

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

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Disclaimer

This document sets out NBN Co's proposals in respect of certain aspects of the National Broadband Network. The contents of this document represent NBN Co's current position on the subject matter of this document. The contents of this document should not be relied upon by our stakeholders (or any other person) as representing NBN Co's final position on the subject matter of this document, except where stated otherwise. NBN Co's position on the subject matter of this document may also be impacted by legislative and regulatory developments in respect of the National Broadband Network. All prices shown in this document are exclusive of any GST.

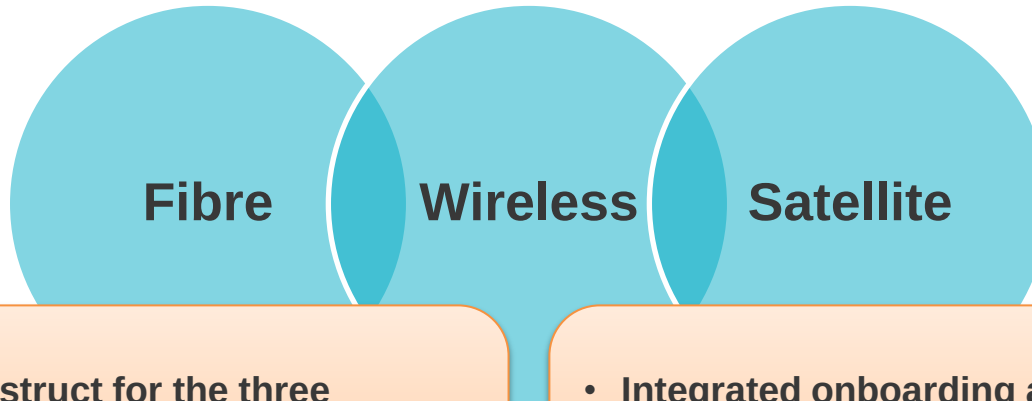
Industry Engagement

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

NBN Co revolves around customer relationships



Integrated onboarding consistent with overall strategy



- 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 Pol arrangements

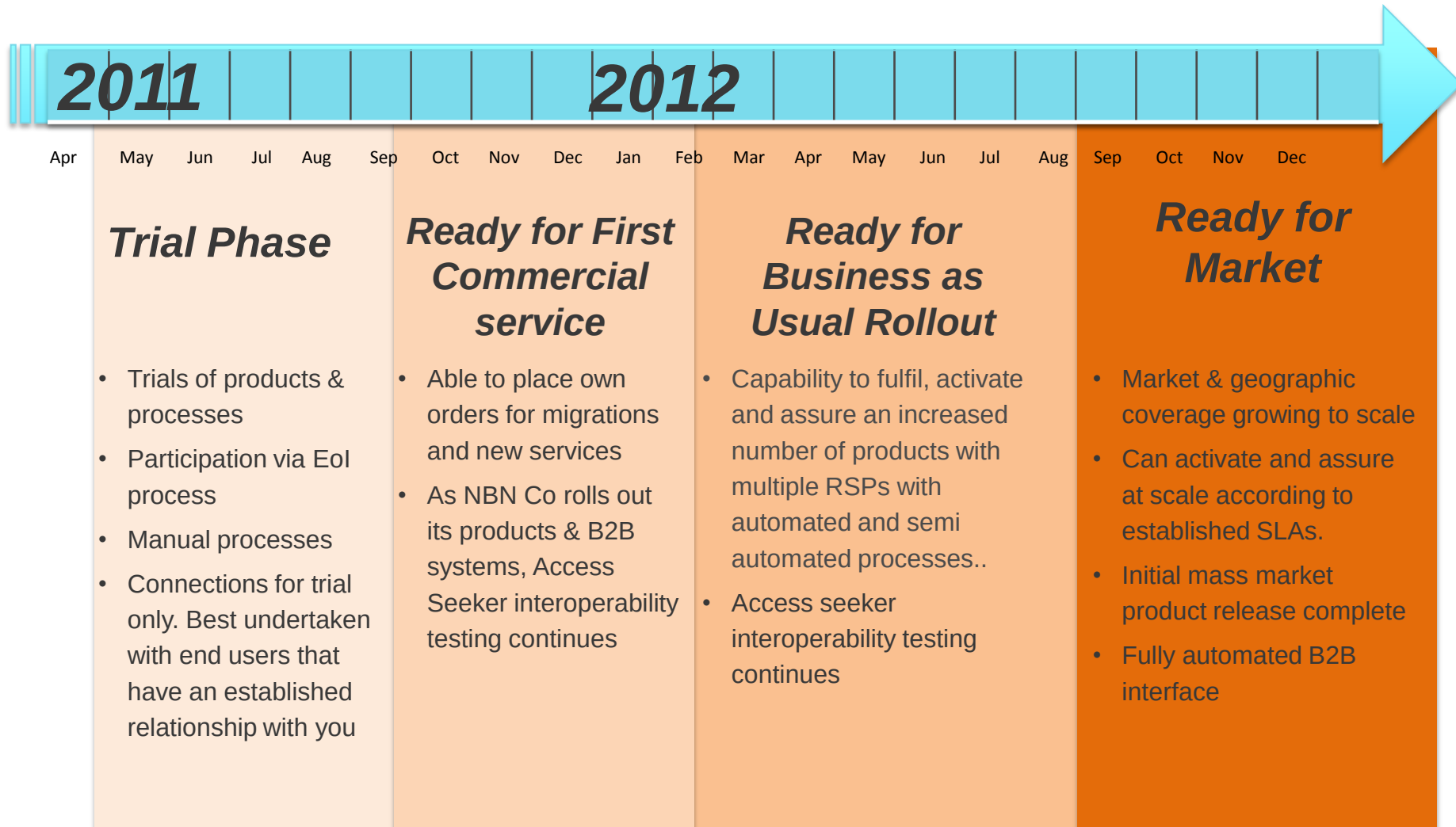
Delivers a simple, flexible, wholesale-only service

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

Access Seeker experience as NBN Co increases capability

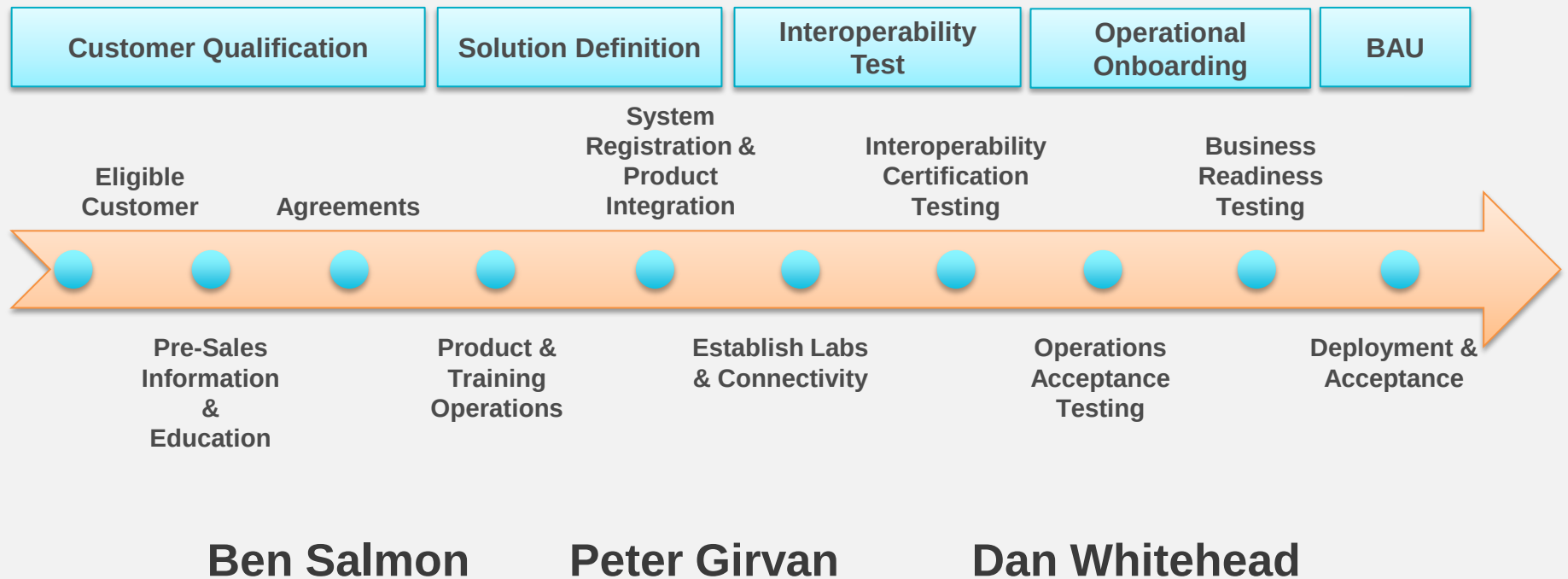


Indicative dates as outlined in NBN Co Corporate Plan

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

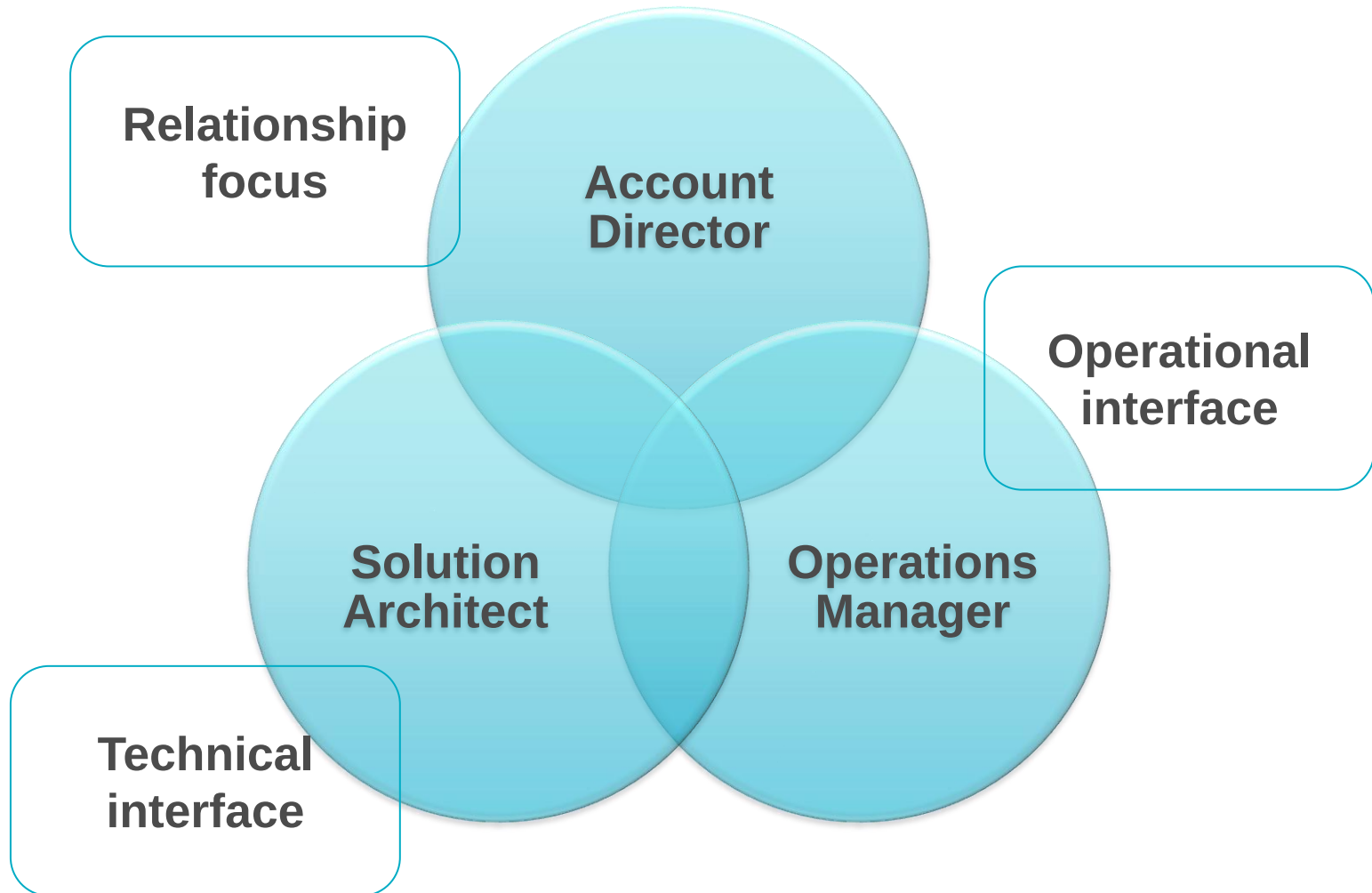
Indicative Onboarding Process Overview



OVERVIEW

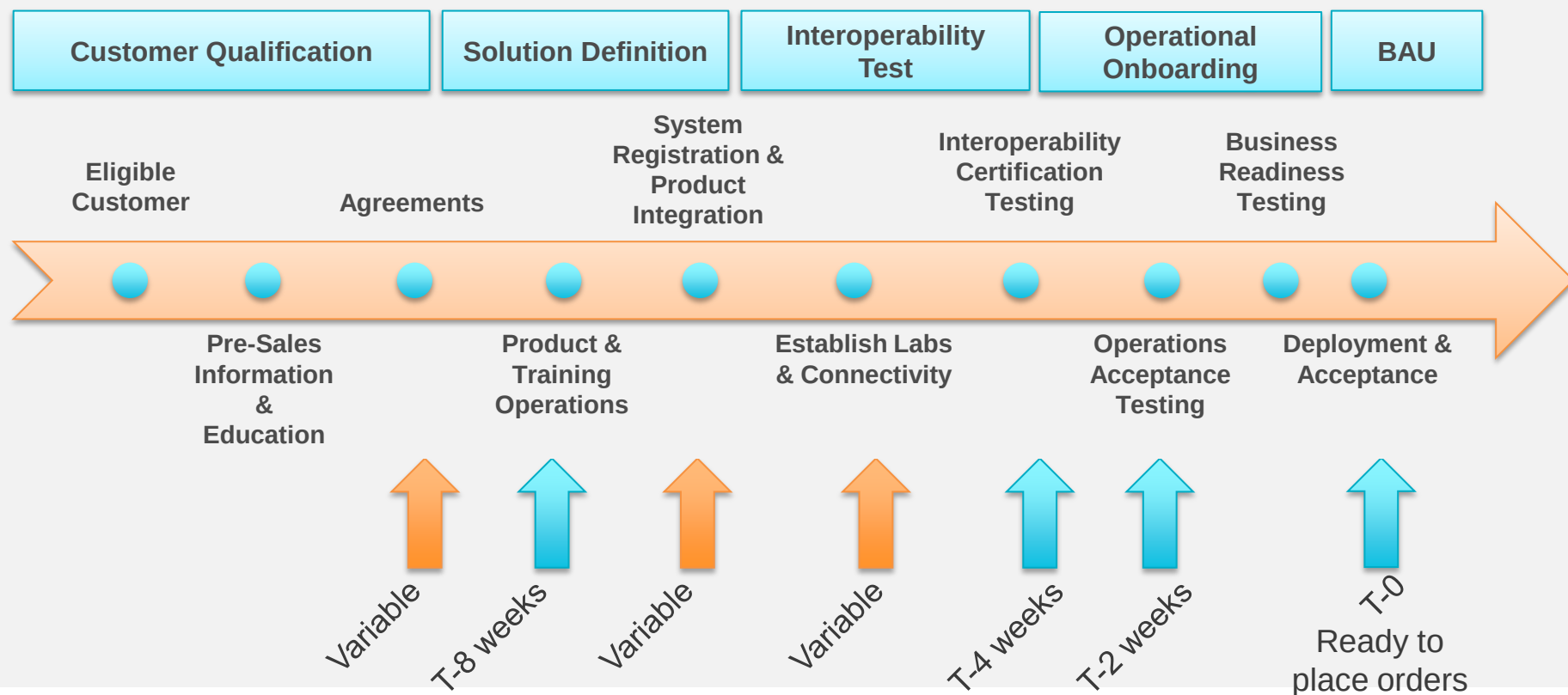
Overview of Onboarding Program

Account team



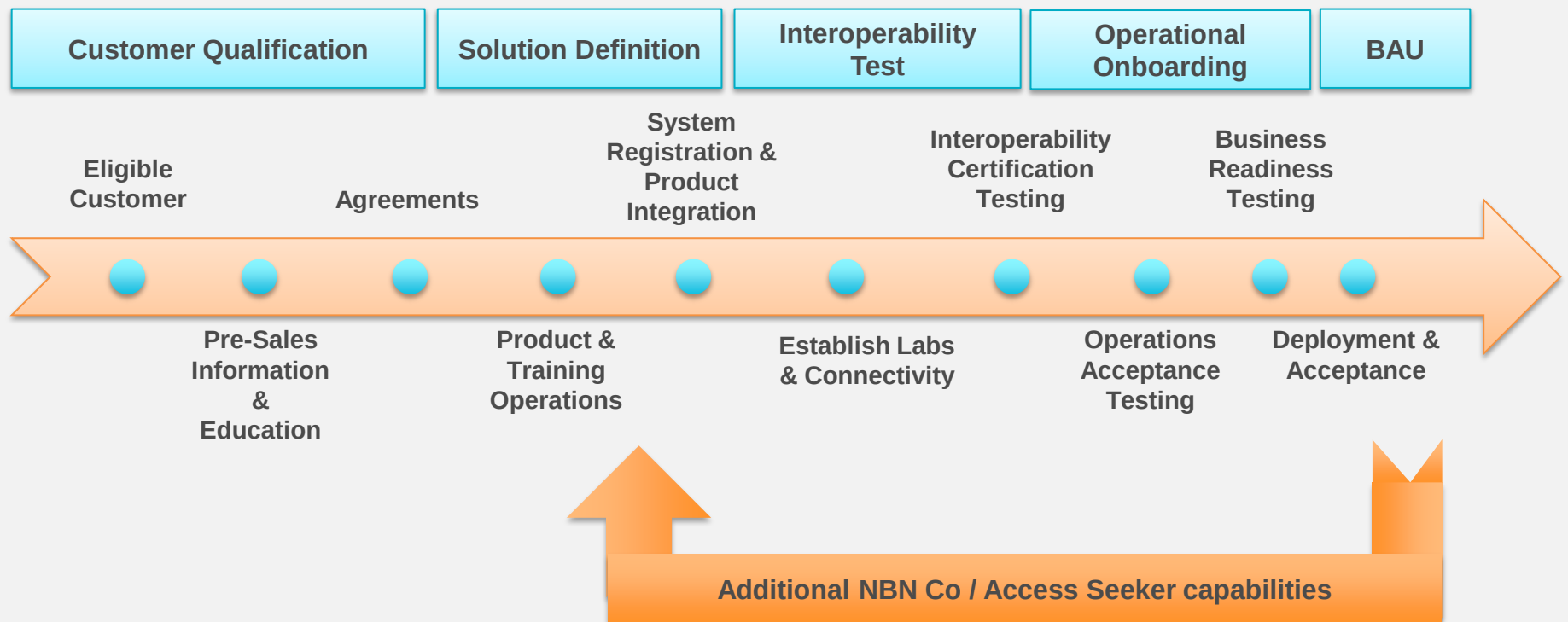
Indicative Onboarding Process Overview

- 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



Indicative Onboarding Process Overview

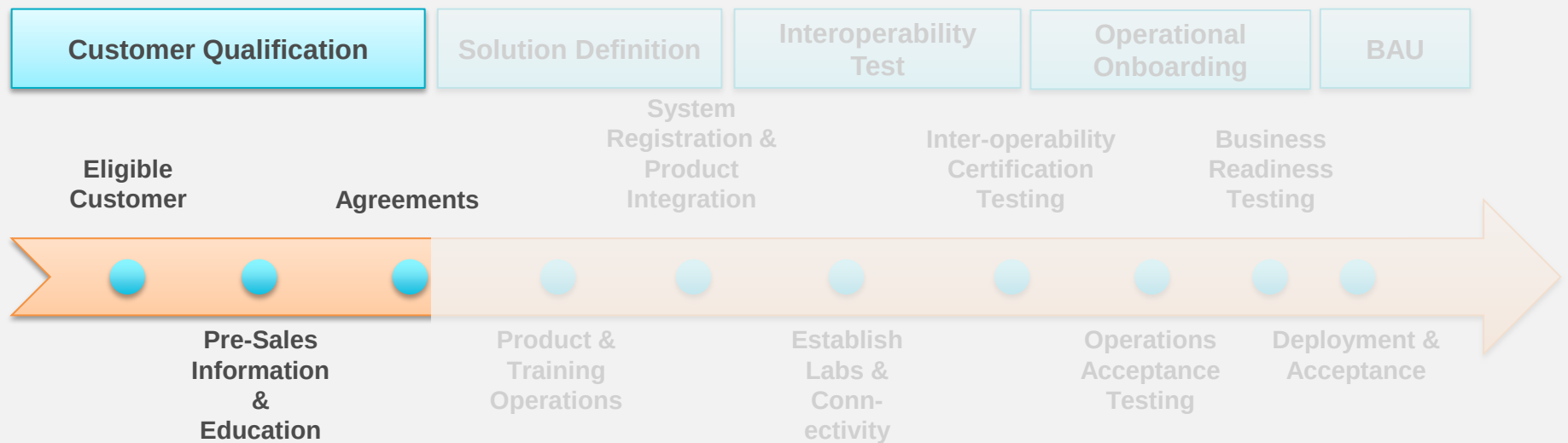
- Iterative process during the development of NBN Co's capability
- Product, system or capability variations
- Utilising new access technologies



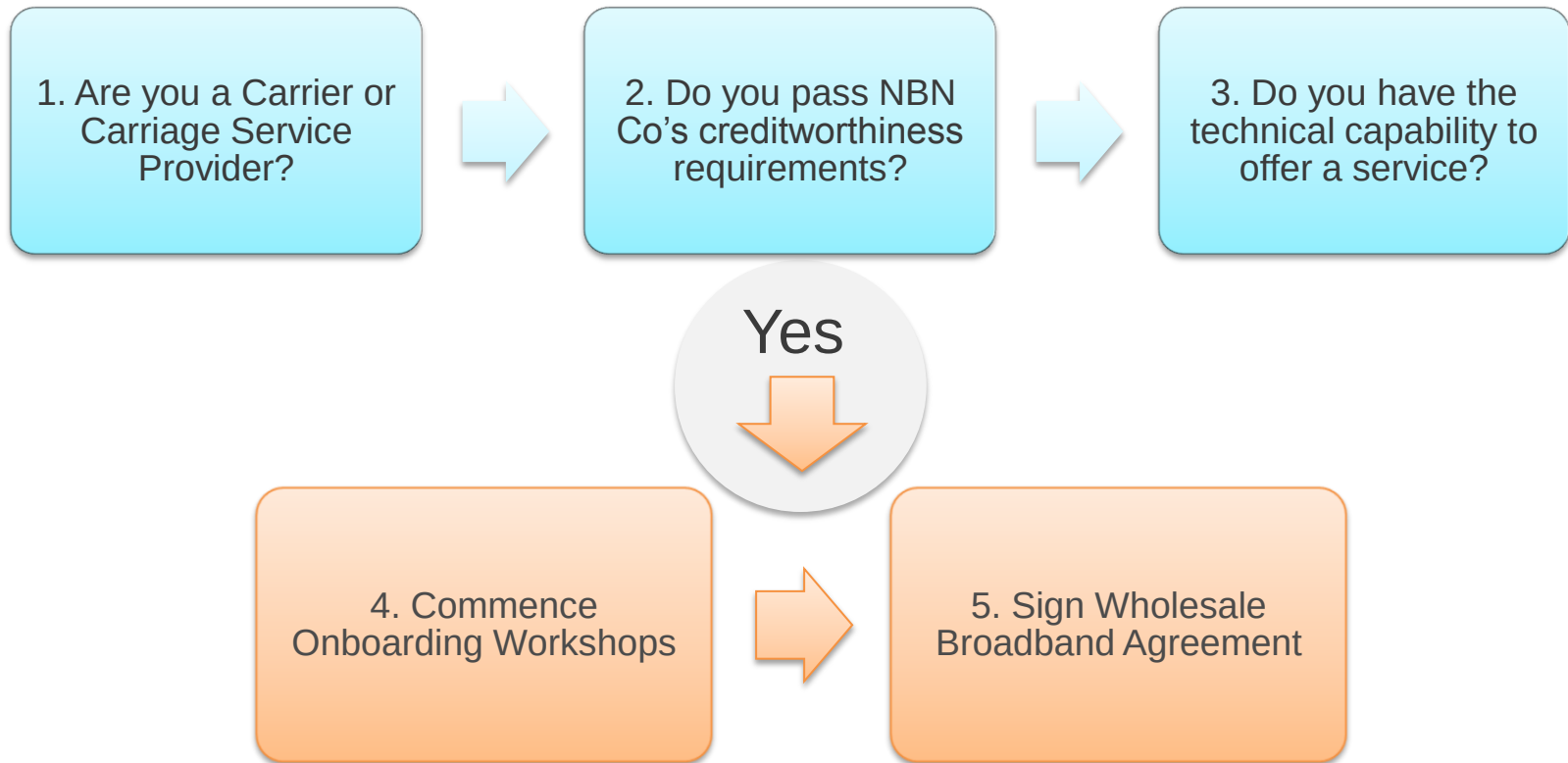
STEP ONE

Customer Qualification Phase

Customer Qualification Phase

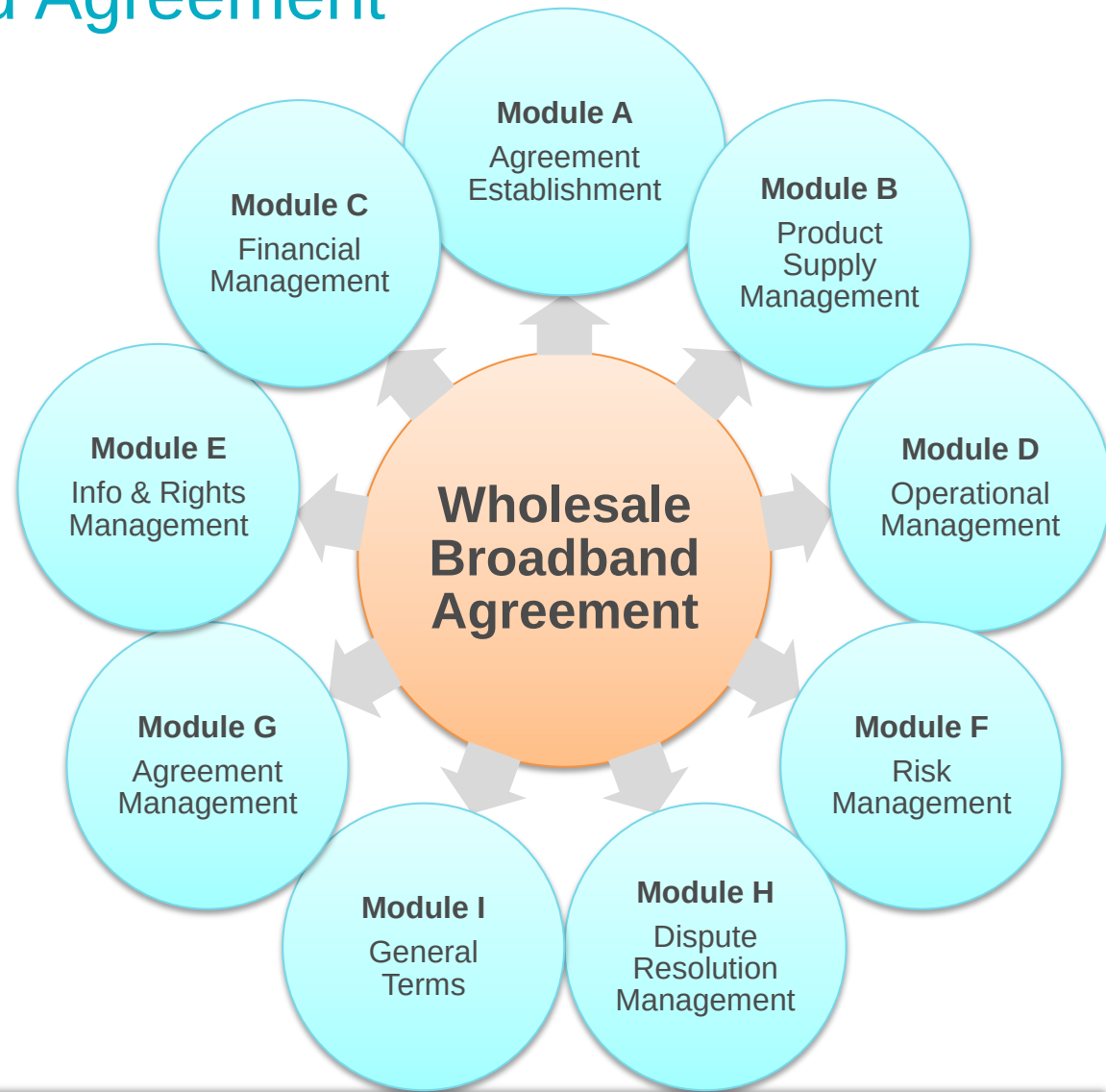


Simple Qualification Process



Wholesale Broadband Agreement

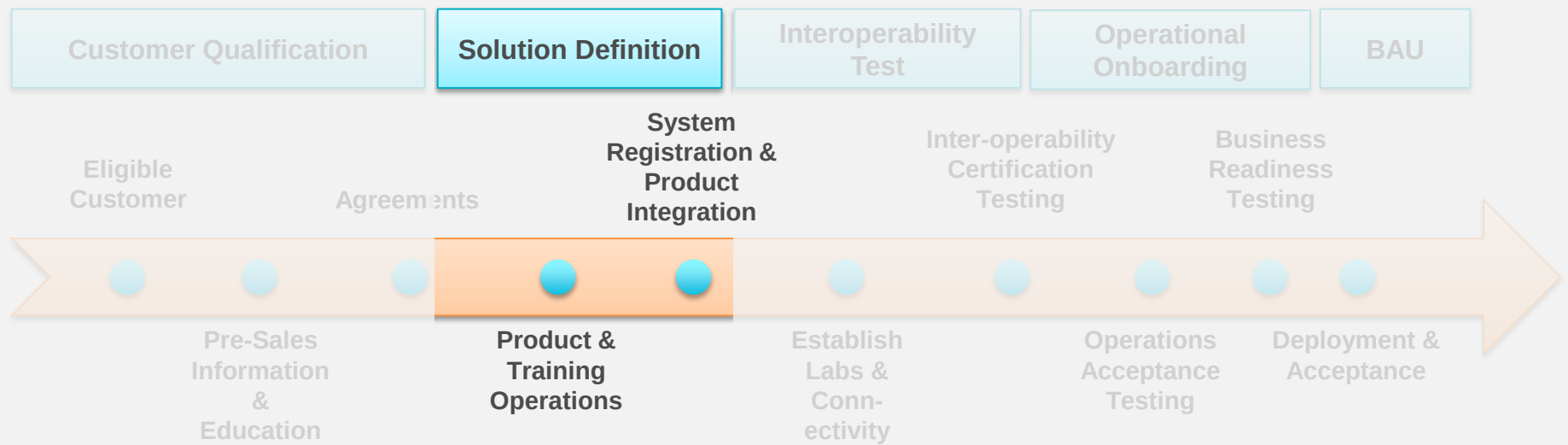
- A new paradigm for the industry
- One Wholesale Agreement for everybody, enshrining our non-discrimination commitment
- Variations are published, and made available to all Access Seekers
- Modular format: products & technologies are included in modules
- WBA is designed to be the 'Standard Form Access Agreement' for the purposes of the access regime that is intended to apply to NBN Co.
- Further rounds of consultation on the WBA planned
- Note: 'First Release Trial Agreement' will be used during Trial Phase
- WBA is subject to passage of Access Arrangements Bill



STEP TWO

Solution Definition Phase

Solution Definition phase



Solution Definition has two phases

Solution Definition

Onboarding Workshops & Documentation

- Technical
- Operational
- Commercial

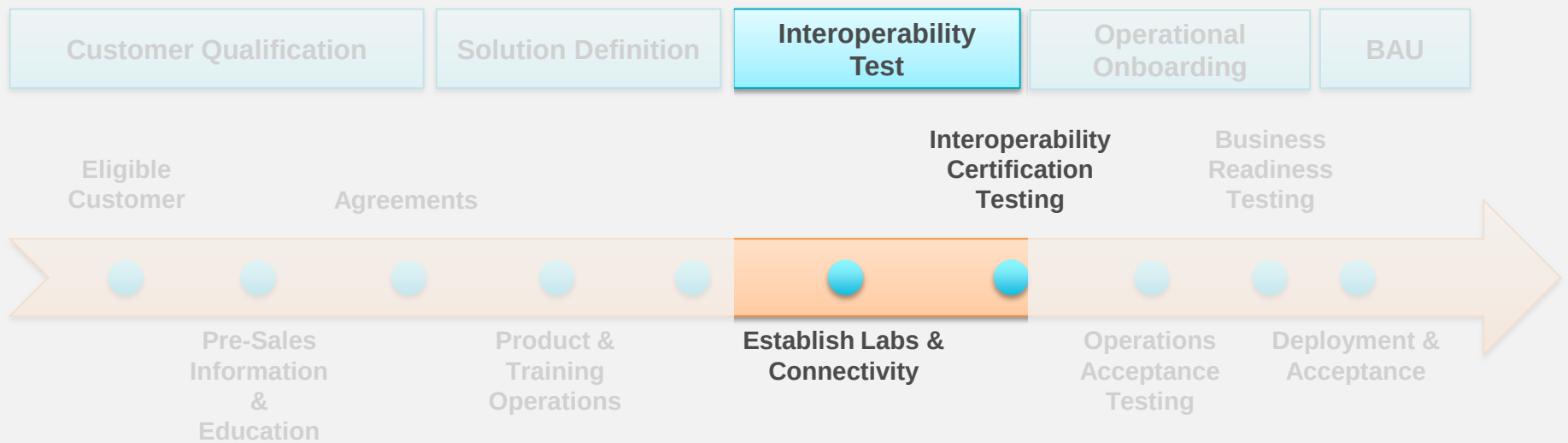
Service Definition

- Working with you to map your products & processes to NBN Co's
- Product template design
- Pre-certification in the "Sandpit"

STEP THREE

Interoperability Certification Test Program

Interoperability Certification Test Program



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

Pre-Certification: Two Sandpits available

1

Fibre Sandpit

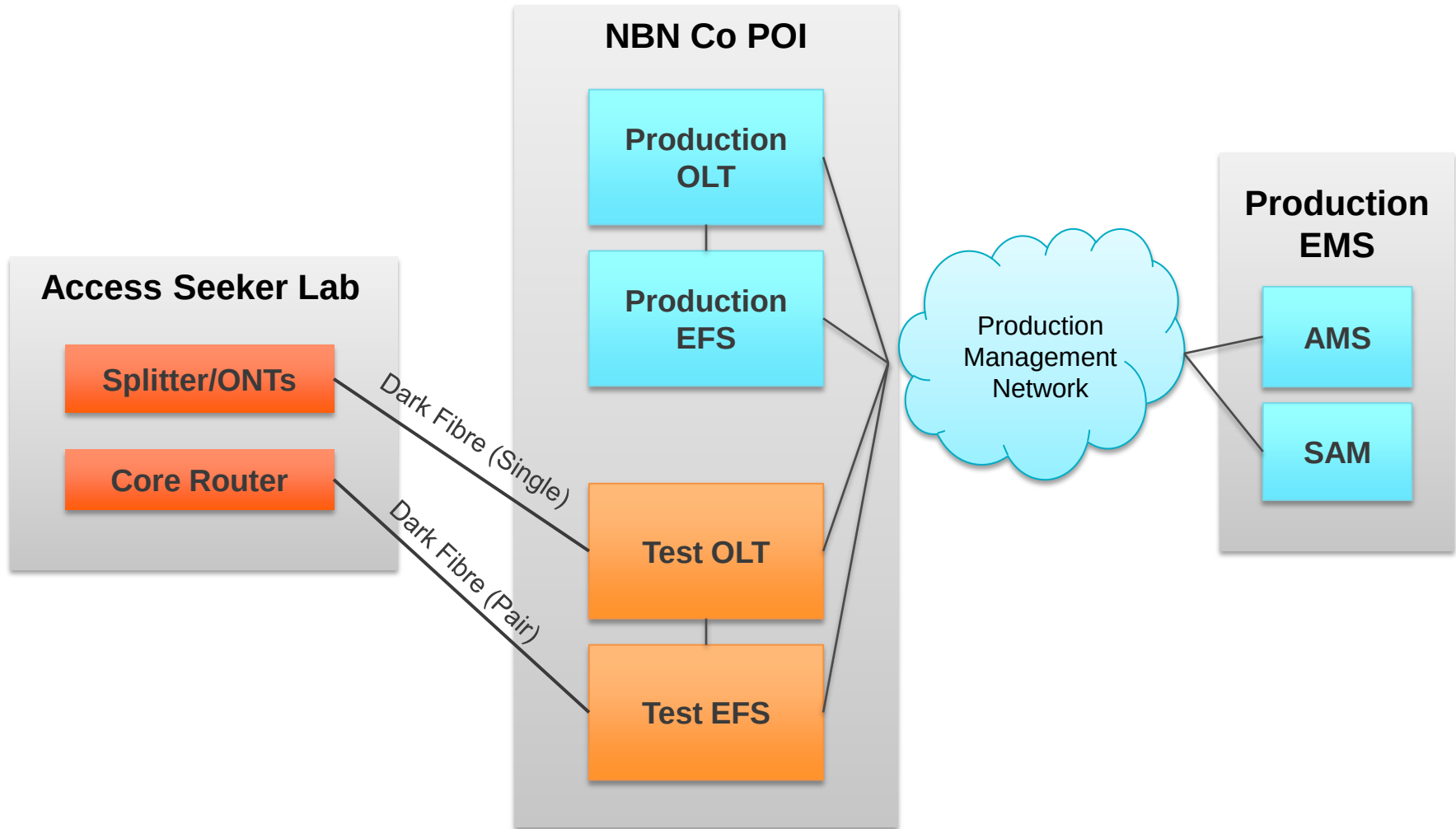
- Use is optional – but mandatory for UNI-V and multicast
- Single PON
- One for each 1st release POI
- Unlimited use available
- You provide the NNI & GPON connections

2

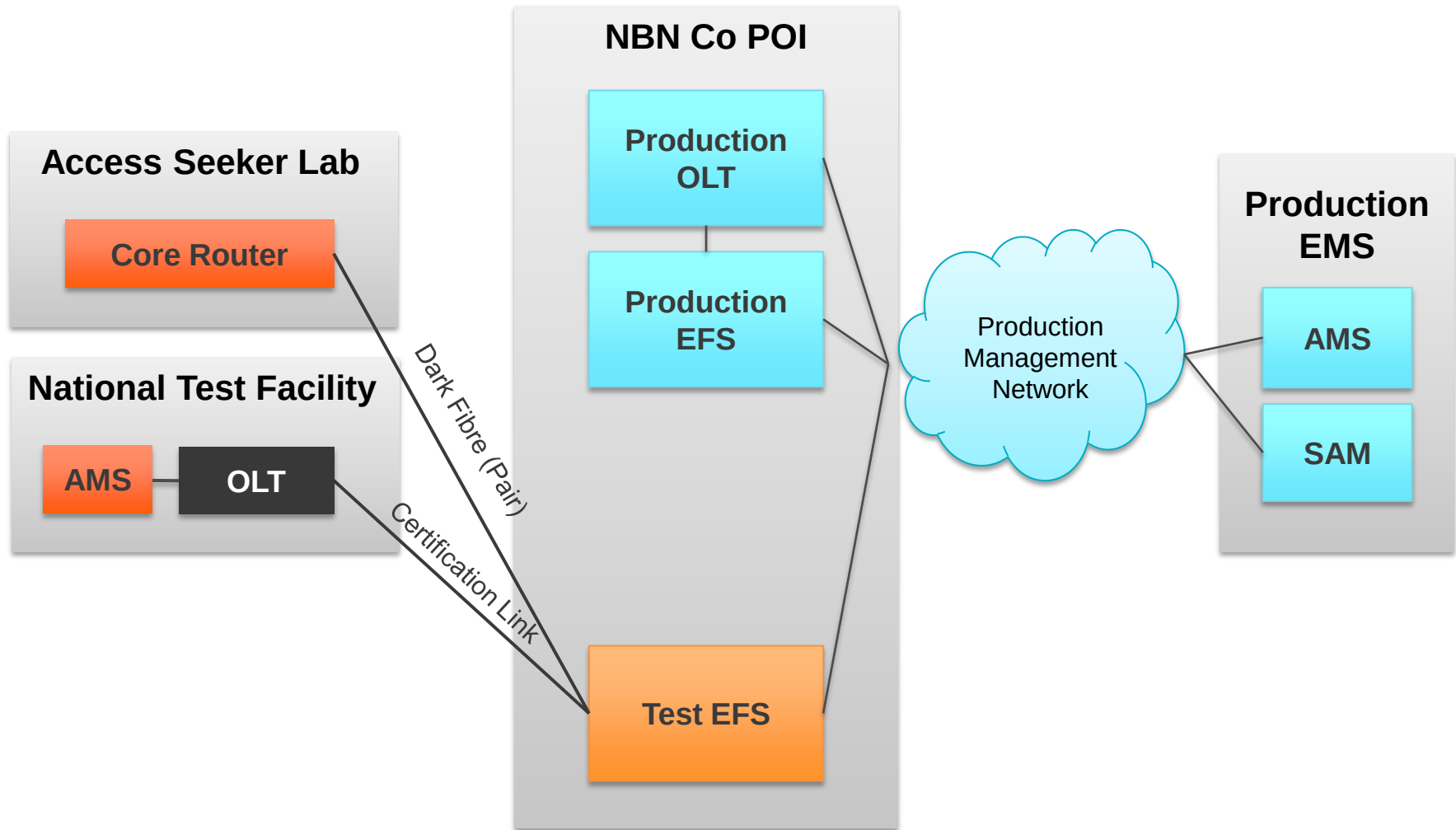
B/OSS Sandpit

- Hosted at NBN Co's Test Lab in Melbourne
- Use is mandatory
- Unlimited use available

Fibre Sanapit

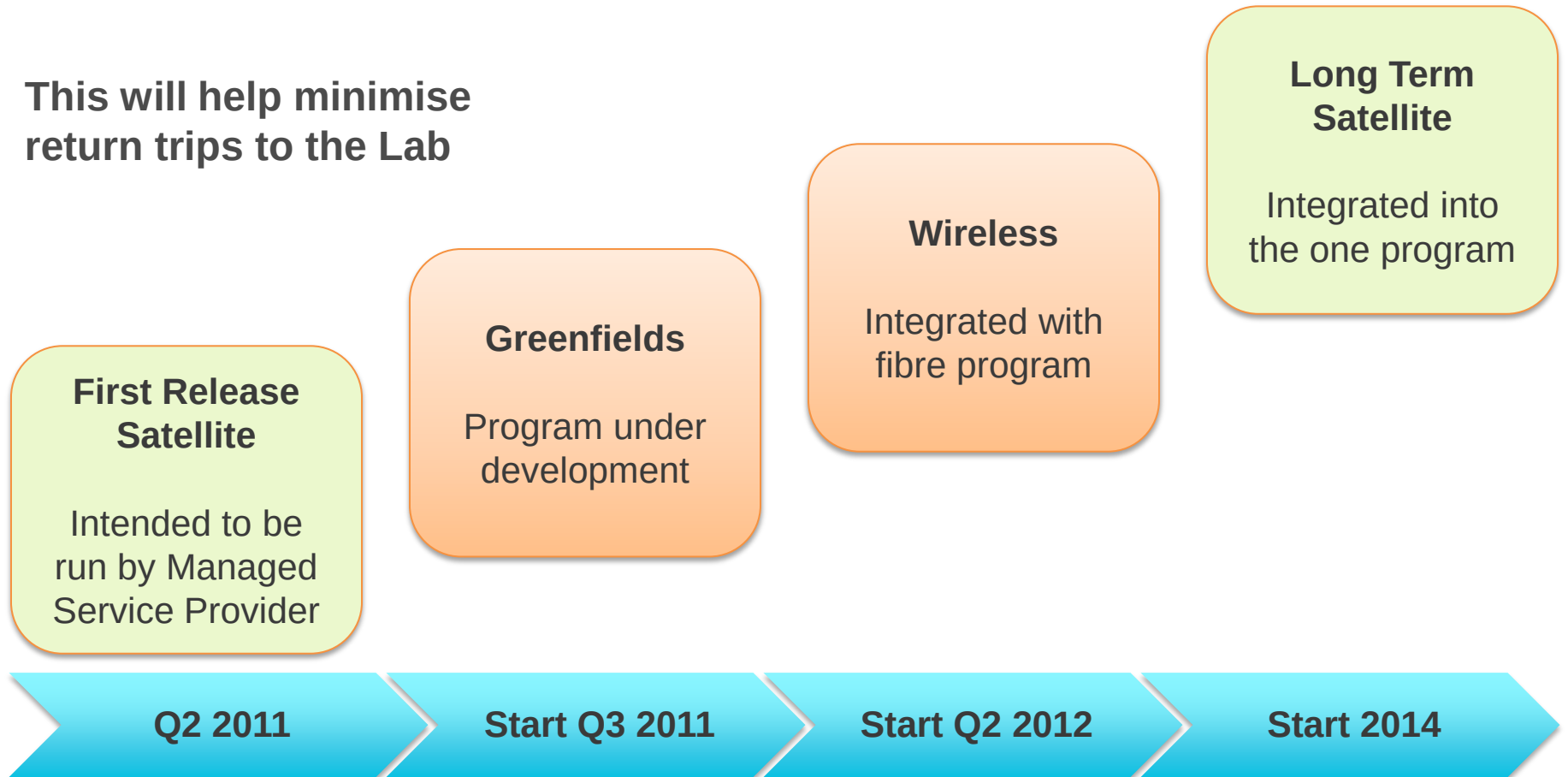


Certification Link Connectivity



Non-Fibre Certification will be integrated into the overall program

This will help minimise return trips to the Lab

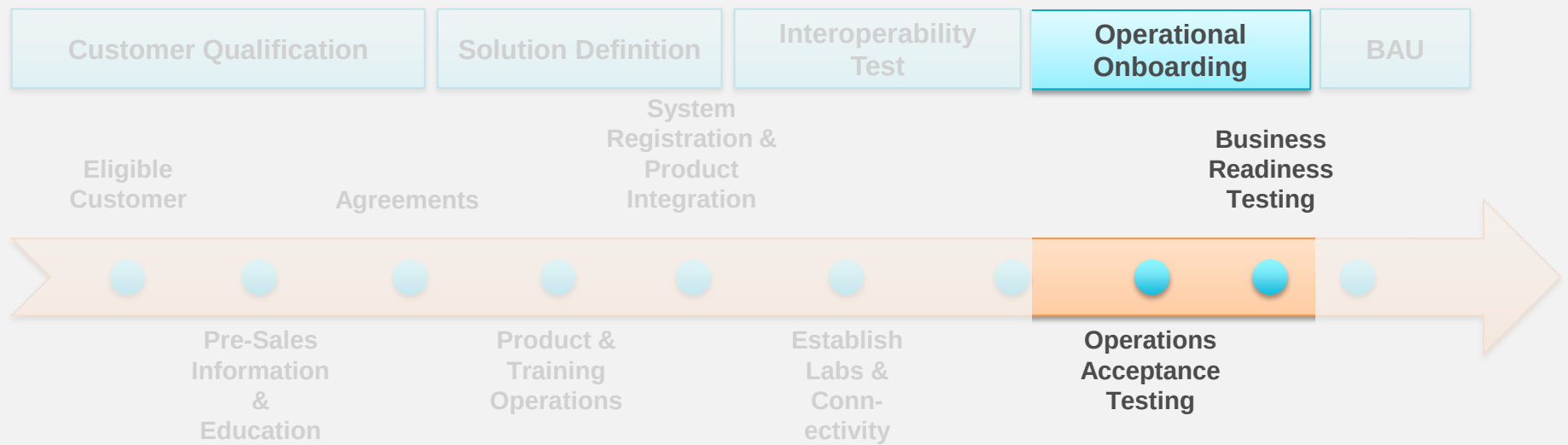


Indicative dates

STEP FOUR

Operational Business Readiness Testing

Operational Business Readiness Testing



Operational Onboarding Overview

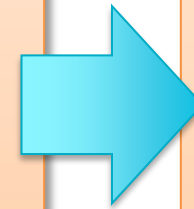
Briefing & Training

- 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



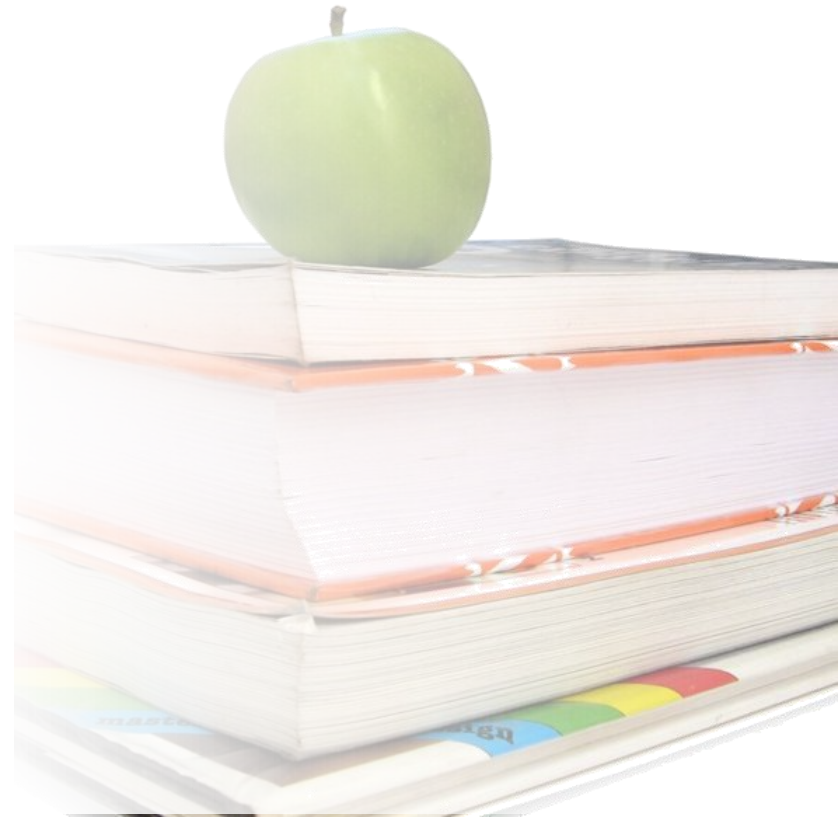
Business Readiness Test

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

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



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



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

