



Attachment A – FOI2223029 – Information released in part.

Under section 3(1)(b) of the *Freedom of Information Act*, 1982, the public has a right to seek access to “documents” rather than to discrete bits of information. However, section 17 of the FOI Act enables **nbn** to provide applicants with information where such information is not available in a discrete written form, but it is “ordinarily available to the agency for retrieving or collating stored information”. In that regard, a document containing the Relevant Information could be prepared.

Relevant Information sought and released – *Who between nbn and its retail service providers is contractually responsible for notifying end customers of activation appointment bookings, cancellations and reschedules.*

nbn contracts with all RSPs on the same terms, which match **nbn**'s standard form of agreement published on our website. **nbn**'s Wholesale Broadband Agreement documentation is located at this [link](https://www.nbnco.com.au/rsps/supply-agreements/wba) (<https://www.nbnco.com.au/rsps/supply-agreements/wba>). See section 6.2.5 of the WBA Operations manual at this link, in particular the first part of the table on page 206 (which relates to FTTC technology). This states:

Important: Your organisation [*being the retail service provider*] is responsible for communicating all Appointment bookings, cancellations and reschedules with the Appointment Representative, including in respect of Non Standard Installations and Professional Wiring Service. Where the Appointment Representative is required to be available at the Premises for the Appointment, your organisation must communicate with each Appointment Representative about available Appointment times (as determined by your organisation through the **nbn**TM Service Portal or B2B Access) to ensure that the Appointment is at a time when the Appointment Representative is available to enable **nbn** to access the Premises and perform the work required.

There is a separate dictionary document at this [link](https://www.nbnco.com.au/content/dam/nbn/documents/sell/wba/2023/sfaa-wba-dictionary-20230307.pdf.coredownload.pdf) (<https://www.nbnco.com.au/content/dam/nbn/documents/sell/wba/2023/sfaa-wba-dictionary-20230307.pdf.coredownload.pdf>), which includes the definition of Appointment Representative (i.e. the Contracted End User (or their authorised representative aged 18 or over) or the Multi-Premises Site representative (as applicable).