

# Service Description

nbn™ Platform Interfacing Service Module

Wholesale Broadband Agreement





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### Wholesale Broadband Agreement

Version	Description	Effective Date
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#### Environment

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# Introduction

This Service Description for the **nbn**<sup>TM</sup> Platform Interfacing Service describes the **nbn**<sup>TM</sup> Platform Interfacing Service. This document forms part of the **nbn**<sup>TM</sup> Platform Interfacing Service Module.

## Roadmap

A roadmap describing the structure of this document follows for the assistance of RSP.

### Part A: The **nbn**<sup>TM</sup> Platform Interfacing Service

Part A describes what the **nbn**<sup>TM</sup> Platform Interfacing Service is.

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### Part B: Key Business Transactions

Part B describes the types of Key Business Transactions which RSP may perform through the **nbn**<sup>TM</sup> Platform Interfacing Service.

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### Part C: Service Elements

Part C describes the two Service Elements of the **nbn**<sup>TM</sup> Platform Interfacing Service.

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### Part D: Operation of the **nbn**<sup>TM</sup> Platform Interfacing Service

Part D describes **nbn**'s and RSP's general obligations, and conditions of use in respect of the **nbn**<sup>TM</sup> Platform Interfacing Service.

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## Part A: The **nbn**<sup>TM</sup> Platform Interfacing Service

The **nbn**<sup>TM</sup> Platform Interfacing Service:

- enables RSP to connect to, and interface with, the **nbn**<sup>TM</sup> Platform in order to perform specified Key Business Transactions in relation to certain products and services supplied by **nbn**; and
- comprises B2B Access and the **nbn**<sup>TM</sup> Service Portal, which RSP may use individually or together.

**nbn** will supply the **nbn**<sup>TM</sup> Platform Interfacing Service from **nbn**'s data centre at Ultimo, New South Wales, **nbn**'s data centre at Springfield, Queensland, and any other locations determined by **nbn** from time to time.

## Part B: Key Business Transactions

*Section 1 describes the Key Business Transactions that RSP may perform through the **nbn**<sup>TM</sup> Platform Interfacing Service and Monitored Transactions for the purposes of the Transaction Manager.*

### 1. Key Business Transactions

#### 1.1 Key Business Transactions

The following transactions are Key Business Transactions for the purposes of this Agreement.

Key Business Transaction	Description
Activation Transactions	Address Enquiries
	Site Qualification Enquiries
	Order Feasibility Checks (B2B Access only)
	submission of Connect, Modify, or Disconnect orders
	amendment of an order being processed
	tracking of orders being processed
Appointment Transactions	Appointment availability enquiries
	Appointment reservation
	tracking of Appointments being processed
	amendment of an Appointment being processed
Assurance Transactions	submission of Trouble Tickets
	amendment of a Trouble Ticket being processed
	tracking of Trouble Tickets
Billing Transactions	notification of summary invoices
	notification of billing event or adjustment files
	retrieval of historical billing information
Test & Diagnostic Transactions	submission of Diagnostic Status Tests or Network Tests
	tracking of Diagnostic Status Tests or Network Tests

#### 1.2 Monitored Transactions

Monitored Transactions comprise the following Key Business Transactions:

- (a) Test & Diagnostic Transactions.

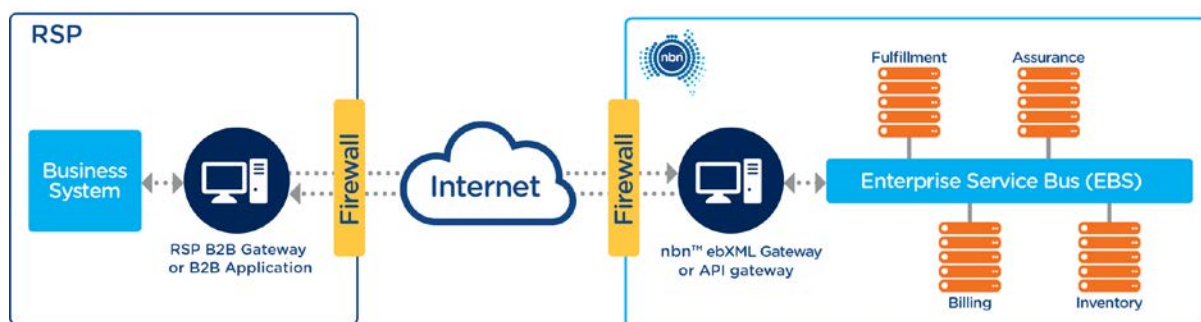
## Part C: Service Elements

Section 2 describes B2B Access.

### 2. B2B Access

- (a) Subject to sections 2(b) and 2(c), B2B Access enables RSP and **nbn** to perform supported Key Business Transactions using their own operations support systems and billing support systems by exchanging encrypted messages over the Internet using:
- (i) ebXML between ebXML-compliant gateway servers hosted by RSP and **nbn** respectively; or
  - (ii) APIs between an RSP B2B Application hosted by RSP and an API gateway hosted by **nbn**.
- (b) B2B Access using APIs may not allow RSP and **nbn** to perform all Key Business Transactions.
- (c) **nbn** will notify RSP of the Key Business Transactions RSP may perform through B2B Access using APIs from time to time as such Key Business Transactions become available.
- (d) The following diagram illustrates the exchange of messages between:
- (i) the RSP B2B Gateway and the **nbn**<sup>TM</sup> B2B Gateway using ebXML; or
  - (ii) an RSP B2B Application and the API gateway using an API.

**B2B Access Diagram NPIS**



- (e) If **nbn** supplies RSP with B2B Access, each party must comply with the B2B Specifications applicable to that supply.
- (f) **nbn** will support each Major B2B Interface Version for at least 12 months after the publication of the '**nbn**<sup>TM</sup> Platform Interfacing Service B2B Access Release Note' which introduces the next Major B2B Interface Version.
- (g) **nbn** will, after consulting with RSP, provide at least 6 months' notice prior to:
- (i) introducing a new version of an API industry specification that is not backward compatible with the version of the API industry specification implemented immediately prior to the introduction of the new version; or
  - (ii) changing an API industry specification in a way that results in the API industry specification not being backward compatible with the API industry specification as implemented immediately prior to the change.

- (h) RSP may in its discretion continue to use, or update to, any B2B Interface Version that **nbn** makes available and supports at that time as part of B2B Access.
- (i) B2B Access does not include direct access to, or direct use of, **nbn**'s core systems or the functionality of **nbn**'s core systems.
- (j) Before changing a B2B Specification (which does not form part of this Agreement) for B2B Access using ebXML, **nbn** will, after consulting with RSP in accordance with clause F4.12 of the [Head Terms](#), give RSP at least:
  - (i) 5 Business Days' notice of that change if it is a Minor B2B Interface Change;
  - (ii) 30 Business Days' notice of that change if it is a Major B2B Interface Change;
  - (iii) 90 Business Days' notice of that change if it is the withdrawal of a B2B Interface Version; or
  - (iv) 120 Business Days' notice of that change if it is a B2B Gateway Interoperability Change.
- (k) Before changing a B2B Specification (which does not form part of this Agreement) for B2B Access using APIs, **nbn** will:
  - (i) initially inform RSP of the proposed change in accordance with the timeframes in section 2(l);
  - (ii) consult with RSP regarding any feedback **nbn** receives from RSP in respect of that change; and
  - (iii) subsequently notify RSP of the final form of the change, including any amendments to the change as initially proposed under section 2(k)(i), by giving RSP at least 5 Business Days' notice before making the change.
- (l) The timeframe in which **nbn** will initially inform RSP under section 2(k)(i) of a change to a B2B Specification for B2B Access using APIs will be at least:
  - (i) 1 month before a change that is a Minor B2B Interface Change;
  - (ii) 3 months before a change that is a Major B2B Interface Change; or
  - (iii) 3 months before a change that is the withdrawal of a B2B Interface Version, provided that any such B2B Interface Version must have been supported for at least 12 months before the withdrawal.

*Section 3 describes the **nbn**<sup>TM</sup> Service Portal.*

### 3. **nbn**<sup>TM</sup> Service Portal

- (a) The **nbn**<sup>TM</sup> Service Portal enables RSP and **nbn** to perform supported Key Business Transactions over the Internet using a web-based portal provided by **nbn**.
- (b) The **nbn**<sup>TM</sup> Service Portal does not include direct access to, or direct use of, **nbn**'s core systems or the functionality of **nbn**'s core systems.
- (c) Use of the **nbn**<sup>TM</sup> Service Portal is subject to the **nbn**<sup>TM</sup> Service Portal Terms and Conditions, which may be updated by **nbn** from time to time.

## Part D: Operation of the **nbn**<sup>TM</sup> Platform Interfacing Service

*Section 4 specifies RSP's conditions of use of the **nbn**<sup>TM</sup> Platform Interfacing Service.*

### 4. General obligations

#### 4.1 Valid uses of **nbn**<sup>TM</sup> Platform Interfacing Service and data

- (a) RSP may only use the **nbn**<sup>TM</sup> Platform Interfacing Service for the purpose of performing RSP's Key Business Transactions and for purposes approved by **nbn** in writing.
- (b) RSP may only use, in accordance with additional conditions in the [Service Terms for the \*\*nbn\*\*<sup>TM</sup> Platform Interfacing Service](#):
  - (i) Site Qualification Information for:
    - (A) determining whether a Product is available in respect of a Premises or location;
    - (B) developing and planning the supply of RSP Products;
    - (C) choosing whether to place an order for a Product;
    - (D) marketing the supply of RSP Products; and
    - (E) any other purposes approved by **nbn** in writing;
  - (ii) Order Feasibility Information for:
    - (A) determining whether RSP is able to place an order through the **nbn**<sup>TM</sup> Platform Interfacing Service in accordance with this Agreement;
    - (B) developing and planning orders for Products through the **nbn**<sup>TM</sup> Platform Interfacing Service; and
    - (C) any other purposes approved by **nbn** in writing; and
  - (iii) Service Health Summary Information for:
    - (A) determining whether a Service Fault or Performance Incident exists;
    - (B) undertaking further tests and diagnostics;
    - (C) providing assistance to **nbn** to develop and plan **nbn**'s rectification activities;
    - (D) developing and planning any related RSP rectification activities;
    - (E) providing such information to Contracted End Users to assist those Contracted End Users to consider and decide whether or not to upgrade the RSP Product or Downstream Product supplied to them (as applicable); and
    - (F) any other purposes approved by **nbn** in writing.



Section 5 describes how **nbn** may monitor and deprioritise the processing of, and responses to, particular transactions on the **nbn**<sup>TM</sup> Platform Interfacing Service in certain circumstances.

## 5. Transaction Manager

### 5.1 Transaction Manager

- (a) **nbn** may impose a Transaction Quota for each type of Monitored Transaction.
- (b) If, in a Transaction Window, RSP submits Monitored Transactions to the **nbn**<sup>TM</sup> Platform Interfacing Service which:
  - (i) exceed the Transaction Warning Threshold for that type of Monitored Transaction, **nbn** will notify RSP;
  - (ii) exceed the Transaction Quota for that type of Monitored Transaction, **nbn** may:
    - (A) indicate that the Transaction Quota has been exceeded using a visual indicator via the **nbn**<sup>TM</sup> Service Portal; and
    - (B) notify RSP and deprioritise further transactions of that type of Monitored Transaction; and
  - (iii) are less than the Transaction Deactivation Threshold (after RSP's Monitored Transactions have exceeded the Transaction Quota during that Transaction Window), **nbn** will notify RSP and reprioritise further transactions of that type of Monitored Transaction.
- (c) Monitored Transactions measured under this section 5 are measured across all Monitored Transactions submitted by RSP to the **nbn**<sup>TM</sup> Platform Interfacing Service through both B2B Access and the **nbn**<sup>TM</sup> Service Portal.
- (d) **nbn** may delay its response to a Monitored Transaction which has been deprioritised under section 5.1(b)(ii)(B).

### 5.2 Service Health Summary Quota

- (a) If RSP submits Service Health Summary Enquiries to the **nbn**<sup>TM</sup> Platform Interfacing Service in excess of the Service Health Summary Quota, **nbn** may:
  - (i) place those Service Health Summary Enquiries in a queue that will be processed in accordance with the Service Health Summary Quota; or
  - (ii) otherwise delay its response to, or reject, a Service Health Summary Enquiry which has been submitted in excess of the Service Health Summary Quota.
- (b) Service Health Summary Enquiries measured under this section 5.2 are measured across all Service Health Summary Enquiries submitted by RSP to the **nbn**<sup>TM</sup> Platform Interfacing Service through both B2B Access using APIs and the **nbn**<sup>TM</sup> Service Portal.
- (c) **nbn** will review the Service Health Summary Quota, and consult with RSP in relation to the Service Health Summary Quota, prior to each 6 month anniversary of the Start Date.

### 5.3 Temporary planned RSP Quota adjustment request

- (a) RSP may request a temporary adjustment to any one or more Quotas, for a period of up to 3 months (or such longer period as may be agreed by **nbn**), if:

- (i) RSP plans to introduce changes to RSP's processes, systems, facilities or RSP Products; and
  - (ii) RSP anticipates, on reasonable grounds, that the changes will result in a material increase in the volume of Monitored Transactions (including Service Health Summary Enquiries for adjustments to the Service Health Summary Quota) submitted by RSP to the **nbn**<sup>TM</sup> Platform Interfacing Service.
- (b) To request a temporary adjustment to a Quota, RSP must:
- (i) raise a Service Request in accordance with the [WBA Operations Manual](#) or discuss the request at a Governance Meeting;
  - (ii) provide at least 1 month's notice before the proposed effective date of the adjustment; and
  - (iii) provide **nbn** with a business justification for RSP's request.
- (c) **nbn** must determine, acting reasonably, whether to grant any request by RSP under section 5.3(a) taking into account:
- (i) all information provided to **nbn** by RSP that is relevant to RSP's request;
  - (ii) the potential impacts of an adjusted Quota for the **nbn**<sup>TM</sup> Infrastructure, the **nbn**<sup>TM</sup> Platform Interfacing Service and Other RSPs; and
  - (iii) any other circumstances **nbn** considers are relevant to RSP's request.
- (d) **nbn** will notify RSP of the outcome of **nbn**'s determination under section 5.3(c) and, depending on the outcome of its assessment, will confirm:
- (i) whether or not it will make the requested adjustment or any alternative adjustment to a Quota;
  - (ii) the timing and duration of any adjustment which it decides to make to a Quota; and
  - (iii) any interim arrangements which it agrees to make in relation to RSP's request.
- Note:** Interim arrangements under section 5.3(d)(iii) may include arrangements such as deactivating the Transaction Manager so that it only notifies RSP when the Transaction Quota is exceeded (without deprioritising any subsequent Monitored Transactions) for a limited period until **nbn** adjusts the Transaction Quota.*
- (e) If **nbn** decides to adjust a Quota temporarily, **nbn** may:
- (i) monitor the volume of transactions submitted by RSP;
  - (ii) after giving notice to RSP, reinstate the original Quota if **nbn** determines that the adjusted Quota:
    - (A) is not required or is not being used; or
    - (B) is causing, or is likely to cause, a detrimental impact to the **nbn**<sup>TM</sup> Infrastructure, the **nbn**<sup>TM</sup> Platform Interfacing Service or Other RSPs; and
  - (iii) in response to an RSP request, grant an extension to the duration of the Quota adjustment in accordance with the processes in this section 5.3 (except that, notwithstanding the notice period in section 5.3(b)(ii), RSP need only request any such extension 10 Business Days or more before the date on which the Quota adjustment would otherwise expire).

## 5.4 Temporary unplanned RSP Transaction Manager deactivation request

- (a) If RSP experiences an unexpected material increase in the volume of Monitored Transactions which need to be submitted to the **nbn**<sup>TM</sup> Platform Interfacing Service, RSP may request a temporary deactivation of the Transaction Manager for a period of up to 3 months.
- (b) To request a temporary deactivation of the Transaction Manager, RSP must:
  - (i) raise a Service Request in accordance with the [WBA Operations Manual](#) or discuss the request at a Governance Meeting;
  - (ii) provide notice to **nbn** as early as possible upon becoming aware of a potential or actual increase in Monitored Transactions;
  - (iii) provide **nbn** with a business justification for RSP's request; and
  - (iv) actively investigate the cause of the material increase in Monitored Transactions and keep **nbn** informed of the results of the investigations.
- (c) **nbn** must determine, acting reasonably, whether to grant any request by RSP under section 5.4(a) taking into account:
  - (i) all information provided to **nbn** by RSP that is relevant to RSP's request;
  - (ii) the potential impacts of deactivating the Transaction Manager for the **nbn**<sup>TM</sup> Infrastructure, the **nbn**<sup>TM</sup> Platform Interfacing Service and Other RSPs; and
  - (iii) any other circumstances **nbn** considers are relevant to RSP's request.
- (d) **nbn** will notify RSP of the outcome of **nbn**'s determination under section 5.4(c) and, depending on the outcome of its assessment, will confirm:
  - (i) whether or not it will deactivate the Transaction Manager temporarily; and
  - (ii) the timing and duration of any period of deactivation of the Transaction Manager.
- (e) If **nbn** decides to deactivate the Transaction Manager temporarily:
  - (i) RSP must continue to actively investigate the cause of the material increase in Monitored Transactions and keep **nbn** informed of the results of the investigations;
  - (ii) **nbn** will continue to notify RSP when a Quota is exceeded, but will not deprioritise any Monitored Transactions;
  - (iii) **nbn** may monitor the volume of transactions submitted by RSP and, after giving notice to RSP, reinstate the original operation of the Transaction Manager if **nbn** determines that the deactivation is:
    - (A) not required; or
    - (B) causing, or is likely to cause, a detrimental impact to the **nbn**<sup>TM</sup> Infrastructure, the **nbn**<sup>TM</sup> Platform Interfacing Service or Other RSPs; and
  - (iv) RSP may lodge a new request in accordance with the processes in this section 5.4 for an extension to the period of the Transaction Manager deactivation and **nbn** will determine whether or not to grant such a request.