

Test Description: Self Replacement Kit - FTTC Trial

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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;
- i. during the related Expressions of Interest process (if applicable); or
 - ii. after **nbn** publishes the Test Description on **nbn** website or issues this Test Description to RSP.
- 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.
- 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	<i>Self Replacement Kit (SRK) – FTTC Trial</i>
2.	Description of the Test	<i>To understand, test and refine Phase 1 of the proposed SRK process, which involves dispatchment of the SRK by nbn directly to end-users.</i>
3.	Description of the Test Product	<i>The Self Replacement Kit – FTTC (SRK) uses the FTTC Network Connection Device (FTTC NCD) provided by nbn to end-users to enable the replacement of a faulty FTTC NCD (on a test basis) in accordance with the process set out in F7 and the terms of this Test Description and any Supporting Documents</i>
4.	Test Period	<i>7 February 2022 – 30 June 2022</i>
5.	Location for the Test (if applicable)	<i>This trial will be limited to locations:</i> <ol style="list-style-type: none"> 1. <i>within the FTTC footprint; and</i> 2. <i>where end-users commonly suffer from NCD failures due to large-scale weather events.</i> <i>(the Trial Areas).</i>
6.	Test Plan (if applicable)	<i>Not Applicable</i>

#	Item	Details
7.	Operational procedures (if applicable)	<p><i>The RSP will participate in the Test with their involvement including but not limited to the following:</i></p> <ol style="list-style-type: none"> 1. <i>troubleshooting an End User's service to determine whether their NCD is at fault;</i> 2. <i>offering end-users the SRK option to resolve issues caused by a faulty NCD;</i> 3. <i>capturing end-user details in order to dispatch the SRK; and</i> 4. <i>submitting an appointment with these details (which will be cancelled by nbn if eligible for an SRK)</i> <p><i>nbn will participate in the Test with its involvement including but not limited to the following:</i></p> <ol style="list-style-type: none"> 1. <i>identifying and notifying RSPs of an event affecting individual services causing likely NCD failure, indicating the region/suburb rather than which services have been impacted;</i> 2. <i>triaging any Service Faults to confirm back to the RSP whether they are SRK-eligible or not;</i> 3. <i>cancelling appointments submitted by RSPs as part of the process, and notifying RSPs of this cancellation where the Service Fault is eligible for an SRK;</i> 4. <i>dispatching SRKs to end-users and providing status updates of their delivery progress to RSPs;</i> 5. <i>monitoring delivered SRKs for whether they have been plugged in and passing data;</i> 6. <i>placing Service Fault into 'Pending – Appointment required' for end-users that have SRK-supplied NCDs which have yet to pass data after 5 days;</i> 7. <i>resolving Service Faults with a specific reason code; and</i> 8. <i>reporting to RSPs on their performance metrics throughout the SRK trial</i>

#	Item	Details
8.	Other instructions, policies and procedures (if applicable)	<ul style="list-style-type: none"> • A letter will be provided with the SRK unit, laying out instructions for the end-user to self-replace. This can be viewed here: (insert link) • nbn FTTC SRK Onboarding will consist of a mandatory online eLearning course with an optional nbn onboarding workshop that can be requested by the RSP. • The mandatory online eLearning course will need to be completed by test participants in order to trigger enablement of the FTTC SRK feature. • The online eLearning course will be made available via the nbn Academy. • To opt in for the nbn onboarding workshop, please engage with your nbn Account Team. • RSPs can refer to the nbn Academy for post onboarding support and training material. • In the event that something does not go to plan, an RSP can go to their nbn Account Team or RSP Ops Lead for assistance. • nbn may provide a link to a survey with the SRK for the End User to provide optional feedback
9.	Supply of Downstream Products to End-users	<i>RSP may supply Downstream Products in connection with the Test to any downstream service provider and any End User for the purposes of the Test.</i>
10.	Supply through third parties (including downstream service providers)	<i>For the purpose of clause 7(c) of the Standard Test Terms, RSP is permitted to fulfil its obligations in relation to this Test through the following downstream service providers/third parties: As notified by RSP to nbn, and accepted by nbn.</i>
11.	nbn TM Downstream Network Boundary	<i>Telecommunications Outlet or, if present, Passive NTD</i>
12.	nbn TM Upstream Network Boundary	<i>As described in paragraph (b) of the definition of “nbnTM Network Boundaries” in the WBA.</i>
13.	Permitted Purposes for Test Information	<i>The Permitted Purposes for the Test, in addition to those set out in the Standard Test Terms, are: No additional items.</i>

#	Item	Details
14.	Survival of specific provisions of this Test Description	<i>No additional items.</i>
15.	Other special conditions for this Test (if applicable)	<ul style="list-style-type: none"> • <i>Service Levels and Commercial Rebates will apply;</i> • <i>On delivery of the SRK to the relevant Premises, the Service Fault will go into Pending – Awaiting Device Installation.</i>
16.	RSP acknowledgements	<p><i>RSP warrants and agrees that:</i></p> <ul style="list-style-type: none"> • <i>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;</i> • <i>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;</i> • <i>RSP is not entering into the Test Agreement in reliance on, and it will not rely on, any statement of opinion, statement of intention or any other warranty, representation or other statement made or purporting to be made by or on behalf of nbn or its or their Personnel, other than as expressly set out in the Test Agreement;</i> • <i>RSP has had the benefit of independent legal, financial and technical advice relating to its proposed participation in the Test and its entry into this Test Agreement;</i> • <i>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.</i>
17.	Definitions	<p><i>SRK has the meaning given to the term in F3.</i></p> <p><i>Trial Areas refer to the locations as determined by nbn in accordance with clause F(5).</i></p>

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