

Test Description: Service Health Pulse Trial

Version:1.1 | Date of issue: 24 November 2021

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

- A. This document is a Test Description for the purposes of the Framework Agreement between **nbn** and RSP.
- B. This Test Description, together with the Standard Test Terms, forms the Test Agreement for the Test.
- C. If RSP wishes to participate in the Test, RSP must notify **nbn** of its intention to participate during the related Expression of Interest process.
- D. To be eligible to participate in the Test, RSP must satisfy the following conditions (**Eligibility Criteria**):
 - be party to the latest version of the Wholesale Broadband Agreement and be in good financial standing under that agreement; and
 - have been selected to participate in the Test through the related Expression of Interest process.
- E. If checked by **nbn**, the following provisions in the Standard Test Terms apply:
 - (Requirements for Test End User Contracts) clause 7(a)(iii) applies; and
 - (Marketing-related disclosures) clause 12 applies.
- F. The particulars of this Test are set out in the table below:

#	Item	Details
1.	Name of Test	Service Health Pulse Trial
2.	Description of the Test	<p>The Service Health Pulse (SHP) is a diagnostic tool, provided under this Test Agreement on a test basis, that is intended to enhance the Service Health Summary Tool by enabling RSPs to perform real-time tests on incidents and providing confidence in the next step – truck roll, nbn operator action required or RSP action required.</p> <p>The purpose of the Test is for nbn and RSP to:</p> <ol style="list-style-type: none"> 1. Assess how the use of SHP by RSP may improve the quality of outcomes observed in the current No Fault Found (NFF) process; 2. Identify the impact of using the SHP on end-to-end assurance processes, system performance and End User experience; and 3. Identify and implement improvements to the Service Health Pulse or associated processes based on feedback and insights. <p>The scope of the trial will include testing the following aspects:</p> <ul style="list-style-type: none"> • Identify the impact and use of SHP in end-to-end assurance processes, on system performance and end-user experience. • Understand SHP impact on “No Fault Found” rates • Impact on SHP users’ requirements to engage in multiple disparate systems to conduct test & diagnostic activities. • SHP transaction timeframes and impact on operator handling times

#	Item	Details
		The Test will be conducted via the nbn ™ Service Portal and be limited to incidents in respect of selected Ordered Products supplied over the FTTN Network. For clarity, nbn will not be making the SHP available via B2B Access for the Test.
3.	Description of the Test Product	Not applicable – the Test will be conducted in respect of Eligible Customer Products.
4.	Test Period	25 October 2021 to 28 February 2022.
5.	Location for the Test (if applicable)	Not applicable.
6.	Test Plan (if applicable)	Not applicable.
7.	Operational procedures (if applicable)	RSP will participate in the Test as specified in the Test Agreement and including but not limited to the following: <ul style="list-style-type: none"> • executing Service Health Pulse query for incidents where RSP determines that insufficient data is available on the Service Health Summary to triage the reported fault. • co-operating with nbn to implement Service Health Pulse into their process of resolving incidents reported.
8.	Other instructions, policies and procedures (if applicable)	Not applicable.
9.	Supply of Downstream Products to End Users	Not applicable.
10.	Supply through third parties (including downstream service providers)	Not applicable.
11.	nbn ™ Downstream Network Boundary	The UNI used to serve a Premises.
12.	nbn ™ Upstream Network Boundary	As described in paragraph (b) of the definition of “ nbn ™ Network Boundaries” in the WBA.
13.	Permitted Purposes for Test Information	Not applicable.
14.	Survival of specific provisions of this Test Description	Not applicable

#	Item	Details
15.	Other special conditions for this Test (if applicable)	<p>Special Condition 1</p> <p>If the parties enter into this Test Description under the version of the Standard Test Terms that precedes version 3.0 (the Prior STTs):</p> <ul style="list-style-type: none"> • the Test will, on and from the date that the parties execute version 3.0 of the Standard Test Terms, be performed pursuant to, and be subject to the provisions of, version 3.0 of the Standard Test Terms without any further action by either party, and • clause 14(c) of the Prior STTs will be read so as to give effect to this Special Condition 1. <p>Special Condition 2</p> <p>nbn will provide RSP with access to the SHP as part of this Test Agreement which will have the following performance and restrictions to use.</p> <p>(a) RSP acknowledges and agrees that:</p> <ul style="list-style-type: none"> (i) results and output from the Service Health Pulse supplied under this Test Agreement are not intended to be production quality, and nbn gives no warranty in relation to the accuracy or quality of such results or outputs, and must not be relied upon by RSP; and (ii) The WBA NPIS Fair Use Policy applies in relation to the Test, and any information made available to RSP on the Service Health Pulse as part of the Test. <p>(b) RSP must:</p> <ul style="list-style-type: none"> (i) ensure that no more than 400 AVC queries are inputted into the Service Health Summary Tool per day by trial participants, unless otherwise notified by nbn; (ii) only use the Service Health Summary Tool to test and diagnose any issues with an Eligible End User's service from the time the Eligible End User contacts RSP; until the closure of the incident; (iii) ensure that only approved Test Participant Operators access, view and use the Service Health Summary Tool in respect of the Test; (iv) ensure that no more than 1500 test executions are inputted into the Service Health Pulse per day, unless otherwise notified by nbn; and (v) ensure that no more than 3 Service Health Pulse test executions are performed simultaneously via the

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		<p>Service Health Summary Tool per second, unless otherwise notified by nbn.</p> <p>(c) If RSP reaches the limitation set out in Special Condition 2(b)(i), RSP must use the test and diagnostics process set out in the WBA for the remainder of the day, unless otherwise notified by nbn.</p> <p>(d) nbn may, by giving RSP 5 Business Days' written notice, amend the requirements of Special Condition 2(b).</p> <p>(e) RSP must not unnecessarily refresh the Service Health Summary Tool continuously.</p> <p>(f) RSP must ensure the Unique Reference Number provided by the Service Health Summary Tool is added to any subsequent Trouble Ticket raised in relation to an Ordered Product that is queried using the Service Health Summary Tool, where that Ordered Product is used as an input into an Eligible Customer Product.</p> <p>Special Condition 3</p> <p>nbn will not charge RSP for the use of the Service Health Summary Tool as part of the Test. For clarity, any nbn[™] Ethernet Ordered Product used as an input for any Eligible Customer Product will remain chargeable in accordance with the WBA, subject to the application of any Discount, Credit, Rebate or Waiver.</p>
16.	RSP acknowledgements	<p>RSP warrants and agrees that:</p> <ul style="list-style-type: none"> • RSP has made and has relied on its own investigations, enquiries, knowledge and expertise in respect of the Test Agreement, the Test and each Test Product and its own evaluation of any material provided by nbn to RSP or its Personnel; • nbn has not made, and no Personnel of nbn have made, any warranty as to the performance of any Test Product to RSP or its Personnel; • RSP is not entering into the Test Agreement in reliance on, and it will not rely on, any statement of opinion, statement of intention or any other warranty, representation or other statement made or purporting to be made by or on behalf of nbn or its or their Personnel, other than as expressly set out in the Test Agreement; • RSP has had the benefit of independent legal, financial and technical advice relating to its proposed participation in the Test and its entry into this Test Agreement; • as part of its investigations and enquiries in respect of the Test, each Test Product and the Test Agreement, RSP or its representatives have had access to all documents and information they have requested from nbn or its Personnel;

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		<ul style="list-style-type: none"> RSP has knowledge and experience in relation to the provision of services similar to the Downstream Products.
17.	Definitions	<p>Eligible Customer Product means a product or service supplied by the RSP that uses an nbn Product specified in a Test Plan as an input.</p> <p>Eligible End User means the Contracted End User in respect of an Eligible Customer Product (or that person's authorised representative).</p> <p>Service Health Pulse or SHP means a component of the Service Health Summary Tool, provided on a trial basis for the purposes of the Test, as described in Item 2 above.</p> <p>Test Participant Operator means each operator of the RSP that will be directly accessing and using the Service Health Pulse, nominated by the RSP and approved by nbn for the purposes of this Test Agreement.</p>

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