



Operations Manual

Satellite Mobility (LCPA) Agreement



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Environment

nbn asks that you consider the environment before printing this document.

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Module 1: Introduction

1.1 About the NSMP-LCPA Operations Manual

This document is the [Operations Manual](#) which forms part of the [Satellite Mobility \(LCPA\) Agreement](#) between your organisation and **nbn**. It describes the interactions, processes and procedures regarding the operational supply of the **nbn**[®] Satellite Mobility Product by **nbn** to your organisation.

The other documents comprising the [Satellite Mobility \(LCPA\) Agreement](#) should be referred to for any commercial information concerning the supply or performance of the **nbn**[®] Satellite Mobility Product and related rights and obligations of **nbn** and your organisation.

1.1.1 A Dynamic Document

As **nbn** and your organisation enhance processes and introduce new capabilities in relation to the **nbn**[®] Satellite Mobility Product, **nbn** will update and make refinements to this document in accordance with Module F of the [Head Terms](#).

1.1.2 Modules

This document is divided into a series of modules, each of which describes a discrete aspect of the operational interactions between your organisation and **nbn**.

1.1.3 Key Role Descriptions

The following table lists the key operational departments within **nbn** that your organisation will interact with, and describes the role of each department.

Table 1: Key Role Descriptions

NBN Co. Department	Description
Products	The products team is responsible for general account management and the relationship between nbn and your organisation.
Customer Service Centre (Tier 1 Assurance)	The Customer Service Centre provides the 'front-of-house' function at nbn , and is responsible for: <ul style="list-style-type: none">Assessing new Service Requests and run through of the first trouble shooting instances with your organisation and assessing whether a Service Incident should be raised; andRe-assignment of Service Incidents to the appropriate nbn assurance tier (i.e. Service Faults or Network Faults).
Network Operations Centre (Tier 2 Operations)	The Operations Team is responsible for: <ul style="list-style-type: none">Developing operational processes to assist field staff;Providing instructions on connection of your organisation's L3 equipment to the M-NNI; andTraining service delivery partner(s) to assure the Product Components.

1.1.4 Terminology

1.1.4.1 Interpretation

Unless the context in this document expressly provides otherwise, capitalised terms have the meanings defined in the [Dictionary](#).

1.1.5 Communication

1.1.5.1 Satellite Mobility Contact Matrix

The *Satellite Mobility Contact Matrix* is a list of key Personnel from both **nbn** and your organisation who can be contacted in relation to the functions and interactions described in this document. The *Satellite Mobility Contact Matrix* will be created during On-boarding and will include relevant contact details for each person listed. At a minimum, the *Satellite Mobility Contact Matrix* will include a Relationship Point of Contact and Operational Point of Contact for both **nbn** and your organisation, and a contact from **nbn** and from your organisation for the following functions:

- Relationship management;
- Commercial management;
- Data management;
- Assurance;
- Reporting;
- Complaints; and
- Security and access.

The *Satellite Mobility Contact Matrix* also contains contact details for the following **nbn** departments, at a minimum:

- Customer Service Centre (tier 1 assurance);
- Network Operations Centre (tier 2 operations); or
- Customer Support Centre (general customer support).

Both **nbn** and your organisation must maintain a *Satellite Mobility Contact Matrix* which contains up-to-date contact details, and must advise each other in writing of any changes to those contact details. Your organisation can request a copy of the *Satellite Mobility Contact Matrix* by contacting the **nbn**[®] Relationship Point of Contact.

1.1.5.2 Communication Channels

Any form of communication from a party to the other party in relation to this document may be given through any of the following channels:

- Email;
- Telephone;
- Letter; and/or
- Any other form of communication as may be notified by **nbn** to your organisation from time to time.

Communications must be given to the other party's relevant contact as detailed in the *Satellite Mobility Contact Matrix*, or as otherwise specified in this document.



Module 2: Pre-Approval

2.1 About This Module

As a first step and before your organisation will be accepted for On-boarding, your organisation and **nbn** will conduct a series of consultations to assess your eligibility for the **nbn**[®] Satellite Mobility Product, including whether **nbn** has the capacity to meet your requirements.

During this pre-approval process, **nbn** and your organisation will establish a broad description of your requirements. This will form the basis of the specifications to be sent by your organisation to **nbn**. The commencement date of the **nbn**[®] Satellite Mobility Product will be agreed during the pre-approval process.

2.1.1 Eligibility Requirements

Your organisation must submit an eligibility request to **nbn** which, upon receipt of this request, will enable **nbn** to ensure that the following eligibility requirements are met:

- your organisation has signed a Wholesale Broadband Agreement with **nbn**;
- your organisation meets **nbn**'s creditworthiness requirements in accordance with the [Credit Policy](#);
- **nbn** has sufficient current and future network capacity to meet your organisation's capacity requirements, and your organisation has the capability to efficiently manage that capacity; and
- your organisation has completed the MT approval process set out in section 2.1.3 below.

2.1.2 Capacity and Capability

Your organisation must meet the capacity eligibility requirement notified to you by **nbn**. Compliance with this requirement will be confirmed or not by **nbn** at its discretion after considering information provided to it by your organisation. **nbn** may require the following information from your organisation for this purpose (**Capacity Forecast**):

- evidence Customer is chosen by the end entity such as the commercial airline;
- flight paths and flight durations;
- number and type of aircraft;
- the proposed antenna to be used and validation that the specifications are compatible with the Satellite Network;
- hourly average throughput per Mobility Beam required;
- the growth profile for the MF-VC Bandwidth over time (capacity forecasts);
- the maximum number of Mobile Terminals expected to simultaneously occupy a Mobility Beam; and
- evidence that your organisation has bandwidth management capability and advanced caching and content delivery methods to minimise the bandwidth requirements.

nbn may in its absolute discretion accept, reject, or propose amendments to the Capacity Forecast provided by Customer (including Customer's proposed MF-VC bandwidth profile, and the proposed number of Mobile Terminals to be associated with each MB-VC).

The output of the capacity eligibility process will be an approved set of parameters which relate to the capacity approved by **nbn**, including MF-VC bandwidth profile, and the number of Mobile Terminals to be associated with each MB-VC (**Approved Capacity Forecast**). **nbn** will refer to the Approved Capacity Forecast when considering any orders placed by your organisation in respect of the **nbn**[®] Satellite Mobility Product.

2.1.3 Mobility Terminal (MT) Approval Process

The **nbn**[®] Satellite Mobility Product provides access to the Satellite Network to Mobile Terminals which are compatible with the Satellite Network and comply with **nbn**'s requirements.

In order to ensure that your organisation's MTs comply with **nbn**'s requirements, your organisation must follow this process:



Important: Your organisation must not submit a Mobile Terminal for Approval unless the prospective Mobile Terminal meets the requirements in the [Product Technical Specification](#).

Who	Activities
nbn...	Provides your organisation with the accredited MT list. The accredited MT list identifies Mobile Terminals that have been accredited by nbn to date. This list may be updated from time to time as additional Mobile Terminals are accredited

If your organisation's MT is on the accredited list

Who	Activities
Your organisation...	Selects a Mobile Terminal from the accredited list and notifies nbn of the Mobile Terminal that it has selected Sends the relevant information to nbn
nbn...	Verifies that your organisation has selected a Mobile Terminal from the accredited list <i>(If yes)</i> Notifies your organisation that the Mobile Terminal is Approved for use in respect of the nbn [®] Satellite Mobility Product <i>(If no)</i> Rejects the request

If your organisation's MT is not on the accredited list

Who	Activities
Your organisation...	Requests new Mobile Terminal be Approved
nbn...	Provides your organisation with information regarding the relevant processes your organisation must follow, and the documentation and supporting information which nbn requires, in order to approve your organisation's request for a new Mobile Terminal to be Approved
Your organisation...	Complies with any requirements notified to your organisation by nbn in accordance with the previous step and provides nbn with all information it requires in order to verify your organisation's request for a new Mobile Terminal to be Approved
nbn...	Verifies that your organisation has met the requirements notified by nbn <i>(If yes)</i> Notifies your organisation that it has Approved the Mobile Terminal for use in respect of the nbn [®] Satellite Mobility Product, that it has added the Mobile Terminal to the accredited list, and provides your organisation with accreditation notification <i>(If no)</i> Rejects the request

2.1.4 Mobility Terminal (MT) Listing

For each MB-VC that **nbn** supplies to your organisation, **nbn** will maintain a list of all Mobile Terminals for which **nbn** has enabled access to the **nbn**[®] Satellite Mobility Product via that MB-VC. Your organisation must ensure that each Mobile Terminal that your organisation proposes to use to access the **nbn**[®] Satellite Mobility Product is listed in accordance with the requirements of this section 2.1.4.



Important: **nbn** will enable access to the **nbn**[®] Satellite Mobility Product at the MBI for all Mobile Terminals that are listed, and remain listed, in accordance with this section 2.1.4.

To list a Mobile Terminal, your organisation must submit details of all Mobile Terminals that your organisation intends to use to access the **nbn**[®] Satellite Mobility Product. Such details must be accompanied with any

information that **nbn** may reasonably require in order to administer the list of Mobile Terminals, such as identifiers and other details of relevant Supported Commercial Passenger Aircraft and addressing details of each connectivity device onboard each such aircraft.

Your organisation must ensure that:

- each Mobile Terminal submitted for listing is Approved in accordance with section 2.1.3;
- each Mobile Terminal complies with any other requirements notified by **nbn** from time to time; and
- all information and certifications provided to **nbn** are accurate and up-to-date.

nbn may, from time to time, de-list any Mobile Terminal:

- if that Mobile Terminal is causing, or **nbn** reasonably considers is causing or likely to cause, detriment to the operation of **nbn**[®] Infrastructure or Other Customer's network, systems, equipment or facilities used in connection with any **nbn**[®] Infrastructure;
- in order to comply with, or respond to, the requirements of a Regulatory Event, a lawful order, instruction or request of a Regulator, a Government Agency, an emergency services organisation or any other competent authority; or
- upon request by your organisation.

Important: Your organisation must notify **nbn** of changes to any Mobile Terminal, together with details of any such changes, irrespective of whether such a change affects the performance of the Mobile Terminal). Your organisation must provide this notification to **nbn** as soon as reasonably practicable.



Examples of changes for which your organisation must notify **nbn** are:

- changes to any hardware or firmware; and
- where your organisation, Downstream Service Provider or Contracted End User modifies the Mobile Terminal such that the high-gain tracking antennae system on a Supported Commercial Passenger Aircraft is associated with a different connectivity device onboard the Supported Commercial Passenger Aircraft (e.g. because of a device swap-out).



Module 3: On-boarding



3.1 About This Module

This module describes the processes and activities that your organisation must undertake to obtain accreditation prior to ordering the Product.

Important:



- The **nbn**[®] Satellite Mobility Product On-boarding process for your organisation will not require the same On-boarding process **nbn** has for other **nbn**[®] products
- Your organisation will **not** have access to the **nbn**[®] Service Portal or the **nbn**[®] B2B Gateway (as those terms are described in the Wholesale Broadband Agreement)
- All contact between **nbn** and your organisation under this Module 3 will be via telephone or email

3.1.1 The On-boarding Roadmap

On-boarding for the **nbn**[®] Satellite Mobility Product consists of a number of stages; each stage is comprised of a sequence of activities.

Your organisation must do all of the following in the following order (unless otherwise agreed in writing with **nbn**):

- 1) Attend the Operational Workshop organised by **nbn**;
- 2) Attend the Solution Workshop organised by **nbn**; and
- 3) Conduct Interoperability and Operational Accreditation Testing (IOAT).

3.1.2 Workshops and Training

During the On-boarding process, **nbn** may provide other workshops and training sessions for your organisation.

The purpose of the workshops and training sessions is to educate your organisation's Personnel (for example, contact centre and service desk staff) who will be involved in day-to-day transactions between **nbn** and your organisation.



Important: Prior to each workshop or training session, **nbn** will notify your organisation of the type of Personnel (being people who understand your organisation's business, technical integration, operations and provisioning requirements) that must attend the workshop or training session. Your organisation must ensure that a reasonable number of these Personnel attend the workshop or training session.

3.2 Conduct Initial On-boarding

3.2.1 Workshops

3.2.1.1 Operational Workshop

nbn will hold a workshop, designed to introduce your organisation to working with **nbn** (Operational Workshop). It will include each of the following topics:

- 1) Overview of **nbn**[®] documentation (including this document, the *Satellite Mobility Contact Matrix* and the *Test & Diagnostic Checklist*)
- 2) Roles and responsibilities of both **nbn** and your organisation;
- 3) Activations;
- 4) Assurance; and
- 5) Billing.

3.2.1.2 Solution Workshop

nbn will hold a workshop designed to explain each of the following (Solution Workshop):

- 1) Products;
- 2) Interfaces and related integration requirements;



- 3) IOAT;
- 4) Other aspects of the On-boarding process such as the Operational Workshop; and
- 5) How the technology and hardware architecture associated with your organisation’s business model, systems and services generally need to operate in order to successfully interact with the **nbn**® Network, platform and Products.

Note: **nbn** will organise the Operational Workshop for a date and time suitable to both your organisation and **nbn**. It may be held either on the same day as the Solution Workshop, or at a later date.

3.2.2 Conduct Interoperability and Operations Accreditation Testing (IOAT)

The purpose of this stage is to ensure that your organisation’s systems and technologies will operate correctly with the **nbn**® Network and Products.



Important: Your organisation must have completed the Solution and Operational Workshops before IOAT can commence.

nbn will provide your organisation with details of the IOAT required (**IOAT Program**).

Each IOAT Program will cover the following:

Activity	Purpose
IOAT	Evaluates whether your organisation’s technology and systems can interoperate effectively with the nbn ® Network and Products.
Assess IOAT results	Determines whether or not your organisation’s technology and systems can interoperate effectively with the nbn ® Network and Products.

3.2.2.1 Network Connectivity

To undertake IOAT your organisation must be able to demonstrate network connectivity to the Eastern Creek POI. Please refer to Module 4 of this document for further details.

3.2.2.2 IOAT

For each relevant product testing module, your organisation must perform and complete each of the certification tests set out in the IOAT Program.

Testing Phase Requirements

Your organisation must provide all of the following (including all necessary consents and approvals) for the duration of any phase:

- 1) All backhaul between the Eastern Creek site and your organisation’s facilities and Customer Equipment;

Note: Customer Equipment includes any additional equipment reasonably requested by **nbn** that is required to conduct IOAT

- 2) Connectivity between your organisation’s technology (i.e. the Customer Platform) and the **nbn**® Network, through interfaces developed by your organisation;
- 3) Permission for **nbn** to use any of your organisation’s Customer Equipment as specified in the IOAT Program, so that **nbn** can conduct IOAT; and
- 4) Any assistance that is reasonably required by **nbn** to conduct the IOAT.

Note: This assistance includes your organisation making its technical Personnel available on-site at Eastern Creek, as reasonably requested by **nbn**.



End of Testing: Removal of Equipment and Vacating the Eastern Creek Site

At the end of the test period your organisation must, if required by **nbn**, at its own cost and risk, do all of the following, regardless of whether **nbn** has completed IOAT:

- Immediately remove all of your organisation's Customer Equipment from, and vacate, the Eastern Creek site; and
- If reasonably requested by **nbn**, remove all backhaul connections used by your organisation in connection with IOAT from the Eastern Creek site.

What happens if is not successfully completed during this period?

Your organisation must book a new timeslot to complete IOAT.

3.2.2.3 Perform IOAT

Preparation for IOAT

In preparation for IOAT, **nbn** will do each of the following in respect of each Product testing module:

- 1) Provide your organisation with an IOAT plan; and
- 2) Confirm with your organisation, the mutually-agreed period, not to exceed 2 weeks unless otherwise agreed, during which the environment will be made available to perform elements of the testing.

Testing Locations and Access Times

IOAT will be conducted (at a mutually-agreed time), between **nbn** and your organisation, at **nbn**'s Eastern Creek site.

nbn Participation

nbn or its agents may also choose to participate in the performance of any element of IOAT.



Important: Any **nbn** participation in IOAT does not alter your organisation's obligation to both perform and complete testing.

Interruptions to Testing

If an incident arises during IOAT, which **nbn** determines is critical, the **nbn** Personnel coordinating the IOAT will, as soon as reasonably practicable, inform your organisation's Personnel performing IOAT.



Important: All critical issues must be fixed before your organisation can successfully complete IOAT. **nbn** may request your organisation to repeat certain IOAT test cases in order to rectify any issues encountered during IOAT.

Your organisation must fix any non-critical issues during IOAT where reasonably practicable.

3.2.2.4 Assessment of IOAT Results

Following the conclusion of IOAT, **nbn** will do each of the following:

- 1) Determine whether or not your organisation has successfully completed the requirements of IOAT;
- 2) Prepare the IOAT Documentation;
- 3) Provide a copy of the IOAT documentation to your organisation; and
- 4) Record any outstanding non-critical issues, and track these issues during the governance meetings described in Module 8.



Module 4: Physical Access

4.1 About This Module

Physical access to Type 1 Facilities and Type 2 Facilities is not provided under the [Satellite Mobility \(LCPA\) Agreement](#).

Your organisation will require physical access to the Eastern Creek POI (which is a Type 1 Facility).

Your organisation must order the Facilities Access Service under the Wholesale Broadband Agreement to obtain this access after which time your organisation must successfully establish connectivity to the Eastern Creek POI.



Module 5: Activations

5.1 About This Module

This module describes the processes and interactions that apply to the ordering and provisioning of **nbn**[®] Satellite Mobility Product supplied over the Satellite Network.

Prerequisite: Before ordering Product Components, your organisation must have installed a Mobile Terminal on Supported Commercial Passenger Aircraft, which has been accredited as per the process described in Module 2 (Pre-Approvals). Your organisation must also ensure that any Mobile Terminals are Listed Mobile Terminals in accordance with section 2.1.4.

5.2 Products

5.2.1 Product Components: Ordering Sequence

Prerequisite: As specified in Module 4, your organisation must have ordered Facilities Access Service under the Wholesale Broadband Agreement before ordering the **nbn**[®] Satellite Mobility Product.

High-level Summary

The following description outlines the high-level ordering sequence to which your organisation and **nbn** must adhere:

Who	Activities
Your organisation...	Orders the M-NNI (one only)
Your organisation...	Orders an MF-VC
Your organisation...	Orders an MB-VC
nbn...	Informs your organisation whether the order has been accepted
Your organisation...	Requests Activation for the M-NNI
Your organisation...	Requests Activation for the MF-VC
Your organisation...	Requests Activation for the MB-VC and nominates initial list of Mobile Terminals to be Listed Mobile Terminals
nbn...	Informs your organisation when each Product Component is provisioned and ready for Activation
nbn...	Activates the M-NNI (the order advances to complete)
nbn...	Activates the MF-VC (the order advances to complete)
nbn...	Activates the MB-VC (the order advances to complete)

5.3 Orders

5.3.1 About Orders

5.3.1.1 Ordering Product Components

Your organisation can order the Facilities Access Service under the Wholesale Broadband Agreement in accordance with section 4.1.

Your organisation must order Product Components by emailing the Product Order Form to the email address specified in the *Satellite Mobility Contact Matrix*.

Order Types

Order Type	Description
Connect Order	A request for the installation and/or configuration of a Product Component.
Modify Order	A request for Modifications to an existing installed/configured Product Component.
Disconnect Order	A request for Disconnection of an existing installed/configured Product Component.

5.4 Connect Orders

Important: Your organisation must contact and consult with **nbn** before placing a Connect Order. Subject to section 5.4.3, **nbn** may, in its discretion, accept or reject a Connect Order submitted by your organisation.

5.4.1 Information Required

The information required for a Connect Order includes:

Order Type	Description
M-NNI	<ul style="list-style-type: none">• Single or diverse chassis redundancy mode• M-NNI Bearer profile
MF-VC	<ul style="list-style-type: none">• Number of MF-VCs needed• Bandwidth (in increments of either 25 Mbps or 100 Mbps) of each MF-VC ordered
MB-VC	<ul style="list-style-type: none">• Number of MB-VCs needed• PEP Setting: Off, Transport Only, Transport and Application• Any adjustments to the agreed capacity parameters established during pre-approval

5.4.2 Submitting a Connect Order

This section describes how your organisation submits a Connect Order.

Description

Who	Description
Your organisation...	Contacts the appropriate nbn activations contact per the <i>Satellite Mobility Contact Matrix</i> and consults with nbn before sending the Connect Order
Your organisation...	Submits a new Connect Order by emailing the Product Order Form to the appropriate email address in the <i>Satellite Mobility Contact Matrix</i>
nbn...	Processes the Connect Order and does one of the following: <ul style="list-style-type: none">• (If order was submitted correctly with all required information and nbn in its discretion (subject to section 5.4.3) acknowledges the Connect Order) notifies your organisation that it has received the Connect Order, that the order was correctly submitted, and (if applicable) of any steps to be undertaken by your organisation to configure the Customer Network so that it is able to support the ordered Product Component• (If order was submitted incorrectly or nbn, in its discretion (subject to section 5.4.3) rejects the Connect Order) informs your organisation that, and the reasons why, it has rejected the Connect Order
Your organisation...	(If order rejected) liaises with your nbn Account Manager to discuss the rejected Connect Order

Who	Description
Your organisation...	<p>(If order acknowledged) does the following:</p> <ul style="list-style-type: none"> Configures the Customer Network so that it is able to support the ordered Product Component (including, if required, the installation of Mobile Terminals) Informs nbn that the Customer Network has been configured so that it is able to support the ordered Product Component
nbn...	<p>(If Customer has configured Customer Network so that is able to support the ordered Product Component, and nbn in its discretion (subject to section 5.4.3) accepts the order) does the following:</p> <ul style="list-style-type: none"> Provides your organisation with an Accepted Notification in respect of the Connect Order, and specifies time and date for the Activation Configures the Satellite Network to Activate the Product Component
nbn...	<p>(On completion of the Activation) provides your organisation with a Completion Notification in respect of the Activation</p>
nbn...	<p>(If Customer has not configured Customer Network so that is able to support the ordered Product Component) informs your organisation of the steps to be undertaken to configure the Customer Network so that it is able to support the ordered Product Component</p>

5.4.3 Accepting Connect Orders

nbn must accept a Connect Order that has been correctly submitted if that order:

- when considered with Customer's previous Activations and Modifications (if any), would not result in your organisation breaching or exceeding its Approved Capacity Forecast;
- is submitted within 2 years of **nbn** approving the Approved Capacity Forecast referred to in section 5.4.3(a); and
- if completed by **nbn**, in relation to an MF-VC bandwidth profile, would not result in ordered CIR capacity at the M-NNI associated with the MF-VC exceeding the aggregate capacity limitation in the [Product Description](#).

5.5 Modify Orders

Important: Your organisation must contact and consult with **nbn** before placing a Modify Order. Subject to clause 5.5.2 **nbn** may, in its discretion, accept or reject a Modify Order submitted by your organisation.

Your organisation may request a Modification to the Product Features of a Product Component (including the number of Mobile Terminals associated with an MB-VC, but excluding any MF-VC) by placing a Modify Order using the Product Order Form provided for this purpose in the *Satellite Mobility Contact Matrix*.



Important: Modification of MF-VC is not available.

5.5.1 Submitting a Modify Order

This section describes how your organisation submits a Modify Order.

Description

Who	Description
Your organisation...	Contacts the appropriate nbn modifications contact per the <i>Satellite Mobility Contact Matrix</i> and consults with nbn before sending the Modify Order
Your organisation...	Considers whether the proposed Modify Order will impact on a Capacity Forecast

Who	Description
Your organisation...	<p>Submits a new Modify Order by emailing to the appropriate email address in the <i>Satellite Mobility Contact Matrix</i></p> <ul style="list-style-type: none"> the Product Order Form in respect of that Modify Order if the proposed Modify Order will, or is likely to, impact on a Capacity Forecast, an updated version of that Capacity Forecast
nbn...	<p>Processes the Modify Order and does one of the following:</p> <ul style="list-style-type: none"> <i>(If order was submitted correctly with all required information and nbn in its discretion (subject to clause 5.5.2) acknowledges the Modify Order)</i> notifies your organisation that it has received the Modify Order, that the order was correctly submitted, and (if applicable) of any steps to be undertaken by your organisation to configure the Customer Network so that it is able to support the Modification <i>(If order was submitted incorrectly or nbn in its discretion (subject to clause 5.5.2) rejects the Modify Order)</i> informs your organisation that, and the reasons why, it has rejected the Modify Order
Your organisation...	<p><i>(If order rejected)</i> liaises with your nbn Account Manager to discuss the rejected Modify Order</p>
Your organisation...	<p><i>(If order acknowledged)</i> does the following:</p> <ul style="list-style-type: none"> Configures the Customer Network so that it is able to support the Modification (including, if required, the installation of Mobile Terminals) Informs nbn that the Customer Network has been configured so that it is able to support the Modification <p>Note: Your organisation may amend a Modify Order any time before nbn provides your organisation with an Accepted Notification by informing nbn of any such amendments. Subject to clause 5.5.2 nbn may, in its discretion, acknowledge or reject the amended Modify Order.</p> <p>Note: Your organisation can call nbn if assistance is required to configure Customer Network so that it is able to support the Modification</p>
nbn...	<p><i>(If Customer has configured Customer Network so that is able to support the Modification, and nbn in its discretion (subject to clause 5.5.2) accepts the order)</i> does the following:</p> <ul style="list-style-type: none"> Provides your organisation with an Accepted Notification in respect of the Modify Order, and specifies time and date for the Modification Configures the Satellite Network to implement the Modification
nbn...	<p><i>(On completion of the Modification)</i> provides your organisation with a Completion Notification in respect of the Modification</p>
nbn...	<p><i>(If Customer has not configured Customer Network so that is able to support the Modification)</i> informs your organisation of the steps to be undertaken to configure the Customer Network so that it is able to support the Modification</p>

5.5.2 Accepting Modify Orders

nbn must accept a Modify Order that has been correctly submitted if that order when considered with Customer's previous Activations and Modifications (if any), would not result in your organisation breaching or exceeding its Approved Capacity Forecast, provided that the order is submitted within 2 years of nbn approving that Approved Capacity Forecast.

5.6 Disconnect Orders

Important: Your organisation must contact and consult with **nbn** before placing a Disconnect Order.

If your organisation wishes to request the Disconnection of a Product Component, your organisation must place a Disconnect Order using the Product Order Form provided for this purpose in the *Satellite Mobility Contact Matrix*.

5.6.1 Submitting a Disconnect Order

This section describes how your organisation submits a Disconnect Order.

Description

Who	Description
Your organisation...	Contacts the appropriate nbn disconnections contact per the <i>Satellite Mobility Contact Matrix</i> and consults with nbn before sending the Disconnect Order
Your organisation...	Submits a Disconnect Order using the appropriate Product Order Form
nbn...	Processes the Disconnect Order and does one of the following: <ul style="list-style-type: none">• <i>(If the Disconnect Order was submitted correctly with all required information)</i> provides your organisation with an Accepted Notification in respect of the Disconnect Order, and specifies timeframe for Disconnection• <i>(If the Disconnect Order was submitted incorrectly)</i> informs your organisation that, and the reasons why, the Disconnect Order has been rejected
nbn...	<i>(If order approved)</i> Configures the Satellite Network to implement the Disconnection
nbn...	<i>(On completion of Disconnection)</i> provides your organisation with a Completion Notification in respect of the Disconnection.



Module 6: Assurance

6.1 About This Module

Assurance covers the following interactions between your organisation and **nbn**:

- Diagnosis, reporting, investigation, and repair of Service Faults and Network Faults
- Notification, scheduling and performance of Outages.

6.2 Fault Identification and Reporting

Where your organisation identifies a fault, or is notified of a fault by an End User, your organisation must (as soon as reasonably practicable) perform the test and diagnostic tasks specified in the Test & Diagnostic Checklist (available from **nbn** on request) to identify whether or not the fault is likely to be a Service Fault.

Following this troubleshooting, your organisation must (as soon as reasonably practicable) raise a Service Request for the fault if (based on those diagnostic tasks and test results) it reasonably considers that the fault is likely to be a Service Fault.

6.3 Raising a Service Request

This section describes how your organisation raises a Service Request to request **nbn** to investigate a fault

Description

The following table describes the interaction activities between **nbn** and your organisation that can arise from the raising and resolution of a Service Request.

Who	Activities
Your organisation...	Uses the Test & Diagnostic Checklist to evaluate the fault and determines whether or not the fault is likely to be a Service Fault
Your organisation...	<p><i>(If the results of the Test & Diagnostic Checklist indicate a likely Service Fault)</i> Contacts the Customer Service Centre to raise a Service Request using the contact details in the <i>Satellite Mobility Contact Matrix</i></p> <p>Provides the following information to the Customer Service Centre:</p> <ul style="list-style-type: none">• Your organisation's contact name, number and email address• Description of the fault and any associated details (including log files)• The incident priority level requested for the fault (refer to the Service Levels Schedule for a description of how the incident priority of a fault will be determined by nbn)• The time and date at which the fault was identified by your organisation• The time and date at which the fault occurred• Details of the nbn[®] Satellite Mobility Product affected by the fault, which may include MT serial number, part number, and location• Actions undertaken by your organisation in order to correct the fault before contacting nbn, including all details of triage• Whether or not your organisation wants to undertake a joint investigation. If nbn accepts the request for joint investigation, nbn Personnel will contact your organisation to organise an appropriate time for both parties to discuss
nbn...	<p>Confirms whether or not your organisation provided the requisite information and, as soon as reasonably practicable, does one of the following:</p> <ul style="list-style-type: none">• <i>(if the requisite information was provided)</i> Creates a Service Incident to record the information and provides the following information to your organisation:<ul style="list-style-type: none">○ Incident number - your organisation must quote the incident number in any future correspondences related to the fault○ Name of the support personnel who logged the ticket○ Estimated time of initial feedback○ Next steps to be taken by nbn○ If applicable, estimated time for an interim restoration based on

Who	Activities
	<p>incident priority level</p> <ul style="list-style-type: none"> (if the requisite information was not provided) Contacts your organisation to request further information required
nbn...	Performs troubleshooting activities in an attempt to resolve the fault, and depending on the outcome of those activities, does one of the following specified in Section 6.4 Fault Types



Note: Some of the above information may not be required in certain scenarios.

6.4 Fault Types

The following table summarises fault types.

If	Then
Fault outside nbn network boundaries	If after troubleshooting nbn identifies the fault is outside the nbn [®] Network Boundary, nbn will contact your organisation to inform it that the fault is not a Service Fault, in which case the Service Incident will be closed
Service Fault rectification	<p>If after troubleshooting nbn identifies that the fault is a Service Fault, nbn will:</p> <ul style="list-style-type: none"> Update the Service Incident to classify the fault as a Service Fault Provide your organisation with a Service Fault Notification, including the following information (to the extent applicable): <ul style="list-style-type: none"> that the fault is a Service Fault next steps to be taken by nbn incident priority level of the Service Fault (refer to the Service Levels Schedule for a description of how the incident priority of a Service Fault will be determined by nbn) estimated time for restoration based on incident priority level of Service Fault Perform necessary rectification activities in accordance with the severity and impact of the fault Resolve and close the Service Incident in accordance with section 6.6
Network Fault rectification	<p>If nbn determines that the Service Fault is a Network Fault, nbn will:</p> <ul style="list-style-type: none"> update the Service Incident to classify the fault as a Network Fault provide your organisation with a Network Fault Notification, including the following information (to the extent applicable): <ul style="list-style-type: none"> that the fault is a Network Fault next steps to be taken by nbn incident priority level of Network Fault (refer to the Service Levels Schedule for a description of how the incident priority of a Network Fault will be determined by nbn) Estimated time for restoration based on incident priority level of Network Fault perform rectification activities in accordance with the severity and impact of the fault resolve and close the Service Incident in accordance with section 6.6 <p>If nbn becomes aware that any of the information provided above is no longer current, or is otherwise inaccurate, then it will inform your organisation of the inaccurate information as soon as practicable (Network Fault Updates).</p> <p>Operational Targets for providing Network Fault Updates are set out in the Service Levels Schedule</p>

6.5 nbn Reports a Fault to your Organisation

When **nbn** identifies a fault, it will perform an initial analysis of that fault to determine whether it is a Service Fault, Network Fault or an External Fault. In doing so, **nbn** will then follow the following process, based on that determination.

nbn's determination	nbn's action
The fault is a Service Fault or Network Fault	If nbn suspects that the fault may have an adverse impact on your organisation's services or Ordered Products, nbn will raise a Service Incident and provide a Service Fault Notification or Network Fault Notification.
The fault is an External Fault	nbn may raise a Service Incident and contact your organisation to inform it of the details of the External Fault.

nbn will also provide updates until the Service Incident is resolved, or as agreed between your organisation and **nbn**.

6.6 Resolving and Closing a Service Incident

When **nbn** has rectified a Service Fault or Network Fault, **nbn** resolves and closes the Service Incident.

Description

The following table describes the interaction activities between **nbn** and your organisation that can arise from **nbn** initiating closure of a resolved Service Incident.

Who	Activities
nbn...	nbn contacts your organisation using your organisation's contact details in the Service Incident to confirm Service Fault Completion or Network Fault Completion (as applicable).
Your organisation...	Investigates and verifies whether the Service Fault or Network Fault associated with the Service Incident has been rectified. If your organisation wishes to dispute the resolution of a Service Incident after the Service Incident is closed, your organisation must contact the Operational Point of Contact as per the <i>Satellite Mobility Contact Matrix</i> . nbn will then arrange a review of the Service Incident resolution.

6.7 Service Levels

For Service Level information, please refer to the [Service Levels Schedule](#).

6.8 Support Levels

The following support levels are available:

Who	Level	Details
Your organisation	1	Provides first-level support. Services will include: <ul style="list-style-type: none">Fault resolutionTechnical enquiriesRedirection of technical enquiries to other service levels
nbn	2	Provides support to your organisation for faults that cannot be rectified by your organisation alone (e.g. lower level technical support)
nbn	3	Provides support for system faults

6.9 Planned Outages and Emergency Outages

6.9.1 Planned Outage

A Planned Outage may be carried out when **nbn** or a third party implements a change that may impact the **nbn**[®] Satellite Mobility Product.

Description

The following table describes the interactions between your organisation and **nbn** that can arise from a Planned Outage.

Who	Activity
nbn ...	Sends your organisation a Planned Outage Notice
nbn and Your organisation...	Consult in accordance with clause C13.2 of the Head Terms
nbn...	Notifies your organisation of commencement of the Planned Outage
nbn...	<i>(Upon completion of the Planned Outage)</i> Notifies your organisation of completion of Planned Outage
Your organisation...	<i>(If the service is not restored following completion of the Planned Outage)</i> Must raise a Service Request with nbn in relation to that issue

6.9.2 Notification Channel

nbn will send Planned Outage Notices, and send all communications in respect of the Planned Outage to the relevant email address for your organisation as specified in the **Satellite Mobility Contact Matrix**.

6.9.3 Planned Outage Notice: Contents

In each Planned Outage Notice, **nbn** will include all of the following information (as applicable):

- A unique reference number
- Start and end date/time for the proposed Planned Outage
- Details and timeframes of how the **nbn**[®] Satellite Mobility Product will, or is likely to be, affected (if at all). This will include, where known, the impact of the Planned Outage on your organisation (if any)
- The expected timeframe for the implementation of the Planned Outage

nbn will perform Planned Outages in accordance with the timeframes set out in the relevant Planned Outage Notice.

6.9.4 Planned Outage Activities: Times

Subject to clause C13 of the [Head Terms](#), **nbn** will provide your organisation with:

- At least 10 Business Days' notice of a Planned Outage
- Where the relevant change is to perform any work including maintenance, repair, rationalisation or remediation involving any electricity distribution network to which the Satellite Network is connected, as much notice as is feasible in the circumstances having regard to **nbn**'s dependence on any relevant third party

nbn will restore the services and/or Ordered Products affected by the Planned Outage within the timeframes set out in the related Planned Outage Notice.

Will nbn perform Planned Outage activities outside of these times?

Yes, including (but not limited to) any of the following circumstances:

- **nbn** needs to perform Planned Outage activities during the day (as a result of, for example, health, safety and environment issues)
- **nbn** needs to accommodate the requirements of a Third Party Supplier.

nbn will restore the services and/or Ordered Products affected by the Planned Outage within the timeframes set out in the related Planned Outage Notice.

Note: If a Planned Outage event extends beyond the notified Planned Outage period, **nbn** will treat and manage the outage as a Service Fault. If **nbn** becomes aware that a Planned Outage has not been restored, it will raise a Service Incident.

6.9.5 Planned Outage Completion

nbn will notify your organisation of the completion of a Planned Outage via email to the relevant email address for your organisation as specified in the *Satellite Mobility Contact Matrix*.

If, on receipt of notification of completion, your organisation reasonably considers either or both of the following have occurred, your organisation may submit a Service Request:

- A Planned Outage has not been restored
- The **nbn**[®] Satellite Mobility Product has been adversely affected by the Planned Outage, beyond what was originally expected or notified.

6.9.6 Emergency Outages

nbn will notify your organisation of an Emergency Outage via email to the relevant email address for your organisation as specified in the *Satellite Mobility Contact Matrix (Emergency Outage Notice)*.

Note: **nbn** may not be able to notify your organisation before the start of an Emergency Outage.

nbn will, where feasible, endeavour to identify the following in any Emergency Outage Notice:

- Details and timeframes of how the **nbn**[®] Satellite Mobility Product will, or is likely to be, affected (if at all). This will include, where known, the impact of the Planned Outage on your organisation (if any)
- The expected time frames for the implementation of the Emergency Outage.

6.9.7 Sun Transit Events

There will be a brief service interruption to the **nbn**[®] Satellite Mobility Product for the duration of a Sun Transit Event. This service interruption is not an Outage or a Service Fault.

nbn will notify your organisation of a Sun Transit Event at least 30 days in advance by contacting the relevant contact as specified in the *Satellite Mobility Contact Matrix*.

Note: **nbn** will provide indicative times and dates for each Sun Transit Event in relation to several reference sites. However, the exact timing of a Sun Transit Event in respect of a Mobile Terminal will depend on the geographic location of the Mobile Terminal and on the **nbn**[®] satellite which is used in relation to the supply of the **nbn**[®] Satellite Mobility Product to that Mobile Terminal.



Module 7: Billing and Payments

7.1 About This Module

The billing processes and requirements that apply to **nbn** and your organisation in connection with the supply of Ordered Products are as set out in the WBA Operations Manual.



Module 8: Operational Governance

8.1 About This Module

This module describes:

The governance processes and framework that will encourage engagement between **nbn** and your organisation in order to measure and discuss performance on a quarterly basis.



Important: **nbn** and your organisation will schedule quarterly meetings to ensure that the governance processes and framework are followed.

8.2 Governance Processes

nbn and your organisation will:

- Work cooperatively in relation to the operational processes described in this document;
- Meet regularly to discuss operational performance under the [Satellite Mobility \(LCPA\) Agreement](#);
- Identify action items for the purposes of improving operational performance; and
- Work cooperatively to ensure that governance processes evolve to accommodate the learnings and experiences of **nbn** and your organisation.

8.3 Holding Performance Review Meetings

The purpose of performance review meetings is to help **nbn** and your organisation improve the operational performance under the [Satellite Mobility \(LCPA\) Agreement](#), including:

- Reviewing and discussing **nbn**'s performance reports, including any discrepancies that are apparent between these performance reports;
- Reviewing and discussing the status of open action items that were set or discussed in previous performance review meetings (if any); and
- Setting new action items for the purposes of improving the **nbn**[®] Satellite Mobility Product.

nbn will be the host and chair of all performance review meetings.

In advance of each performance review meeting, **nbn** will prepare and circulate the proposed agenda for the meeting and attach copies of any performance reports for the relevant period.

8.3.1 Attendance

Your organisation must ensure that each performance review meeting is attended by suitably experienced and senior representatives who are appropriately briefed and prepared to discuss the agenda items for that meeting.



Note: Appropriate attendees may include the parties' Relationship Point of Contact and Operational Point of Contact.

nbn and your organisation must use reasonable endeavours to keep the number of attendees at performance review meetings to a minimum.

Whenever practicable, performance review meetings should be held in person. When attendance in person is not practicable, performance review meetings may be held by video or telephone conference, provided that all participants can simultaneously hear each other throughout the meeting.

8.3.2 Minutes

nbn will record the minutes of each performance review meeting and provide a copy of those minutes to your organisation as soon as practicable after the performance review meeting.

Your organisation will have an opportunity to review the minutes and, if it believes that the minutes are not accurate, may request that **nbn** amend the minutes. **nbn** will, acting reasonably, consider any such request and determine in its sole discretion whether the minutes need to be amended. If **nbn** determines that the

minutes need to be amended, then **nbn** will provide a copy of the amended minutes to your organisation as soon as practicable.

8.3.3 Action Items

During each performance review meeting, **nbn** and your organisation will collaborate to identify and set new action items. Each action item must serve to help **nbn** improve its operational performance.

8.3.4 Providing Additional Reports

nbn and your organisation may each request that the other party provides it with one or more additional ad-hoc reports.

The requesting party must email its ad-hoc report request to the other party's Operational Point of Contact, and must include all of the following details:

- Details of the information and data requested, including the applicable date and/or time range for such information and data;
- The date on which the requesting party would like the report to be provided; and
- Any other information that is necessary for the other party to understand the scope of the report being requested.

The party who receives an ad-hoc report request will assess it on a case-by-case basis and may (but is not required to) provide such requested reports to the requesting party. As part of its consideration, the party receiving an ad-hoc report request will consider the capability and availability of its systems and resources in assessing whether or not to provide the requested report.