WBA Rider Booklet

Site Accreditation and Minimum Modem Quality Standards

5 June 2024

Disclaimer

COMMERCIAL-IN-CONFIDENCE

This document is provided for information purposes only. You must not use this document other than with the consent of **nbn** and must make your own inquiries as to the currency, accuracy and completeness of this document and the information contained in it.

The contents of this document reflect **nbn**'s current position on the subject matter of this document. The contents of this document should not be relied upon as representing **nbn**'s final position on the subject matter of this document, except where stated otherwise. Any requirements of **nbn** or views expressed by **nbn** in this document may change.

© 2024 nbn co limited. All rights reserved.

March 2024 | Rev 1.0
Uncontrolled when printed
COMMERCIAL-IN-CONFIDENCE
© 2024 nbn co limited | ABN 86 136 533 741
Page 2 of 4

nbn-COMMERCIAL

WBA Operations Manual

3.2   Site Induction

[…]

3.2.2 Site Induction Course

Your organisation must ensure that each of its proposed Authorised Persons has completed a Site Induction Course prior to their first attendance at any Type 1 Facility or Type 2 Facility.

Your organisation must also ensure that each of its proposed Authorised Persons comply with any requests of **nbn** to complete any other required Site Induction Courses or briefings before accessing or continuing to access any Type 1 Facility or Type 2 Facility.

nbn will provide the details of Site Induction Courses (including any associated costs or locations) from time to time.

After a proposed Authorised Person has successfully completed the Site Induction Course, **nbn** will provide that Authorised Person with a unique reference number. Your organisation must include the reference number in each subsequent Physical Access Request for an Authorised Person, including applications for Electronic Access Cards or Keys.

Are there any charges associated with Site Induction Courses?

nbn's Charges for Site Induction Courses (if any) are set out in the Facilities Access Service Price List. Charges levied by Third Party Suppliers are not dealt with under the WBA.

How long does accreditation from a Site Induction Course last?

Accreditation is valid for ~~3~~ **2 Years** (or such other period as may be determined by **nbn** or the Underlying Facility Provider and notified to your organisation from time to time) from the date of successful completion of the relevant Site Induction Course.

Your organisation must ensure that its Authorised Persons maintain and renew their Site Induction Course credentials as required.

5.3   Service Requests

[…]

5.3.3 Modem Registration

FTTB/N	This section applies to **nbn**® Ethernet (FTTB) and **nbn**® Ethernet (FTTN).

Your organisation may register Modem models and firmware versions to be used with **nbn**® Ethernet (FTTB) and **nbn**® Ethernet (FTTN) – refer to section 33 of the **nbn**® Ethernet Product Terms.

Your organisation must ensure that each Modem that your organisation intends to register with **nbn** meets the MMQS (including in respect of the specific model and firmware version).

To register a specific Modem model or firmware version with **nbn**, or to update such a registration, your organisation must raise a Service Request through the **nbn**® Service Portal and provide samples of the Modem model with the applicable firmware version, and if requested by **nbn** provide ~~as well as~~ the information and certifications detailed in the MMQS.

Your organisation must ensure that all the information and certifications provided to **nbn** are accurate and up to date.

[…]

5.3.4 nbn Support for Modem Performance Optimisation

[…]

~~5.3.4.2   nbn Testing Support~~

~~Your organisation may request access to a testing service offered by nbn from time to time to test Modem performance.~~

~~Subject to availability, nbn will make available at least two testing slots per Quarter for your organisation to test Modem performance, provided that your organisation submits its request to nbn at least 1 month before the start of the relevant Quarter. nbn will provide your organisation with any testing results within 10 Business Days from the date that the relevant testing is successfully completed.~~