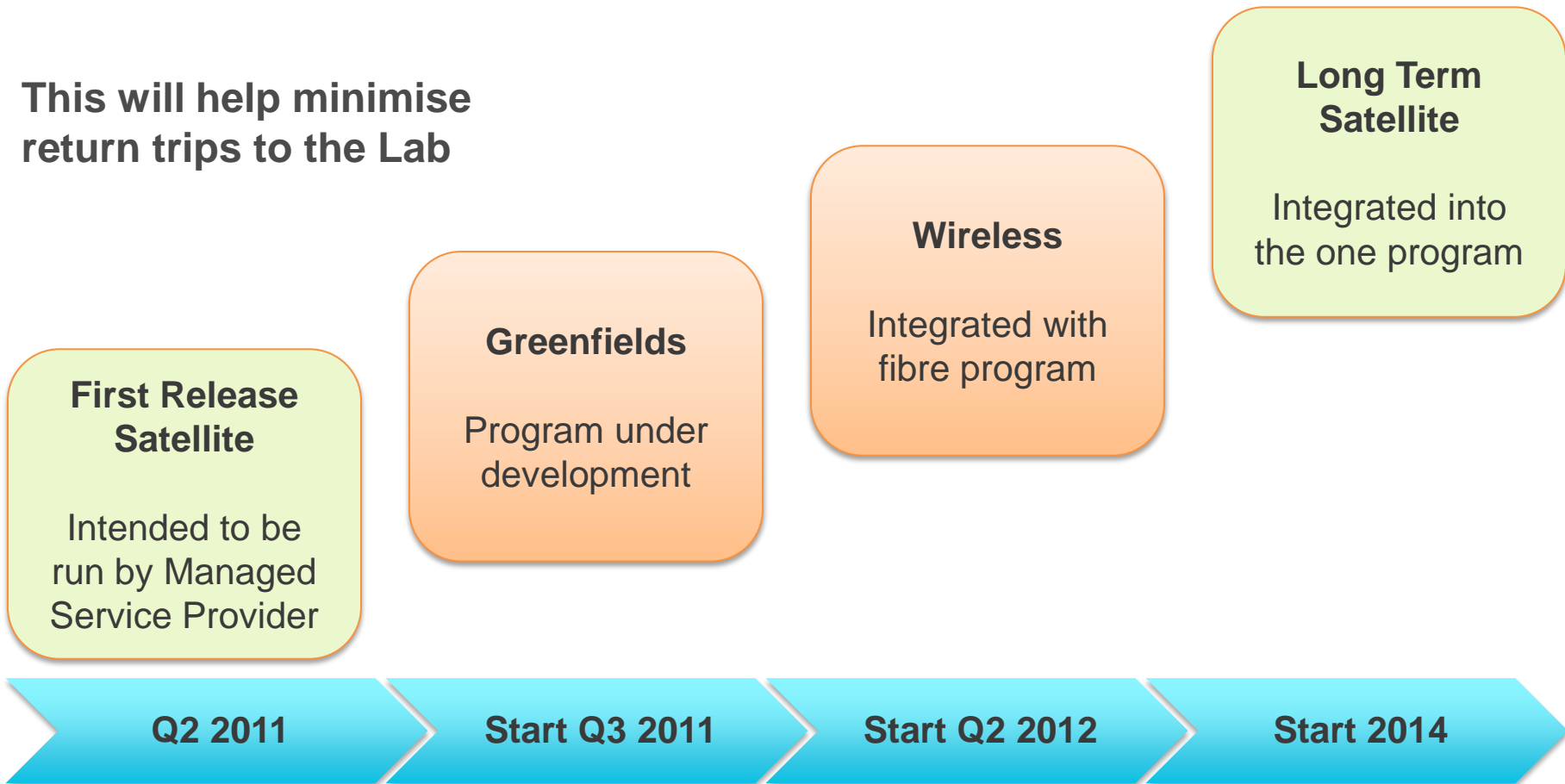
First Release Satellite
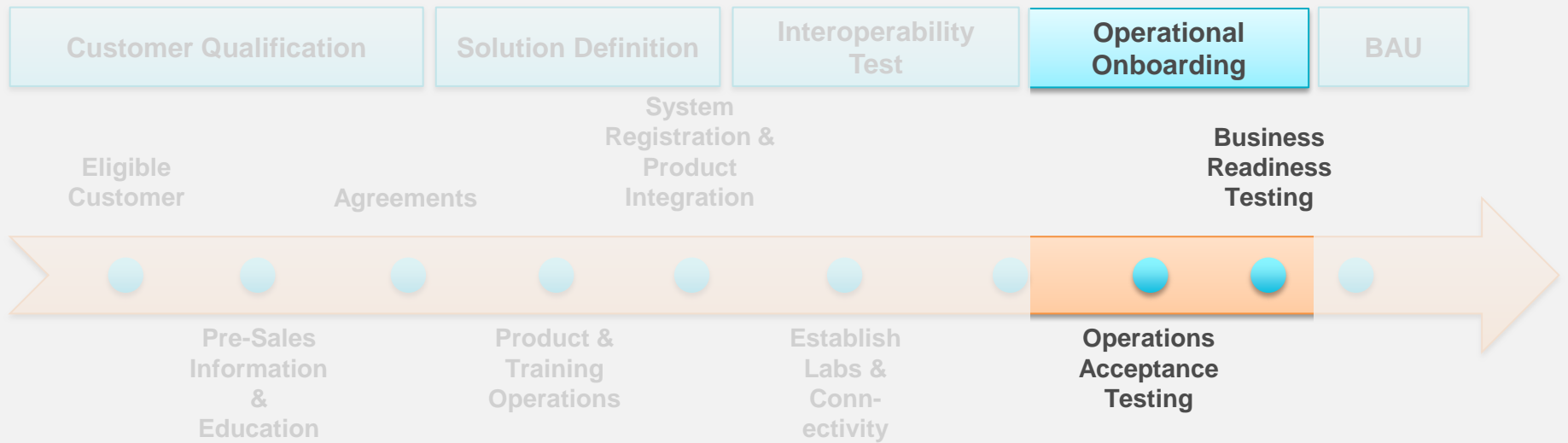
Intended to be run by Managed Service Provider

Greenfields

Program under development

Wireless

Integrated with fibre program

Long Term Satellite

Integrated into the one program

| Q2 2011 | Start Q3 2011 | Start Q2 2012 | Start 2014 |

Indicative dates

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STEP FOUR

Operational Business Readiness Testing

Operational Business Readiness Testing

Customer Qualification	Solution Definition	Interoperability Test	**Operational Onboarding**	BAU

Business Readiness Testing

System Registration & Product Integration

Eligible Customer

Agreements

Pre-Sales Information & Education

Product & Training Operations

Establish Labs & Conn-ectivity

Operations Acceptance Testing

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Operational Onboarding Overview

Briefing & Training

- Account team guides you through the operational onboarding process

- Training provided so you can train your contact centre staff, engineers, technicians

Operational Accreditation Test

- Conducted in NBN Co's Lab in Melbourne

- Simulated environment to test main parameters of operational readiness

Business Readiness Test

- Testing in the field

- End to end process test with end users in a controlled environment

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Briefing/Training Sessions

Briefing & Training:

- Briefing sessions from NBN Co Account Team & operational experts to your team

- NBN Co will provide training so that you are able to train your contact centre and the service desk staff who will be involved in day to day transactions
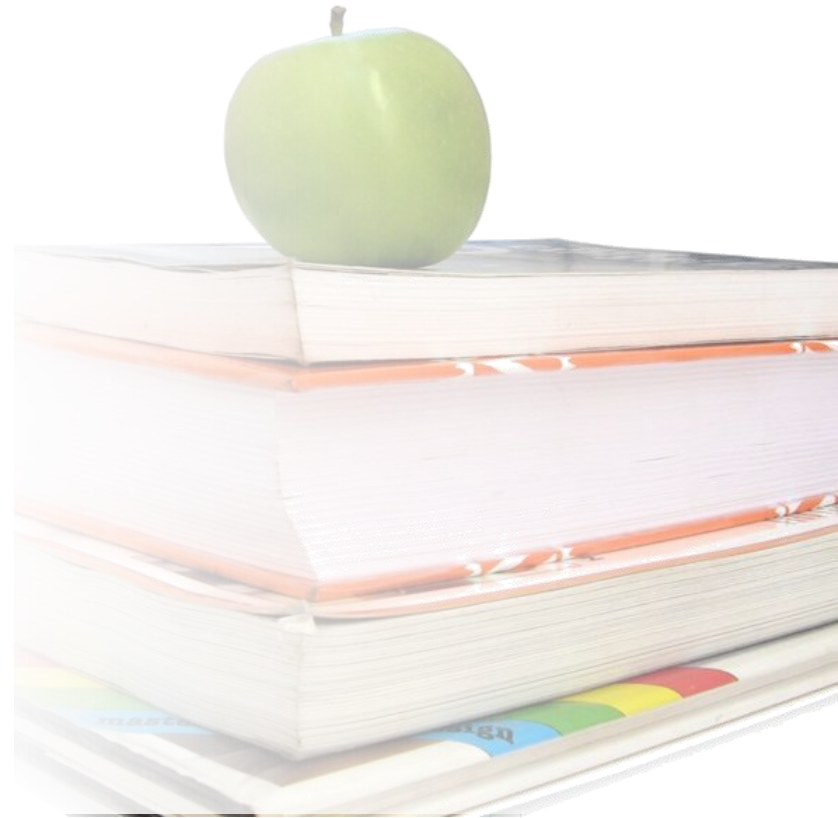
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OAT - Lab Testing

Operational Accreditation Test (OAT)

- NBN Co will work with you to verify your operational capabilities

- It all happens in our Test Facility in Melbourne – the same lab used for Accreditation Testing

- Therefore, there is no need to install assets into an End User premise or attending real End User faults

BRT – Field Testing

Business Readiness Testing (BRT)

- We take the field with you to test in a real live environment

- Objective is to prove, validate and modify your processes – and ours

- Real operations are conducted for the first time in a controlled fashion

- Tests include activation, assurance and trouble ticketing

- This is the last step before real live activation – once complete, business can start

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Customer Trial – 2011

Customer Trial – 2011

- Will test and fine-tune the technology and organisational capabilities of NBN Co and the Access Seekers to ensure efficient operations.

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You are now ready to place your order

Customer Qualification	Solution Definition	Interoperability Test	Operational Onboarding	**Business As Usual**

System Registration & Product Integration

Eligible Customer

Agreements

Pre-Sales Information & Education

Product & Training Operations

Establish Labs & Connectivity

Operations Acceptance Testing

Deployment & Acceptance

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