



A Uniti
Group
Company

Operations Manual



OPTICOMM
Networks

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Change History

Version	Description	Effective date
1.0	First release	20 June 2022

Changes in the Revision

The detailed changes to this document, from Version 1.0 to Version ____ are outlined in the table below.

Section / Sub-section	Detailed Changes
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1 Introduction

1.1 What is the Operations Manual

This is the Opticomm Operations Manual which outlines the operational aspects of the supply of Services by Opticomm to an RSP.

The content contained in this document is applicable to all aspects of the Opticomm Network, noting that each RSP's access will depend on the level of integration of that RSP with Opticomm's systems and current platform (including portal and APIs).

This Operations Manual forms part of the RSP Master Agreement (**RSPMA**).

1.1.1 Changes to this Document

As the Opticomm Network and processes evolves, changes to this Operations Manual will occur. Opticomm will notify all RSP's of any updates and will publish revisions to the Operations Manual at www.opticomm.com.au/legal.

1.1.2 Supporting Documentation

This Operations Manual is designed to provide a high-level summary for use in conjunction with supporting documentation.

This document will reference the following Opticomm documents:

- Ethernet Product Specification Guide
- Product Technical Specification
- Wholesale Price List
- RSPMA

References will be in bold and italicised (for example, ***Product Technical Specification***), and refer to the most recently published version of each document by Opticomm. This Operations Manual is grouped in segments to allow ease of navigation, each with referenced additional documentation.

Precedence: The **RSPMA** has precedence over the contents of this document, in the event of any discrepancies. Capitalised terms which are used but not defined in this document have the same meaning given to them in the **RSPMA**.

1.1.3 Role Descriptions

The below table outlines the Role Descriptions in Opticomm.

Role	Description
Network Operations Centre (NOC)	The Network Operations Centre is the first point of contact for an RSP to make Service Fault/Trouble ticket enquiries and Portal related enquiries (such as credential creation and Portal training).
Services Commissioning Group (SCG)	The Services Commissioning Group is an RSP's first point of contact for order fulfilment enquiries.

Field Services	The Opticomm Field Services team coordinate Opticomm technicians to address issues associated with Activations (see Section 3) and Assurance (see Section 4).
Engineering Group	Opticomm's Engineering Group supports the RSP during the onboarding phase, including ordering infrastructure for Services and access to various test environments.
Customer Connections Information Desk (CCID)	Customer Connections Information Desk is the Opticomm call centre for End-ser (EU) enquiries regarding installation bookings and logging TV Faults. The CCID does not assist End-users with Service-related issues, which are for the RSP to manage directly with its End-users.
B2B Support	The B2B Support Group is an RSP's first point of contact in relation to API enquiries.
Wholesale Account Manager	The Wholesale Account Manager provides general and commercial support to RSP's and can be contacted via email and/or telephone

Table 1 Role Descriptions

1.1.4 OptiComm Contact Matrix

The below table provides the relevant contact groups and numbers for Opticomm.

Role	Contact Details	Hours of Availability
Network Operations Centre	1300 665 217	24 x 7 365 days a year
Services Commissioning Group	1300 665 217	Monday to Friday 9am – 5pm (AEST), excluding public holidays (VIC, NSW)
Wholesale Account Manager	Allocated during onboarding	Monday to Friday 9am – 5pm (AEST), excluding public holidays (NSW)
B2B Support	b2bsupport@opticomm.net.au	Monday to Friday 9am – 5pm (AEST), excluding public holidays (VIC)
Customer Connections Information Desk (CCID)	1300 137 800	Monday to Saturday 9am – 5pm (AEST), excluding public holidays (VIC)

Table 2 Opticomm Contact Matrix

1.2 Operational Interactions

This Operations Manual outlines potential operational interactions between an RSP and Opticomm, and uses diagrams to illustrate these interactions. While these diagrams indicate a general sequence of interactions, they may not necessarily specify the time required between each interaction.

The below diagram illustrates the general interaction sequence between Opticomm and an RSP, with respect to how Opticomm engages with an RSP and how that RSP responds to the process or action request from Opticomm:

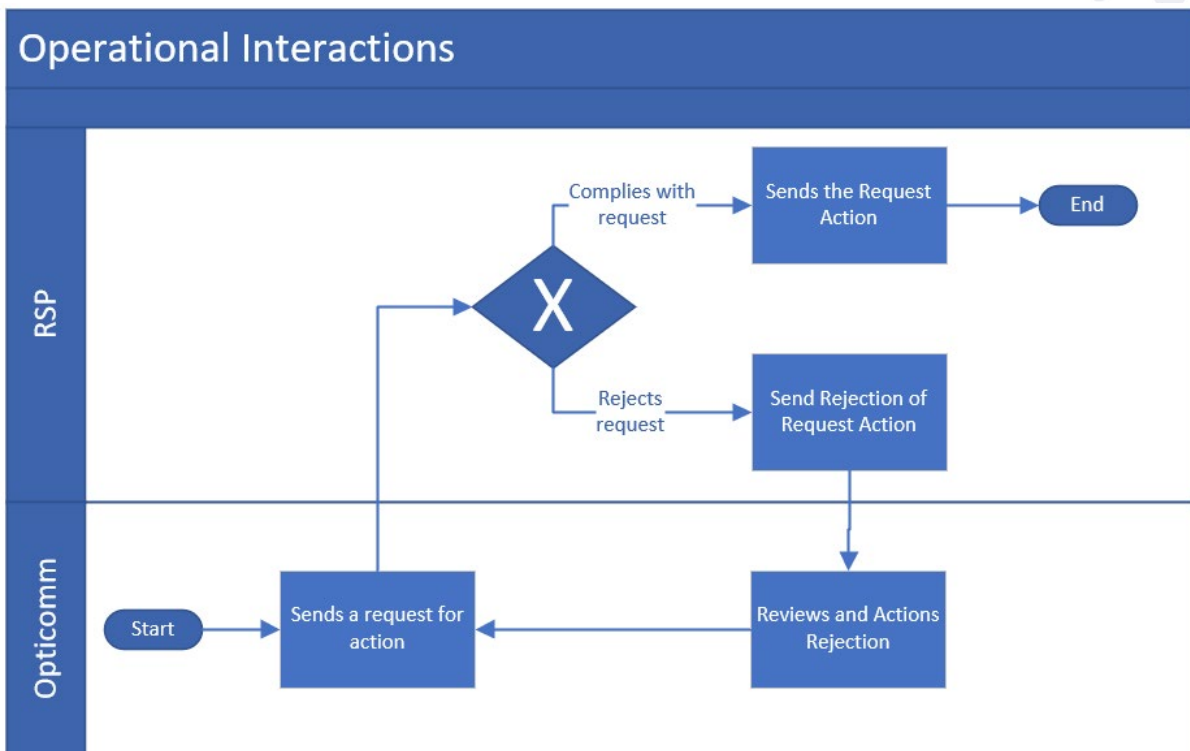


Figure 1 Operational Interaction

1.2.1 Definitions

A list of commonly used terms is defined below.

Acronym	Definition
API Suite	Opticomm's current API library suite
CCID	Customer Connection Information Desk
CVC	Connectivity Virtual Circuit (<i>also known as an OVC</i>)
CPE	Customer (i.e. End-user) premises equipment
Footprint	The addressable premises available within the Opticomm Network.
NDA	Non-disclosure agreement
ONI	Network to Network Interface (<i>previously NNI</i>)
OSA	Has the meaning given in the Product Technical Specification
NTD	Has the meaning given in the Product Technical Specification
OUI	Opticomm user network interface (<i>previously UNI</i>)
POI	Has the meaning given in the Product Technical Specification
RSPMA	Retail Service Provider Master Agreement

Table 3 Definitions

1.3 Channels of Communication

Communication between the parties relating to the content of this Operations Manual should be delivered by one or more of the following channels:

- Email
- Letter

- 
- Opticomm RSP Portal
 - API¹
 - Any other form of communication upon Opticomm request

¹ Communications through API cannot be used unless specified within the B2B specifications

2 Onboarding

This section outlines the interactions and requirements between the RSP and Opticomm in relation to the supply, installation, and configuration of Services.

During the onboarding process, Opticomm's intention is to ensure the RSP understands the operational processes and is familiar with, and has required levels of access to, the Opticomm Network and systems. Opticomm will provide assistance to the RSP in the completion of onboarding activities.

Where a significant change to the Opticomm Network, Services (including components and/or features), Opticomm may require the RSP to complete additional onboarding activities and will contact the RSP to discuss as required. Any changes will be made in accordance with the requirements of the **RSPMA**.

2.1 Onboarding Documents

Opticomm will provide a set of documents, as outlined below, to the RSP to initiate the onboarding process:

- Non-disclosure agreement (NDA)
- RSP Master Agreement (RSPMA)
- Wholesale Price List
- Ethernet Product Specification Guide
- Product Technical Specification
- Operations Manual
- Testing procedures and templates
- contact, billing, order forms and any other items provided by Opticomm for completion

RSP is responsible for completing the relevant documents and returning them to Opticomm in order to commence onboarding.

2.2 Onboarding Process Summary

The onboarding process requires information and actions from both Opticomm and the RSP. The below diagram outlines the process and each organisations areas of accountability.

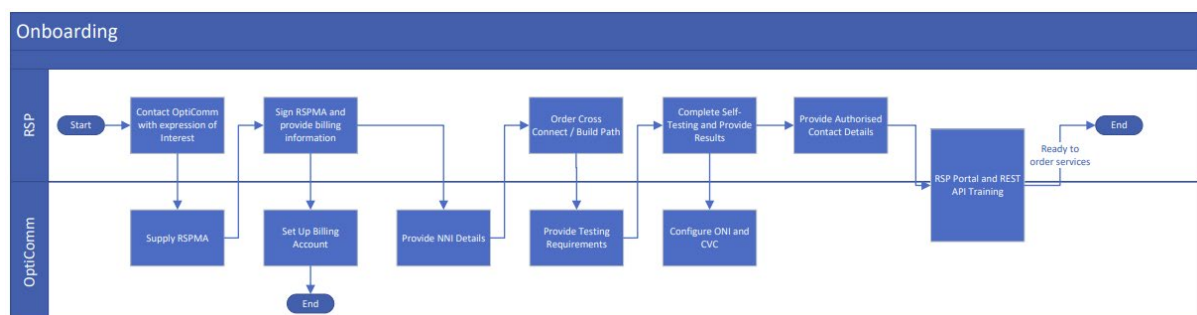


Figure 2 Onboarding Process

2.3 Onboarding Process Detail, Roles & Responsibilities

The below process steps outline the responsibilities and actions of Opticomm and the RSP for the onboarding process. These steps are listed sequentially:

Process Steps	Responsibilities and Actions
Completed Documents	RSP must return the signed RSPMA and any other documentation required (see Section 2.1 above)
Cross connect for initial locations	RSP must provide a cross connect to the Opticomm interconnect port location in each state where a presence is required by the RSP.
NNI and CVC ordering	RSP must order an Opticomm NNI within each OSA that the RSP intends to operate in and order any required CVC.
Location for Testing	RSP must specify one location for testing which Opticomm will confirm as being suitable or not (acting reasonably). If the proposed site is not suitable, Opticomm will work with the RSP to find an appropriate site. Upon successful completion of testing, the RSP can connect to all other states without additional testing required by Opticomm.
Self-Testing and Return Results	RSP must also self-compete a sample of end-to-end connectivity testing on data services and return the results to Opticomm.
Review of Return Results	Opticomm will review those results and approve if within specification. Where Opticomm does not approve the results, Opticomm will work with the RSP as reasonably required to obtain successful results.
Portal Access	RSP must supply a name and email address of its designated Administrator for the RSP's account. RSP can then create its required accounts within the Portal.
Portal Training	Opticomm will arrange a training session with the RSP's Authorised Contacts and will provide operational information.
API Access	Access will be granted to Opticomm's API stack, including various testing environments and relevant documentation on request by the RSP.
RSP's logo and contact details for the Opticomm website	Your organisation will need to supply a high-definition logo and contact details to be published by Opticomm on its website and in Opticomm materials. See www.opticomm.com.au/connect for example usage.
Ordering Services	RSP is now ready to order Services.

Table 4 Onboarding Process, Roles and Responsibilities

2.4 RSP Billing Account

As part of the onboarding process, Opticomm will create a Billing Account for the RSP in line with information provided by the RSP (refer Section 2.1).

2.5 Onboarding Testing

2.5.1 Opticomm Sandpit

The sandpit enables Opticomm to provide test services in a safe, non-live environment where the RSP can connect test Services and test its configuration with the OptiComm Network prior to being able to order Services for End-users.

2.5.2 Location

The sandpit is only available at the following location:

Facility	Address
Port Melbourne Lab	Level 1, 22 Salmon Street, Port Melbourne VIC 3207

Table 5 Sandpit Location

2.5.3 Bookings

An expression of interest for a date and time for testing can be sent by the RSP to the Opticomm Wholesale Account Manager.

The Wholesale Account Manager will confirm the date, time and engineering resource or advise of alternative dates/times to be confirmed with the RSP.

2.5.4 Establishing Connectivity

As part of establishing connectivity during the onboarding process, the RSP must complete sandpit connectivity testing. The RSP will be responsible for:

- providing the backhaul connectivity between the RSP's network and the sandpit. A minimum of 3 cores is required for end-to-end connectivity; and
- installing and operating the ONT's, 1:32 fibre splitter and equipment, for the sandpit testing purposes.

OptiComm will be responsible for:

- providing the RSP with test equipment (for example, ONT's); and
- assigning an engineer to carry out the testing with the RSP.

A diagram of the sandpit elements and connections is shown below:

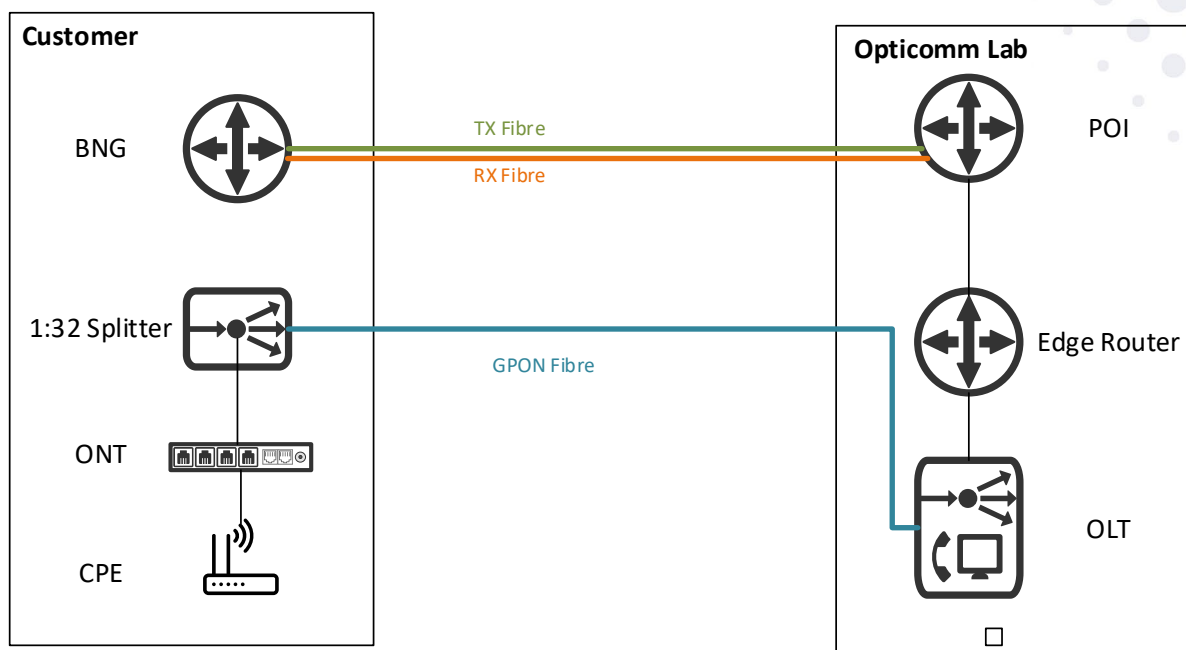


Figure 3 Sandpit Elements and Connections

2.5.5 Testing

RSP may use the sandpit for the following:

- prepare and perform pre-certification testing of Opticomm Services;
- conduct any interoperability testing with Opticomm equipment; and
- test NNI redundancy and network failover.

2.6 Interoperability Testing

The purpose of this test plan is to validate interoperability of Services on Opticomm's Network with the RSP's test network and will cover the following:

- test and verify different aspects of the Services (such as types of connections and their virtues in Laboratory environment) to bring confidence in Opticomm's platform for the RSP' test network and vice versa; and
- testing done between the Opticomm NTD and CPE of the RSP to validate expected operations in the field.

2.6.1 Laboratory Testing

Laboratory testing involves in depth validation of the interoperability of Services and their virtues between Opticomm's Network and the RSP's aggregation network. This part of testing involves testing equipment capable of intensive traffic analysis.

Details relating to laboratory testing are found in the Opticomm Internet Services Interoperability Test Plan as provided when initiating onboarding.

2.6.2 Field Testing

Field testing involves the verification of tests carried out in the laboratory which involves the verification of the configuration on Opticomm's Network, the RSP's network and the RSP's CPE.

Details relating to the field testing are found in the Opticomm Internet Services Interoperability Test Plan as provided when initiating onboarding.

2.7 System Access

To allow ordering and management of Services, access is required to Opticomm via the RSP Portal or API Suite.

As part of the onboarding process, Opticomm will create a designated administrator account, and the RSP will be responsible for then creating any further user accounts it requires. API access will be organised outside of this process as noted below.

2.8 RSP Portal

2.8.1 Role Types

Within the RSP Portal, Opticomm provides two levels of access: administrator account and user level account. RSP is responsible for determining which user roles, and the permissions within user roles, are enabled on the RSP's account.

User roles are defined by permissions and have different access levels, depending on permission type. Available permissions are described within the RSP Portal and further may be added without notification to the RSP, or at request of the RSP (via a Service Request) which will be reviewed by Opticomm.

User Level	Responsibilities and Actions
Administrator	Responsible for establishing any further user accounts required by the RSP
User Level	Account used for transactions within the RSP Portal as per assigned permissions

Table 6 Role Responsibilities

2.8.2 RSP Credential Management

2.8.2.1 Credential Responsibility

RSP is solely responsible for ensuring that credentials are maintained to remain up to date and accurate. Opticomm is not liable for any misuse of credentials and any charges generated from misuse are the responsibility of the RSP. RSP must urgently notify Opticomm if any credentials have been misused or may have been compromised.

2.8.2.2 User Management

RSP can manage its user accounts via a combination of self-serve via the RSP Portal or by written request to Opticomm. RSP is solely responsible for ensuring the right access levels

are granted to user accounts and user accounts are for current RSP employees at any given time.

2.9 API

To allow use of the API on production, Opticomm will create API credentials after API certification has been achieved via sandpit testing.

Opticomm supports multiple versions of the Opticomm API in parallel. RSP has the option to choose which version of the API it intends to use to ensure the chosen API supports the RSP's requirements (for example, diagnostic tools available with certain API's only).

API Access can be requested via Portal Ticket Lodgement or during the Onboarding process. Certain API's are subject to Opticomm terms and conditions, which are deemed accepted where the RSP then utilises those API's.

2.10 Infrastructure Ordering

To commence ordering CVCs, an ONI must be ordered by the RSP in each state which the RSP wants to service. This ONI is to be ordered via the Portal, paperwork, or via API.

Further details can be located in Product Ordering segment of this document (Section 3.3), and technical information can be located within the ***Product Technical Specification***.

2.11 Operational Readiness

Once the onboarding steps and ordering of ONIs have been completed, the RSP will be granted operational readiness to commence selling Services on the Opticomm Network in accordance with the ***RSPMA***.

3 Service Activation

This section details the processes required to be followed to order and manage Services on the Opticomm Network, once onboarding has been completed.

3.1 Addresses

3.1.1 Footprint

Opticomm's Footprint is updated hourly, incorporating changes in both Service class types (class-1, class-2, class-3, class-5, class-12) and the addition of any newly commissioned addresses. Refer Section 3.2.2 for details of these Service classes.

Addresses in the Footprint are grouped into Communities, which are geographically grouped properties that typically are delivered via common infrastructure and are allocated a community name and an exchange code within an OSA. While a property can exist within the Footprint (as Service class-1), addresses within that Community are only able to be ordered against once they have met Opticomm's requirements to be ready-for-service (**RFS**) and become classed as Service class-2, class-3, class-5 or class-12.

3.1.1.1 Forecasting & Footprint Changes

It is the responsibility of the RSP to review Footprint datasets to monitor for changes and updates that occur (such as a Community being revised as RFS).

For significant changes to the Footprint, such as new fibre region rollout, Opticomm may also provide forecasted Footprint lists via RSP email communications to the RSP's nominated contact address.

3.1.1.2 Footprint Export

RSP's can download the Footprint via the RSP Portal or API. This will be available as a .csv file or as JSON format. RSP's can also download footprint data via 'delta download' to show changes in footprint from a specified date onwards.

3.1.2 Address Naming Convention

Addresses within the Footprint are assigned a Property ID upon creation in the Opticomm Network. A property ID is unique to that address and is used for enquiries relating to the address.

Opticomm Property ID convention is the letters 'OPC' followed by 12 numerical characters e.g., OPC000000000000. If this ID is unknown, a service request address query can be sent to Opticomm via RSP Portal and API.

3.1.3 Address Query

If a Property ID is unknown, RSP can request assistance via RSP Portal and API using the following sections.

3.1.3.1 Component Search

RSP may search for an address by searching for the various components of the address, such as:

- Lot Number
- Road Number
- Road Name
- Road Type Code
- Postcode
- Locality Name
- State Territory Code
- Unit Number

3.1.3.2 Latitude / Longitude Search

RSP may search for an address by searching the latitude / longitude of the property. Opticomm recommends the latitude / longitude for the address be obtained by the RSP via Google search.

3.1.3.3 Full Text Search

RSP may search an address by a full text search of the address where an array of address records will be returned.

3.1.4 Address Enquiry

If RSP believes Opticomm address records are incorrect or incomplete after searching, a request can be raised via an Address Service Request Ticket to request review. This ticket must include the following information:

- Original address (where the address is thought to be incorrect)
- Requested address
- Missing address
- Latitude & longitude
- Any additional information (if applicable)

Outcome of an address enquiry may include, but may not be limited to:

Review Outcome	Action Taken
Address exists within Opticomm Footprint	Opticomm's systems and Footprint will be updated to reflect the address and corresponding Service class
Address does not exist within Opticomm Footprint	Address enquiry will be updated and closed, with RSP advised that the address is not within Opticomm Footprint

Table 7 Address Query Outcomes

If RSP believes the response to the enquiry is incorrect, it may be escalated to the Wholesale Account Manager.

3.2 Service Qualification

3.2.1 Service Qualification Request

Service Qualification capability is provided via the RSP Portal and API's, and will allow your organisation to determine the serviceability of an address on the Opticomm Footprint. Utilising the unique Property ID, a Service Qualification (SQ) will allow your organisation to determine availability at the location, including:

- Serviceability of Property ID;
- Infrastructure and available technologies at the Property ID, inclusive of orderable products and bandwidth;
- Property ID addressing details such as Community, Exchange Code, and Opticomm Service Area ID; and
- standard charges applicable to the connection process.

If an address on the Opticomm Footprint isn't serviceable, the SQ result will identify the queried Property ID is not serviceable.

Full details of SQ schema can be obtained via API swagger documents made available by Opticomm.

3.2.2 Service Classes

Opticomm allocates each Property ID a 'service class', which is used to determine serviceability and is returned via SQ requests. Service classes are subject to change based off the below inputs and changes will be reflected in the Footprint list:

- change of underlying infrastructure;
- installation of hardware; or
- removal of hardware.

3.2.2.1 Service Class Summary

Service class	Description
1	Addressable premise is within Opticomm Footprint, but currently not serviceable
2	Addressable premise is within Opticomm Footprint, but requires NTD installation (New Connection Charge will apply)
3	Addressable premise is within Opticomm Footprint, has NTD installed and is ready for service
5	Addressable premise is within Opticomm Footprint, has NTD installed and is ready for service (New Development Charge will apply to the inaugural connection of a Service)
12	Addressable premise is within Opticomm Footprint, but requires Opticomm technician field visit to activate premises (NTD installation not required)

Table 8 Service Classes

New Connection Charge is applicable to Service class-2 addressable premises only.

New Development Charge is applicable to Service class-5 addressable premises only.

Service Activation Fee will also apply to any Service ordered for the addressable premises (irrespective of Service class), refer **Wholesale Price List** for full details.

3.2.2.2 Service Class Review Request

If a returned Service class is thought to be incorrect or requires changing, RSP can request review via a Service Request submitted via the RSP Portal or APIs containing the following information:

- original Service class;
- proposed Service class;
- supporting information:
 - serial number(s) of devices;
 - details of change reasoning; and
- any additional information (if applicable).

Outcome of a Service class review, may include, but may not be limited to:

Review Outcome	Action Taken
Service Class updated	Opticomm's systems update to reflect applicable service class and ticket closed advising of action taken.
Service Class not updated	Service class review ticket will be updated and closed advising that records are correct.

Table 9 Service Query Outcome

If RSP believes the response to the enquiry is incorrect, it may be escalated to the Wholesale Account Manager.

3.3 Product Ordering

RSP has the ability to place all Service orders via the RSP Portal and API. Services which can be ordered via Opticomm, regardless of underlying networking technology, are:

- Network to Network Interface (NNI) (also known as ONI – Opticomm Network Interface)
- Connectivity Virtual Circuit (CVC) (also known as OVC – Opticomm Virtual Circuit)
- Access Virtual Circuit (AVC)

RSP is responsible for ordering the cross connect/s as outlined in Section 2.3.

3.3.1 Product Ordering Sequence & Pre-requisites

Services require certain pre-requisites to be met by the RSP prior to ordering with Opticomm, as demonstrated in the below diagrams:

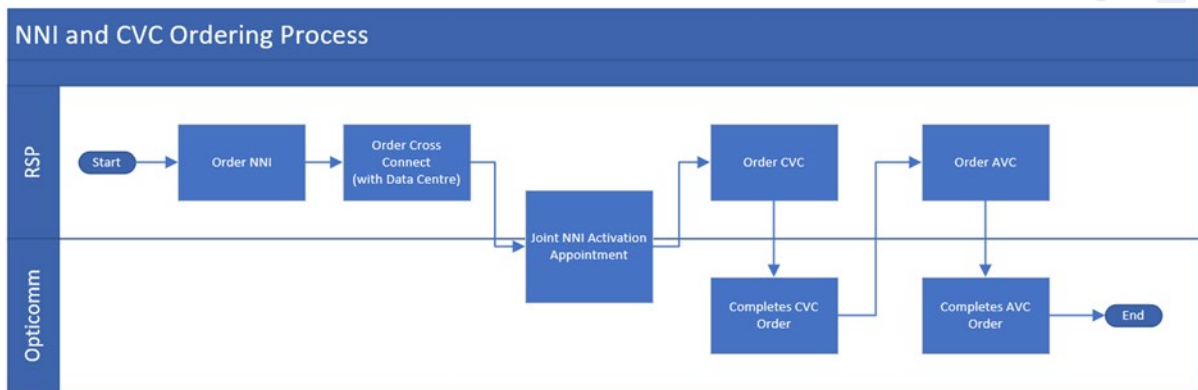


Figure 4 Product Ordering Process

3.3.2 Service Ordering Requirements

The below table illustrates the ordering pre-requisites required for Service ordering (after onboarding requirements have been met). Note these requirements apply to each POI the RSP has connected to, and RSP must connect to a POI for each State which the RSP intends to operate in.

Product Type	Ordering Pre-requisites
NNI	completed as per Section 2.3
CVC	completed as per Section 2.3
AVC	CVC ordered by RSP, and delivered by Opticomm, in the location of the required AVC

Table 10 Service Order Requirements

3.3.3 Order Types

There are 4 order types in relation to products on the Opticomm Network as noted in the table below. All order types can be submitted via the RSP Portal and/or API.

Order Type	Order Detail	Comments
New Connection Request (Connect)	An order to connect a Service type	- each connect order type requires pre-requisites to be fulfilled - connect orders to be fulfilled (RSP solely responsible for ensuring it has applicable authorisation from End-user to execute order)
Port Transfer	Replicates New Connection Request, by ending Service of losing RSP and creating Service for gaining RSP for the same End-user	- Order type applies to Service only - Other components (CVC, NNI etc) not eligible for Port Transfer
Connection Modification (Modify) Request	An order to modify an active Service.	Order type to be utilised to upgrade NTD for Services, or change configurable Service components

		Service changes require 'Effective date' (for billing purposes)
Connection Disconnection (Disconnect) Request	An order to disconnect an active Service	Disconnect order will not be able to be processed if a dependant service is active (for example, CVC will not be able to be disconnected if active AVCs exist). Disconnect order types require 'Effective date' (for billing purposes)

Table 11 Order Type Descriptions

Details of associated charges to Service and order types can be found in the **Wholesale Price List**.

3.3.4 Service and Order Availability Type Matrix

The below table indicates eligible order types against Service groups on the Opticomm network.

Order Type	Order Detail
NNI	- New Connection Request - Connection Modification Request - Connection Disconnection Request
CVC	- New Connection Request - Connection Modification Request - Connection Disconnection Request
AVC	- New Connection Request - Port Transfer - Connection Modification Request - Connection Disconnection Request

Table 12 Order Types against Service Groups

3.4 Order Management

3.4.1 Order ID

Each order raised via Opticomm systems will require RSP to allocate a unique ID (classified as an 'External ID') to be submitted. Once submitted, Opticomm will allocate a unique 'Order ID'. Either the External ID or Order ID can be utilised by the RSP for locating orders within Opticomm systems, but the Opticomm's Order ID must be quoted when engaging Opticomm for order management.

Order ID will remain a searchable term throughout and beyond the order lifecycle.

3.4.2 Order Lifecycle (All order types)

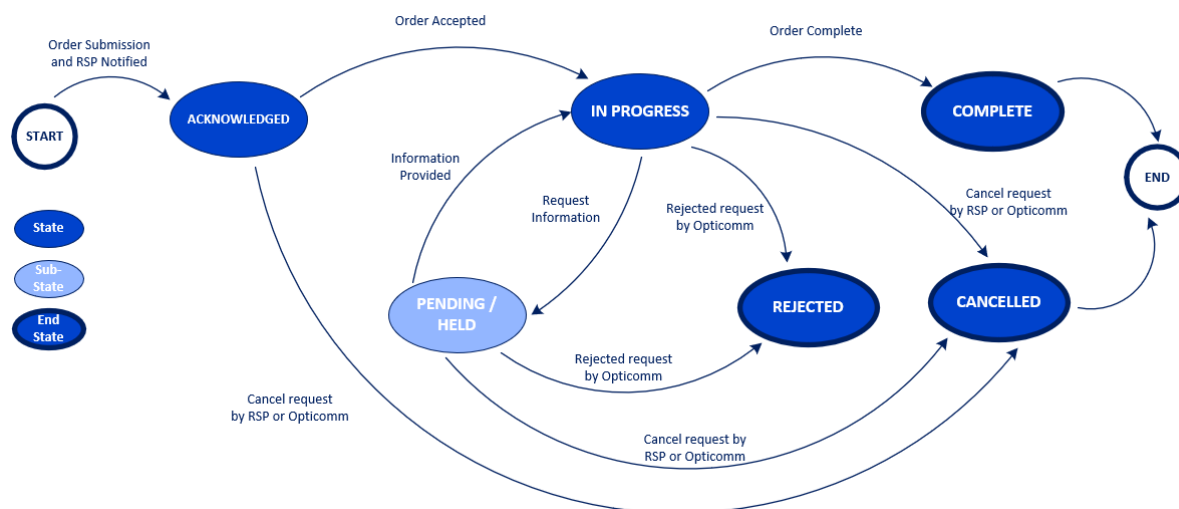


Figure 5 Order Lifecycle

3.4.3 Order Status

3.4.3.1 Order Status Descriptions

Orders submitted by an RSP will have varying statuses automatically applied, based on the progress of that order within the Opticomm systems.

Status	Description	Timeframe
New	RSP has placed an order with Opticomm.	N/A
Acknowledged	Order received by Opticomm and validated.	near-real time after order submission
In Progress	- No issues with order. - Booking Appointments and connection/Installation progresses.	near-real time after order submission
Complete	Opticomm successfully connects/install the ordered Service/component.	- Opticomm successfully completes the requested order - Relevant Billing activity occurs
Rejected	Opticomm deems the order is invalid due to invalid information, fails feasibility, non-compliance to ordering terms.	Order requires resubmission after resolution of rejection reason.
Cancelled (in 'Acknowledged' or 'In Progress')	- RSP cancels the order prior to the point of no return. - Opticomm deems the required information insufficient, and RSP has not satisfactorily provided the	Order requires resubmission after resolution of cancellation reason.

	requested information or installation consent has not been obtained prior to appointment date.	
Sub-Status	Description	Timeframe
Pending (in 'Acknowledged' or 'In Progress')	- Opticomm deems the information provided is not sufficient to progress; or - RSP has not taken all the required steps for the order to progress.	- Opticomm will provide relevant updates in the notes, ensuring visibility to RSP - RSP must action as required
Held (in 'Acknowledged' or 'In Progress')	There is a delay by Opticomm in processing the order	Opticomm will provide relevant updates in the notes, ensuring visibility to RSP

Table 13 Order Status Descriptions

3.4.3.2 Order Status Communications

Opticomm will alert RSP of order status changes via email to RSP nominated contact, updates within the Portal or via API subscription callback

Orders submitted via API can also be reviewed within the Portal.

3.4.4 Inflight Order Changes

Orders in an active state can be amended or cancelled providing it has not passed a Point of No Return as noted below.

Order changes can be submitted via the RSP Portal and/or API.

3.4.4.1 Point of No Return per Order

Product Component	Component Type	Point of No Return
Network-Network Interface (ONI)	Connectivity Component	Order Status = Complete
Connectivity Virtual Circuit (CVC)	Connectivity Component	Order Status = Complete
Access Virtual Circuit (AVC) (Trunk Roll)	Access Component	Within 24 hours of appointment window
Access Virtual Circuit (AVC) (Logical Activity)	Access Component	Order Status = Complete
Access Virtual Circuit (AVC) (Service Transfer)	Access Component	Order Status = Complete

Table 14 Point of No Return by component type

Once orders have reached the 'Point of No Return', they are chargeable events within the Opticomm system.

3.4.4.2 Order Cancellation

RSP can cancel orders via the RSP Portal and/or API providing the order has not passed the Point of No Return.

3.4.5 Order Enquiry Request

If required, RSP is able to submit a Service Request, via API or RSP Portal, to request an update or assistance with an open order.

3.4.6 Order Reporting

A summary of orders in all states can be extracted from API or RSP Portal.

3.4.7 Order Escalation

An escalation of an order can be requested via the RSP Portal by raising a Service Request including the below information:

- Opticomm Order ID
- Current Order Status
- Reason for escalation
- Any other information (if applicable)

If required, RSP can escalate to Opticomm for the following reasons:

- Reputational risk
- Health & safety risk
- Opticomm error preventing order completion

3.4.8 Priority Assistance

If the RSP organisation intends to supply a Priority Assistance Service, the connection order must be submitted by the RSP with the 'Priority Assistance' flag to allow identification of such Service (as a Priority Assistance Service) and expedition of the order via earlier appointments.

'Priority Assistance Services' are those Services which are: (1) provided to an End-user who has (or has someone within their premises that has) a diagnosed life threatening medical condition and is eligible for priority assistance with Industry Code ACIF C609:2007 (Priority Assistance for Life Threatening Medical Conditions) or any carrier licence condition; and (2) identified as such by the RSP via the RSP Portal or API when placing the order for the Service. If requested by Opticomm, RSP will need to provide verification that a Service is a Priority Assist Service.

For details of service levels applicable to connections of Priority Assistance Services, refer to ***Service Level Agreement***.

3.5 New Connection Request Order Type

RSP is able to order Services via a New Connection Request Order type submitted via API or RSP Portal.

3.5.1 Required Order Detail

Required order details can be obtained via API or RSP Portal.

If an order requires an appointment to be associated, this is required to be submitted at time of request. Whether an appointment is required to be submitted by the RSP to Opticomm will depend on whether the RSP has adopted the One-Step Process or Two-Step Process within Opticomm's system. For further information regarding appointments, see Section 8.

3.5.2 Roles & Responsibilities

3.5.2.1 ONI Ordering Summary

Party	Action
RSP	Submits an order via Opticomm systems for NNI
Opticomm	Confirms receipt of order and provides order ID
Opticomm	Processes order request, provides NNI details
RSP	Orders cross connect at relevant location and shares completion
Opticomm & RSP	Performs joint activation of NNI

Table 15 ONI Ordering Summary

3.5.2.2 CVC & Ordering Summary

Party	Action
RSP	Submits an order via Opticomm systems for CVC at relevant POI with specified bandwidth
Opticomm	Confirms receipt of order and provides Opticomm order ID
Opticomm	Processes order and confirms completion
Opticomm	Commences billing records

Table 16 CVC & Ordering Summary

3.5.2.3 AVC Ordering Summary (New Connect)

Party	Action
RSP	Submits an order via Opticomm systems for AVC against specific Property ID located within RSP readied OSA
Opticomm	Confirms receipt of order and provides Opticomm order ID
Opticomm	Allocates Service ID and activates AVC
Opticomm	Confirms completion of order
Opticomm	Commences billing records

Table 17 AVC Ordering Summary (New Connect)

If an order requires an appointment to be associated, this is required to be submitted at time of request. For further information regarding appointments, see Section 8.

3.5.2.4 AVC Ordering Summary (Service Transfer)

Party	Action
RSP	Submits an order via Opticomm systems for AVC against specific Property ID with authority to transfer
Opticomm	Confirms receipt of order and provides Order ID
Opticomm	Validates Service is active
Opticomm	Ends Service for losing RSP, establishes Service for gaining RSP
Opticomm	Commences billing records against gaining RSP account
Opticomm	Ends billing records against losing RSP account

Table 18 AVC Ordering Summary (Service Transfer)

If a Service has been incorrectly established in a gaining RSP's account, Opticomm will be unable to reverse the process. In this circumstance, the incorrect gaining RSP will need to liaise with End-user and advise them to contact their original RSP (who was the losing RSP) to request their Service be re-established with the losing RSP.

3.6 Connection Modification Request Order Type

RSP is able to submit requests to modify active Services, within permitted boundaries, as required via Opticomm systems. To modify a Service, a Connection Modification Request order type must be used against an active Opticomm Service and corresponding unique Service ID.

3.6.1 Permitted Modification types

Product	Modification Types available
NNI	• Redundancy Type • Network Bearers
CVC	• Capacity Change
AVC	• Speed Change • CVC Change • S-Tag & C-Tag Change (QinQ Only)

Table 19 Permitted Modification types

3.6.2 Roles & Responsibilities

3.6.2.1 NNI Modification Summary

Party	Action
RSP	Submits an order via for the relevant NNI
Opticomm	Validates order request is able to be accepted
Opticomm	Confirms receipt of order and provides Order ID
Opticomm	Executes order as instructed
Opticomm	Confirms order completion to RSP
Opticomm	Amends billing records as required

Table 20 NNI Modification Summary

3.6.2.2 CVC Modification Summary

Party	Action
RSP	Submits an order for the relevant CVC with requested effective date
Opticomm	Validates order request is able to be accepted
Opticomm	Confirms receipt of order and provides Order ID
Opticomm	Executes order as instructed
Opticomm	Confirms order completion to RSP
Opticomm	Amends billing records as required

Table 21 CVC Modification Summary

3.6.2.3 AVC Modification Summary

Party	Action
RSP	Submits an order for the relevant AVC with requested effective date
Opticomm	Validates order request is able to be accepted
Opticomm	Confirms receipt of order and provides order ID
Opticomm	Executes order as instructed
Opticomm	Confirms order completion to RSP
Opticomm	Amends billing records as required

Table 22 AVC Modification Summary

AVC modification orders are for activated AVC ordered components.

3.6.3 Equipment Upgrade Request

A request to change an End-user's NTD can be requested via a Connection Modification request or as part of a new Connection Order. An appointment will be required to be associated and submitted at time of request. For further information, see Section 8.

3.7 Connection Disconnection Request Order Type

RSP is able to disconnect a Service on the Opticomm Network via a Connection Disconnection Request order type which can be submitted via API or RSP Portal. Upon the completion of the disconnection order, the Service (and any associated Services or components within that Service) will no longer be active on the Opticomm Network and will not be able to be used.

3.7.1 Required Order Detail

Required order details can be obtained via via API or RSP Portal.

3.8 Roles & Responsibilities

3.8.1.1 All Products Connection disconnection Summary

Party	Action
RSP	Submits a Connection Disconnection Request order via Opticomm systems for the relevant Product

Opticomm	Validates order request is able to be accepted
Opticomm	Confirms receipt of order and provides order ID
Opticomm	Executes order as instructed
Opticomm	Confirms order completion to RSP
Opticomm	Amends billing records as required

Table 23 All Products Connection disconnection Summary

3.9 Truck Rolls

When required, Opticomm will dispatch Opticomm technicians to facilitate Service delivery or Service Restoration Trouble Ticket resolution. These actions may be initiated by Opticomm itself, or as a result of an RSP or End-user request.

Where a Truck Roll occurs, fees may apply as per the **Wholesale Price List** and **RSPMA**.

4 Assurance

This section details the processes to be followed to allow management of Services on the Opticomm Network in relation to Service issues, being either Network related issued or other Service related issues. This section applies to Service or television issues on the Opticomm Network.

OptiComm will monitor the Network and seek to identify any Fault as early as reasonably possible.

4.1 TV only related issues

End-users are required to lodge any network related issues with their television directly with Opticomm via the Opticomm website. If an Opticomm technician is required, Opticomm will request acceptance of the applicable Fee from the End-user directly before a technician is dispatched. End-users are not permitted to engage their own technicians, only an Opticomm technician is permitted to interact with the Opticomm Network.

In the unlikely circumstance that the Opticomm NTD has issues (affecting both internet and television), both issues will be resolved via the RSP logging a trouble ticket per below.

4.2 Logging trouble tickets

4.2.1 Prior to logging trouble tickets

Prior to logging a trouble ticket with Opticomm, the RSP must provide the End-user with the following assistance for the problem or fault in question:

- Assist the End-user in diagnosing any problem which may exist with the End-ser's own equipment;
- Complete a diagnostic check of its own equipment (including any equipment provided by the RSP) and network to ensure that the fault is not due to its own equipment, internal systems or processes; and
- Conduct some preliminary investigation of the problem using tools and checklists provided by Opticomm (refer Section 4.2.1.1 and below).

4.2.1.1 Pre-Fault Checklist

The following pre-fault checklist is required to be acknowledged as completed during submission of trouble ticket.

Check Type	Element	Values
NTD LEDs	Power Light	Colour Solid/Flashing
	Optical	Colour Solid/Flashing
	Status	Colour Solid/Flashing
	LAN	Colour Solid/Flashing
NTD	Connected Port	1/2/3/4
	NTD Serial	Text Entry
CPE Checklist	CPE Power cycled?	Yes/No
	CPE MAC address	Text Entry
	Isolation Test Run	Yes/No
	Fibre Lead intact	Yes/No
Network	Network Incidents at time of fault?	Yes/No

Table 24 Pre-Fault Checklist

4.2.2 Logging trouble tickets

After providing the initial support referred to in Section 4.2.1, the RSP may log a trouble ticket for the fault to Opticomm via the following methods:

Reporting Method	Fault Description
Email, API, RSP Portal	Preferred method for logging trouble tickets in relation to all Minor Faults and Major Faults (refer to Section 4.3 for Fault Categorisation)
Phone	Only for Major Faults or Critical Faults (refer to Section 4.3 for Fault Categorisation)

Table 25 Lodging Trouble Ticket Methods

When reporting a fault, the RSP must provide the following information:

- Category of Service difficulty;
- Service ID(s) affected by the fault; and

Any other supporting information as required per fault type. When RSP submits a trouble ticket, Opticomm will issue a unique ID for that trouble ticket, which will remain constant throughout the trouble ticket lifecycle (**Trouble Ticket ID**). This Trouble Ticket ID will be used for reporting and to support future enquiries from the RSP. Trouble Ticket ID naming conventions are the letters 'OTT' followed by 12 numerical characters (e.g., OTT000000000000).

Where an Opticomm technician is dispatched to an End-user premises (at request of the RSP), the technician will attend in relation to the issue specified within the logged trouble ticket only. Any questions asked by the End-user relating to charging events or any other service-related issues will be redirected to the RSP for management.

As specified in the **RSPMA**, Opticomm reserves the right to charge the RSP for:

- any applicable Fee where either a trouble ticket is logged, or Opticomm is called to the End-user's premises, for a fault that is subsequently proven to be either 'no fault found' or found to be outside of the Opticomm Network (refer to **Wholesale Price List** for applicable Fees)
- any damage caused by the negligent use, or misuse of Opticomm Equipment by the RSP or its End-user.

4.2.3 Priority Assistance

If there is a fault on a Service that is classified as a Priority Assistance Service (refer to Section 3.4.8), the RSP must advise Opticomm during the trouble ticket submission process that the affected Service is a Priority Assistance Service to ensure the correct timeframes are met.

Upon receiving a complete submitted trouble ticket, Opticomm will prioritise service troubleshooting and technician support in line with the SLA documentation. It is the responsibility of the RSP to ensure the trouble-ticket is marked accordingly during submission to facilitate this process.

4.2.4 Fault Trouble Ticket Categories

Trouble Ticket Category	Sub-Category	Details	
Service Restoration	New Service Never Worked	To be used when a single service is considered delivered by Opticomm but service is not able to be used since activation is completed.	- Order status 'Completed' in RSP Portal / API - Layer 3 components validated and confirmed (credentials & configuration) - Check performed to ensure not part of broader network outage
	No Auth	To be used when a single service is unable to authenticate and PPPoE/IPoE sessions are offline, but service has worked since initial deployment.	- Service is in Active status in RSP Portal/API - Layer 3 components validated and confirmed (Credentials & Configuration) - Check performed to ensure not part of broader network outage
	No Data Connection / Red Optical	To be used when there is no connectivity and NTD status is showing Red Optical light for a single service	Check performed to ensure not part of broader network outage
	Packet Loss	To be used when a service session is stable yet packet loss is experienced	- Check for CVC congestion - Check and validate Network components from NNI to Internet - Run traceroute & Ping tests on connection and submit as part of Trouble Ticket
	Voice Issue	To be used when a voice service is experiencing service interruptions	
	Equipment Issue	To be used when Opticomm provided equipment is experiencing issues, is damaged, or has been tampered with	
Performance Issue	Intermittent Service / dropouts	To be used when PPPoE/IPoE sessions are dropping impacting the service	- Check performed to ensure not part of broader network outage - Check and validate Network components from NNI to Internet - Check session dropout logs and submit as part of Trouble Ticket
	Performance latency	Use when a service is online, service speed is ok but latency to network destination is higher than other similarly geographical destinations	- Check performed to ensure not part of broader network outage - Check and validate Network components from NNI to Internet - Run traceroute & Ping tests on connection and submit as part of Trouble Ticket
Infrastructure Restoration	Intermittent Service /dropouts	As above but for multiple services	
	No auth	As above but for multiple services	
	No data connection	As above but for multiple services	
	Performance Latency	As above but for multiple services	
	Other		

Table 26 Fault/Trouble Ticket Categories and Details

4.3 Fault Handling Principles

Opticomm will conduct fault investigation upon receiving a trouble ticket from the RSP. If the fault is unable to be resolved via remote administration, or it is identified a Opticomm technician is required during the troubleshooting process, Opticomm will request the RSP book an appointment for a Opticomm technician to attend at a suitable time where an authorised contact will be available.

If it is identified an Opticomm technician is required to resolve an issue located at Opticomm equipment not located at the End-user's premises, Opticomm will request a technician attend and update the trouble ticket with details including estimated time of resolution.

4.3.1 Fault Handling Process Map

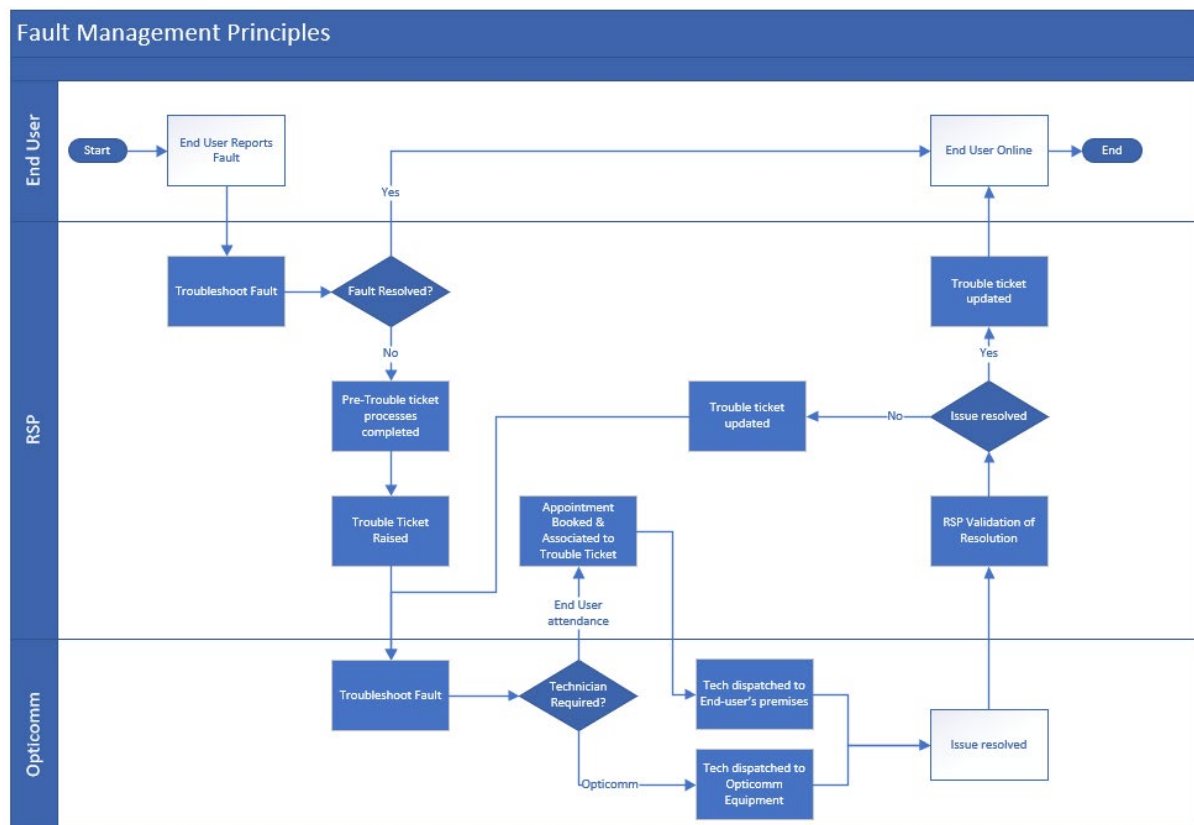


Figure 6 Fault Management Principles

4.4 Fault Categorisation (Network restoration)

Faults on the Opticomm Network are categorised in to three fault types:

Fault Type	Fault Description
Critical Fault	There is a fault which is affecting all the RSP's Services for a particular state (e.g., Queensland) and there is a risk of recurrence. <i>For example, a complete outage of a POI would be deemed a 'Critical Fault'</i>
Major Fault	There is a fault which is affecting a significant number of the RSP's Services for a particular state (e.g. Queensland) and there is a risk of recurrence.

	For example, an outage of a broadband aggregation node supporting a number of buildings within the Opticomm Network.
Minor Fault	There is a fault which is affecting a single or small number of the RSP's Services For example, an outage of a power unit within one community within the Opticomm Network.

Table 27 Fault Categorisation

4.5 Trouble Ticket Lifecycle

4.5.1 Lifecycle Map

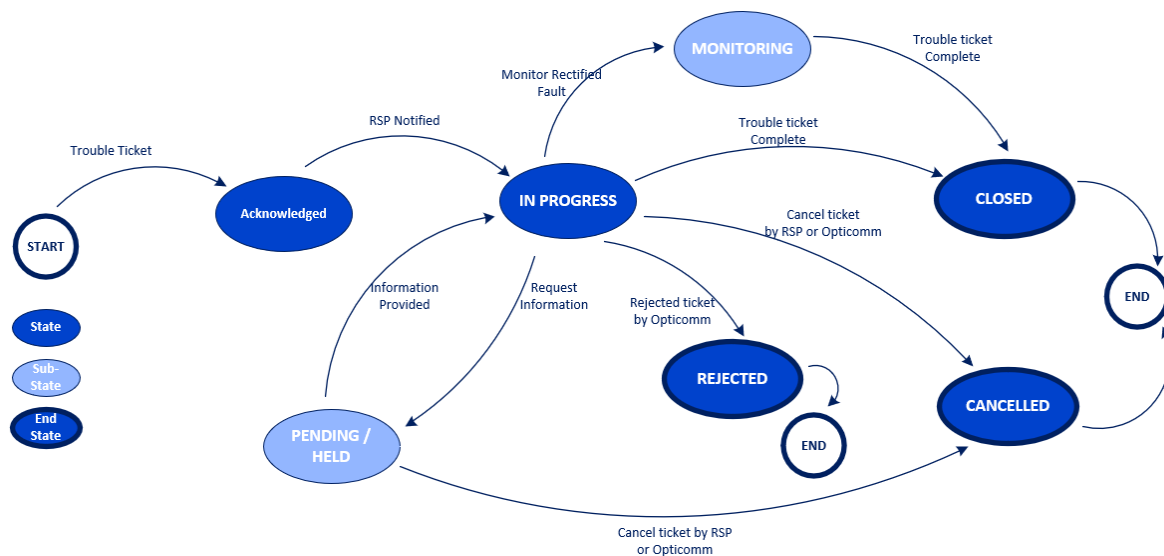


Figure 7 Trouble Ticket Lifecycle

4.5.2 Trouble Ticket Status Descriptions

Status	Description
Acknowledged	Trouble ticket received by Opticomm, pending action by Opticomm.
Cancelled	RSP has withdrawn ticket
In Progress	Trouble ticket inflight, activity occurring.
Monitoring	Issue believe to be resolved but monitoring for stability
Closed	No response received from RSP
Rejected	Not believed to be a fault within the Opticomm network
Resolved	Issue is resolved, ticket closed.
Sub-Status	Description
Pending (in 'Acknowledged' or 'In Progress')	Opticomm deems the information provided is not sufficient to progress
Held (in 'Acknowledged' or 'In Progress')	Opticomm is pending further action or activity preventing action (e.g. network fault)

Table 28 Trouble Ticket Status Descriptions

4.5.3 Trouble Ticket Closure Process

A trouble ticket will be closed when the following criteria is met:

- The issue is deemed resolved by Opticomm and the RSP; or
- The ticket has not been responded to by the RSP for 3 business days.

4.5.4 Trouble ticket reporting

A summary of trouble tickets, in all states, can be extracted from the RSP Portal or via the API.

4.5.5 Trouble ticket escalation

RSP can escalate a trouble ticket (for non-Network outage events) by following the Opticomm Escalation Matrix. Opticomm will assign a fault priority in its sole discretion in accordance with the Fault Categorisation table in Section 4.4.

For any trouble tickets relating to Network outage events, where it becomes apparent that the response time, repair time, or update time may be exceeded, RSP may escalate the Network outage related trouble ticket in accordance with the below table. The aim of escalating this trouble ticket fault is to ensure that adequate and appropriate resources are applied to the fault related to the Network outage event.

When escalating the Network outage related trouble ticket, the following information is required:

- Opticomm Fault Ticket ID
- Current Ticket Status
- Reason for escalation
- Any other information (if applicable)

Escalation	Time at which escalation can occur	Escalation Contact/Position of Action
Level 0	At the time when the fault is logged	Network Operations Centre
Level 1	• Immediately when a Major Fault occurs, or • At the time when 100% of the resolution time for a Minor Fault has expired and the fault is still outstanding	Network Operations Manager
Level 2	• Immediately when a Critical Fault occurs; or • At the time when 200% of the resolution time for a Minor Fault and the fault is still outstanding	Head of Operations

Table 29 Trouble Ticket Escalation details

4.6 Test & Diagnostics

4.6.1 Service Health Summary

Opticomm will provide access to Service Health Summary functionality which will test connected services and hardware to provide an overall rating of the service from an Opticomm Network perspective.

4.6.2 Service Health Results

The results of Service Health Summary, and suggested outcomes, are in the table below.

SHS Result	Definition	Suggested Action
Red	Devices are uncontactable and issue exists impacting service	Trouble ticket raised
Amber	Service may be impacted by an issue	Further troubleshooting to occur, checking Layer 3 functions and End-user CPE and trouble ticket raised if required
Green	Service is operating within parameters, devices contactable and MAC is being learnt	Layer 2 is functioning correctly
Grey	Will be displayed where service is ineligible for Service Health functionality	Other trouble shooting processes to be followed.

Table 30 Service Health Summary Results

4.6.3 Service Health Tests

The test & diagnostic tools used as part of Service Health Summary are noted in the table below.

Request Type	Request Output
OTD Status	Validation of NTD state at time of test. Applicable results: • Power Status • Light levels
OUI Status	Validation of UNI state at time of test. Applicable results: • Up • Down Results will include applicable line rate and duplex setting
MAC Trace	Confirms MAC address of connected devices to OTD traced back to POI (if in contactable state)

Table 31 Service Health Query Outcomes

In submitting a fault ticket to Opticomm, RSP must confirm troubleshooting steps taken. Opticomm will make available a 'troubleshooting checklist' (refer Section 4.2.1.1) for use by RSP's, which must be acknowledged as having been completed by the RSP when lodging their trouble ticket.

4.7 Customer Impact Statement Requests

Upon rectification of a Major or Critical Fault, RSP may request a 'Customer Impact Statement' from RSP which will include, but not be limited to, the following:

- A timeline outlining the management of the event
- Description of the fault (and categorisation of fault) and the impact to services
- Underlying cause
- Fault rectification details
- Any follow up actions required or taken

Where a fault is caused by a Third Party, the information provided in the Customer Impact Statement will be limited to the details known and within the agreement between Opticomm and said third party of information that can be shared externally to Opticomm.

Request for review where processes have not been followed can be discussed in governance framework meetings upon request by the RSP.

4.8 Service Level Agreements

The Services and their respective service level categories and Service Levels are specified in the ***Service Level Agreement***.

5 Service Requests

5.1 Service Request Lifecycle

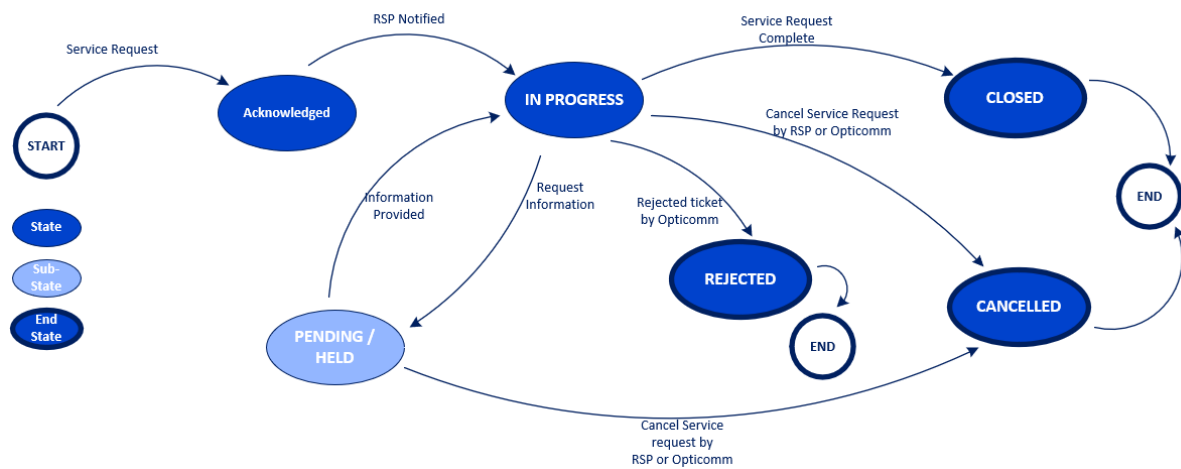


Figure 8 Service Request Lifecycle

5.2 Service Request Categories

Trouble Ticket Category	Sub-Category		Details
Address	Address	Missing Address	To be used as per Section 3.1
		Incorrect Address	To be used as per Section 3.1
		Non-Standard Installation Review	To be used as per Section 9.1
	Service Class	Incorrect Service Class	To be used as per Section 3.2
		Service class change request	To be used as per Section 3.2
Billing	Bill Enquiry	Bill Enquiry	To be used as per Section 11
		Charge Dispute	To be used as per Section 11
Order	Order	Escalation Request	To be used as per Section 3.4
		Service Transfer Dispute	To be used as per Section 3.4
System Request	System Request	API Access	To be used as per Section 2
		Portal Access	To be used as per Section 2

Table 32 Service Request Categories

5.3 Service Request reporting

A summary of service requests, in all states, can be extracted from the RSP Portal or via the API.

5.4 Service Request escalation

RSP can escalate a Service Request by following the Opticomm Escalation Matrix.

6 Network Outages

Outages are events that prevent the Network, or Services, operating within specification. This section refers to Network outages only and does not otherwise cover impact to Opticomm systems (including the RSP Portal or API).

6.1 Planned Network Outage

Opticomm may conduct maintenance on the Network at any time where in Opticomm's opinion it is necessary to carry out work on its facilities or Network including, but not limited to, installation of infrastructure, maintenance, and upgrades, to ensure optimum operation of the Network.

Opticomm will endeavour to schedule such maintenance, where it may adversely affect delivery of services, outside normal Business Hours designed to reduce impact to End-users. Where a Service or Services are not restored after the outage period, RSP must raise a trouble ticket for Service rectification.

6.1.1 Communication

Opticomm will endeavour to provide notice to RSP of scheduled maintenance which will impact Services, via an Advisory, 10 business days prior to work occurring. Where Services are not expected to be impacted, but there may be a small risk to the RSP, Opticomm will endeavour to provide notice to RSP, via an Advisory, 5 business days prior to work occurring.

6.1.2 Rescheduling Planned Network Outage

If a planned Network outage requires to be rescheduled, the associated Advisory will be updated and redistributed via email to the RSP.

6.2 Unplanned Outage

A Critical Fault or Major Fault on the Network will also be referenced as an 'Unplanned Outage'.

6.2.1 Communication

Opticomm will provide notice to RSP of an Unplanned Outage via an Advisory, including if the Unplanned Outage was reported by the RSP.

6.3 Emergency Maintenance Outage

An Emergency Maintenance Outage will occur when an issue has been identified on the Network that requires urgent attention which, if left unattended, will have a critical impact on Services.

As per Planned Outages, Opticomm will endeavour to schedule such maintenance, where it may adversely affect delivery of services, outside normal Business Hours designed to reduce impact to End-users if possible.

6.3.1 Communication

Opticomm will aim to provide notice to RSP of Emergency Maintenance Outage, via an Advisory, 48 hours prior to work occurring where reasonably possible. Depending on the severity of the risk, this notice period may be reduced where required.

6.4 Embargo Periods

Embargo periods are utilised where there is a requirement to change the operating principles or available request types during a particular timeframe (e.g., reduced order type options during Christmas) in line with operational capability.

Upon establishment of an embargo period, Opticomm will provide a 30 Business Day notice with relevant details, including, not limited to, dates, times, description details sent via email to nominated contacts of the RSP.

RSP may request a deferral of the embargo date/time within 2 Business Days of receipt of the notification. Opticomm will endeavour to review and respond in writing to such request within 5 Business Days of receipt of the deferral request.

6.5 Force Majeure Event

For the avoidance of doubt, if a Force Majeure Event occurs that affects Opticomm, notice will be provided to the RSP via email as soon as practicable. Please refer to the **RSPMA** for further details applicable to Force Majeure Events.

7 Advisories

Opticomm uses Network Advisories to communicate:

- Upcoming Maintenance events on the Opticomm Network; and
- Unplanned Outages

Opticomm send Advisories to all RSPs in the Opticomm Network, regardless of whether the outage affects Services of a particular RSP or not. RSPs are responsible for checking those Advisories to determine if the RSP's own End-users or Services are affected by the issue.

7.1 Advisory Principles

Advisories are sent to the nominated contact email address of the RSP and will be sent upon awareness of the requirement of an Advisory, either triggered Opticomm proactive Network monitoring or work scheduling or a trouble ticket being raised by an RSP.

RSPs can create an API Subscription for Network Advisories to receive via API.

7.2 Advisory Matrix

Advisory notices will, based on the type of Advisory notice, contain the following applicable information as a minimum requirement:

Advisory Type	Content
All	• Start time • Completion Notification • Reference Number
Unplanned Outage	• Estimated time of restoration • Impacted Region • Root cause information where known • Updates/Action taken
Planned Outage	• Reason for Outage • Impacted Region • Estimated time of restoration • Outcome of outage
Emergency Maintenance	• Reason for Outage • Impacted Region • End time of window • Outcome of outage

Table 33 Advisory Matrix and Information

7.3 Advisory Update Timeframes

For Advisories that relate to Unplanned Outages, Opticomm will endeavour to provide updates to RSPs in accordance with the below timelines.

Advisory Type	Content
Unplanned Outage – Critical	Updates every 90 minutes or when information becomes available
Unplanned Outage – Major	Updated every 120 minutes of when information becomes available

Unplanned Outage – Minor	Updated as per updates become available
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Table 34 Advisory Update Timeframes

For all other Advisories, Opticomm will provide updates as needed and available based on issue rectification.

8 Appointments

Appointments are utilised where a Opticomm technician is required to attend an End-user's property for the purposes of Service Activation or Service Issue remediation.

Appointments can be booked by RSP (via RSP Portal or API) as well as by an End-user directly, depending on reason for appointment (as per Table 35 summary below) and the RSP's elected appointment API (ie. One-Step Process or Two-Step Process).

8.1.1 Authorised Appointment Representative

All appointments require the attendance of an authorised contact at the End-user's premises over the age of 18. Some appointment activity may generate a charge as per the **Wholesale Price List**.

Any End-user personally identifiable information will be managed in accordance with the requirements of the **RSPMA**.

8.1.2 Appointment ID

Each appointment request raised will be allocated a unique Appointment ID. This Appointment ID can be utilised for locating appointments in the Opticomm system and will remain a searchable term throughout, and beyond, the appointment lifecycle.

8.1.3 Appointment Bookings

A calendar with the available booking slots for each day will be available at the time the booking is being made. Appointment availability will show appointments available from time of appointment availability request +48 hours.

Appointments will be made available for up to 6 weeks from the time of query and can be reserved for any time within the availability window.

8.1.4 Appointment Booking Windows

The Appointment calendar will display availability between Monday and Friday except for Public Holidays (National and State specific).

Opticomm reserves the right to block out any other day in which fulfilment of bookings cannot be met, or add weekend appointment availability if required, ensuring the calendar reflects this within a timely (depending on the installation workforce availability).

RSPs and End-users will have the ability to choose an AM or PM timeslot. The assigned Opticomm technician will attend site within the relevant window:

- AM Window: 8am to 12pm (AEST)
- PM Window: 12pm to 4pm (AEST)

It is important to note that the Opticomm technician will not contact the End-ser directly prior to attending the End-user premises.

Should the calendar not appear operational, RSP may contact the Customer Connection Information Desk.

Appointment Reservation & Booking Change for New Connection Request Order Types, a Service Qualification (SQ) will be required to confirm if an appointment will be required. The results of the SQ will also identify if there is a current active appointment for that Property ID.

Only one active appointment booking is permitted per Property ID for both new connection or fault request. If an End-user wishes to change RSP whilst there is an active appointment for a new connection, the End-user will be required to withdraw its appointment request via the losing RSP before the gaining RSP can submit a new request for an appointment.

If an appointment is active for a fault trouble ticket and an End-user completes a port transfer, the associated appointment will be automatically cancelled as part of the port transfer process.

8.1.5 Communication Responsibility

All appointments require the attendance of an authorised contact at the End-user's premises over the age of 18. This appointment representative will be required onsite a throughout the selected booking timeslot to ensure the Opticomm technician can access the relevant equipment to successfully complete the request.

Where the appointment has been made via the RSP, RSP is responsible for communicating with the End-user:

- Booking, rescheduling and/or cancellation information
- Appointment dates and timeslots
- The requirement of the appointment representative to ensure availability for the entirety of the booking timeslot or until completion of works by the attending technician.

Where an appointment does not require an appointment representative, RSP will be advised by Opticomm.

Where an Opticomm technician is dispatched to an End-user premises, the technician will attend in relation to the Service Activation or Service Issue remediation issue (as relevant).

8.1.6 Priority Assistance Appointments

Priority Assist reservations and appointments are booked as a standard installation appointment and availability will be shown immediately (i.e., without a 48-hour block from time of availability enquiry request). If an appointment for a trouble ticket is required for a service tagged as Priority Assist, the earliest available appointment will be returned upon query.

RSP must select the 'Priority Assist Reservation' option, which will trigger booking dates and time slots appearing as next available, including same day options if they are available at time of enquiry.

With the exception of the above, Priority Assist Appointments follow the standard processes as described in this section. If requested by Opticomm, RSP will need to provide verification the Service is a Priority Assist Service and should be treated as such.

8.1.6.1 Priority Assistance Appointment Availability

Appointments				Order	
	Service Class	Priority Assist	SLA*	Priority Assist	SLA*
First connection	SC2	Yes	Standard	Yes	Standard
First connection	SC3	Yes	Standard	Yes	Standard
Additional connection	SC2	Yes	Standard	Yes	Standard
Additional connection	SC3	Yes	Standard	Yes	Standard

* Service Levels applicable to Priority Assist Services are specified in the **Service Level Agreement**.

Table 35 Priority Assistance appointment availability

8.1.6.2 Appointment Requester Matrix

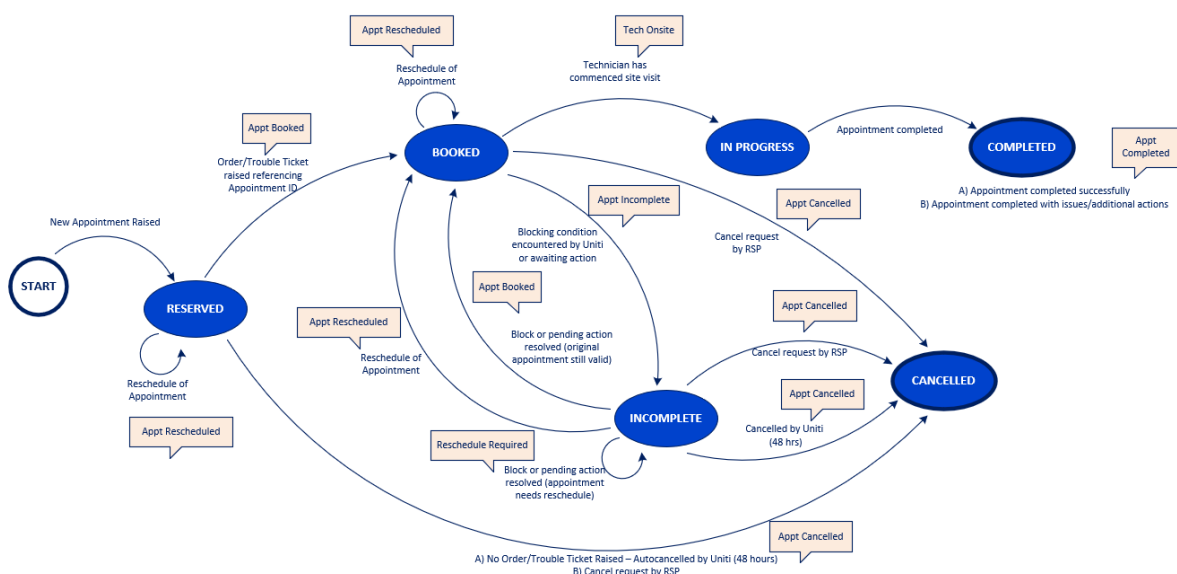
Request Type	Requester	Chargeable Event*
Service Activation (One Step)	RSP	Yes
Service Activation (Two Step)	End-user	Yes
Service Modification	RSP	Yes
Service Issue Remediation (Data Products)	RSP	Yes ²
Service Remediation (TV Free to Air Products)	End-user	Yes ²

* refer **Wholesale Price List** for applicable charge(s).

Table 36 Appointment Requester Matrix

8.2 Appointment Management

8.2.1 Appointment Lifecycle



² Only chargeable event if trouble ticket is attributed to no fault found or RSP / End-user equipment or appointment missed.

8.2.2 Appointment Status Matrix

Status	Description
Reserved	New appointment raised and timeslot reserved
Booked	Order raised referencing appointment ID and timeslot confirmed
In Progress	Opticomm technician has commenced the works on site
Completed	Occurs when one of the following conditions is met: • Opticomm technician has successfully completed the required works; or • Missed Appointment, whereby the appointment representative of the End-user is not onsite³
Incomplete	Occurs when one of the following conditions is met: • Blocking condition encountered by Opticomm or awaiting action • Block or pending action resolved
Cancelled	Occurs when one of the following conditions is met: • Cancel request by RSP (cancellations with less than 24 hours notice incur missed appointment charge per Wholesale Price List) • Cancelled by Opticomm • No Order Raised – Auto-cancelled by Opticomm (48 hours)

Table 37 Appointment Status Matrix

8.2.3 Appointment Matrix

8.2.3.1 New Connection Order Request

Service Class	Serviceable	Activation Method	Connection Timeframe ⁴	Hardware Installation	Appointment required	Appointment Representative Required
1	No	N/A	N/A	N/A	N	N
2	Yes	Truck Roll	4 Business Days	Y	Y	Y
3	Yes	Logical	1 Business Day	N ⁵	Y	Y
5	Yes	Logical	1 Business Day	Y	Y	Y
12	Yes	Truck Roll	4	Y	Y	Y

Table 38 New Connection Order Request

8.2.4 Appointment Rescheduling

When an RSP wants to reschedule a booking, RSP can select the next available day/slot as shown in the appointment calendar. Available appointments will be displayed based off above logic – being date of appointment request + 48 hours (for standard appointments) and date of appointment + immediate availability (for Priority Assist Service appointments).

Where an order or trouble ticket has not been allocated, the appointment will be automatically cancelled after 48 hours. RSP will need to re-commence the booking process.

³ Charges may apply for missed appointments as per **Wholesale Price List**

⁴ Connection timeframe for a Service Transfer is 1 business day commencing after order acceptance

⁵ Hardware only to be installed if operational request received to upgrade NTD. Incurs an additional fee, refer **Wholesale Price List**.

8.2.5 Cancelling an appointment

Cancellations of an appointment in reserved, booked, or incomplete status, can be submitted as cancellation requests via RSP Portal or API.

8.2.5.1 Cancellation of Appointment by RSP

Cancellation of appointments can be requested via RSP Portal or API, providing that the appointment cancellation event does not fall past the point of no return for the appointment booking.

Where an appointment does fall past the point of no return, it will be deemed a Missed Appointment and may trigger a billing event as per the **Wholesale Price List**. If an appointment is cancelled, any associated trouble tickets or orders should be cancelled by the RSP (where applicable).

A new appointment can be requested once the original appointment cancellation is in a cancelled status.

8.2.5.2 Cancellation of Appointment by Opticomm

Cancellation of appointments by Opticomm may occur. Examples of reasons for appointment cancellation are:

- Incorrect details provided by RSP
- Duplicate appointments existing due to Opticomm system error
- Extreme weather conditions whereby the appointment needs to be postponed for an undetermined duration
- Situations that are deemed unsafe for Opticomm technicians to attend

Where Opticomm cancels an appointment, the appointment booking will move into a cancelled status. Such cancellations are not considered to be Missed Appointments.

8.2.6 Missed Appointments

A Missed Appointment is an appointment that was not able to be completed and was not able to be cancelled prior to the point of no return. Missed Appointments that occur due to RSP or End-user may trigger a charge event in line with the **Wholesale Price List**. Missed Appointments that occur due to Opticomm not attending an End-user premises in the relevant appointment window, may result in a rebate to the RSP (refer to **Service Level Agreement** for full details).

8.2.6.1 Missed appointments by RSP or End-user

Where an appointment is missed due to the appointment representative of the End-user not being on site at the time of the appointment, Opticomm will change the appointment status to 'completed' and specify the reason for completion as 'Missed'.

A new appointment will be needed to be requested to allow any required works to continue.

8.2.6.2 Missed appointments by Opticomm

Where Opticomm misses an appointment, a notification will be sent to RSP (or directly to the End-user if the End-user had made that appointment directly) and the status of the appointment will change to incomplete.

RSP (or where relevant, End-user) will need to reschedule the appointment for Opticomm to reattend and complete the relevant works.

No fees or charges will apply to a Missed Appointment where Opticomm is the cause of the Missed Appointment, however a rebate may be available to the RSP (refer to **Service Level Agreement** for full details).

9 Equipment Installation

Depending on the Service Class of the Property ID, an installation of equipment may be required to allow the activation of a Service (and/or a TV).

9.1 Installation and Charges

It is RSP's and/or the End-users responsibility to ensure the premises is prepared to the adequate Opticomm standards as per Opticomm Installation Guides (available at <https://www.opticomm.com.au/support/resources/>). Installations are categorised to 'Standard' and 'Non-Standard' as defined below in Sections 9.1.1 and 9.1.2.

Installation charges may vary due to local factors and details can be found in **Wholesale Price List**. Non-standard charges may apply where Supplementary Work is required.

Where subsequent installations are requested, Opticomm may upgrade existing hardware to allow multiple services to be delivered via a single NTD. Additional charges may apply for this, refer **Wholesale Price List**.

9.1.1 Standard Installation

A Standard Installation is categorised as:

- Equipment can be installed during a single appointment allocated within typical appointment logic (as noted in Section 8);
- Opticomm Technician can gain access as required without any special permits or requests; and
- No special preparation or delivery method is required outside of applicable Opticomm Installation Guides ((available at <https://www.opticomm.com.au/support/resources/>)).

9.1.2 Non-Standard Installation

A 'Non-Standard Installation' is categorised as:

- Any installation that is not a Standard Installation (ie. requires works, permits, or non-standard preparation at premises)

Where a Non-Standard Installation is required, Opticomm will assess End-user's premises upon request via a Service Request being lodged by the RSP. Opticomm will then provide a quote for review and approval by the RSP (for and on behalf of the End-user). Opticomm will charge a standard call out fee as noted in the **Wholesale Price List** for the initial review before providing a quote for all required works.

Acceptance of quote, detailed via the Service Request, will be required before works can proceed by Opticomm.

9.2 Installation Guides

Opticomm Installation Guides are available at <https://www.opticomm.com.au/support/resources/> and include the following documents provide the relevant information in relation to site readiness for installation:

- Preparation & installation guide for a single dwelling unit with TV
- Preparation & installation guide for a single dwelling without TV
- Preparation & installation guide for multi dwelling units

9.3 Failed Installations

Where an installation cannot be completed or where an appointment cannot be kept on the day, Opticomm will deem this a 'Failed Installation'.

9.3.1 Failed Installation Rectification

The attending Opticomm technician will complete and leave a form with the End-user if a failed installation occurs, detailing the reason for the failed installation and required steps to rectify any issues.

The issues and rectifications steps are outlined in the table below:

Infrastructure Type	Installation Issue	Rectification
Network	An issue outside of the End-users property boundary. <i>Note: If the infrastructure has been damaged as a direct result of works undertaken at End-user premises during construction; further charges may apply and will be payable prior to a connection being completed to the premises.</i>	Opticomm will rectify this issue in the earliest possible timeframe. RSP/End User will need to book a new appointment to finalise the Installation.
External (End-user)	There is an issue with the infrastructure within the End-users property boundary (but outside their premises), which includes, not limited to; • Lead-in conduit not connected to starter pipe from street pit • No draw string in lead-in conduit • Lead-in conduit not saddled to wall • Lead-in conduit blocked or damaged • Lead-in conduit incorrectly constructed or located	RSP/End-user to organise a registered tradesperson to resolve the issue and then book a new appointment to finalise the installation.
Internal (End-user)	There is an issue with the infrastructure at End-users property that is inside their premises, includes, not limited to; • premises has been wired for an external connection, it should be an internal connection • Internal conduit has no draw string • Internal conduit incorrectly constructed or located • Unsuitable location for NTD	RSP/End-user to organise a registered tradesperson to resolve the issue and then book a new appointment to finalise installation.

Table 39 Failed Installation Rectification and Steps

9.3.2 Roles & Responsibilities

The below outlines the installation steps and activities required from RSP and Opticomm.

Responsible	Activity
RSP/End User	Identifies the type of installation required at the premises as:

	• A Standard Installation • A Non-Standard Installation (by exception only)
Opticomm	Determines the charges for the Installation. Provides RSP and/or the End-user with a quotation of the charges.
Opticomm	Upon approval of the quotation, Opticomm will provide RSP and/or the End-user with the following: • First suitable appointment date and time⁶ as agreed by all parties • Late Cancellation of Site Visit Notification and Charges (where applicable) • Failed Installation Charges (where applicable) • Additional Information relating to the Installation and/or any applicable charges
RSP/End User	The End-user or an appropriate representative of the End-user (must be 18 years or over) is required to be at the premises for the duration of the Installation. Where an End-user or an appropriate representative is not at the premises, the appointment is deemed a failed installation; relevant charges may apply.
Opticomm	Where the installation is completed with no issues, the order will be updated, and an automated notification will be sent. Where the installation cannot be completed, the attending Opticomm technician will escalate via the appropriate party.

Table 40 Failed Installation Roles and Responsibilities

⁶ Appointments are booked in accordance with Section 8.

10 Governance and Reporting

Governance forums will occur between Opticomm and the RSP on a rolling basis, or as otherwise agreed, in accordance with the **RSPMA**.

10.1 Meeting Purpose

The purpose of a governance meeting is to discuss key review items, and address any issues impacting either party's performance under the **RSPMA**.

10.2 Meeting Frequency

Meeting will occur quarterly as standard but may be scheduled as required upon agreement by both parties.

10.3 Meeting Chair & Minutes

Meetings will be chaired by Opticomm's Wholesale Account Manager or nominated representative. Opticomm will prepare and distribute agenda items and minutes of meetings to all attendees.

10.4 Reporting

Opticomm will make various following reports available to RSP, where reasonably possible, on a rolling basis such as Network performance, sales performance, and traffic statistics.

Due to the nature of Services offered, Opticomm does not provide any reporting of the end-to-end performance of Services ordered by RSP.

11 Billing and Payments

This section outlines processes and requirements that apply in relating to the billing of and payment for Services provided to RSP.

11.1 Billing Period

Opticomm billing period is the first day of every month and contains charges billed both in arrears and in advance, as noted in the below table:

Billing Type	Billing Items
Arrears	• CVC Charges • Completed works • Rebate & Credits
In Advance	• NNI Charges • State Based Aggregation Charges • AVC Charges

Table 41 Arrears and Advanced Billing Items

11.2 Billing Files

Opticomm will issue billing files within 10 Business Days of the billing period.

11.2.1 Late issuing of Billing Files

Where Opticomm is unable to issue billing files within the 10 Business Day timeframe, Opticomm will provide notification to RSP outlining reasons for delay and estimated resolution timeframe. Any impact from the late issuing of billing files will be managed on a case-by-case basis and coordinated by the Wholesale Account Manager.

11.2.2 Failure to receive Billing Files

RSP is required to notify Opticomm, via the Wholesale Account Manager, as soon as reasonably practical once it has been identified that RSP has not received the billing files within the 10 Business Day timeframe.

11.2.3 Billing File Types

The following billing files (in either .pdf or .xls format) will be sent by Opticomm to RSP at the end of each billing period:

- **Tax Invoice** – summarises the amounts payable by your organisation at time of invoice creation
- **Billing Invoice** – contains a listed summary view of the amounts payable by RSP as per charges listed in the Tax Invoice
- **Billing Adjustments** – contains any rebates or credits as agreed between RSP and Opticomm
- **Detailed End-user Services** – contains detailed information related to charges on a per Service basis.

11.2.4 Notification of Billing File Changes

Where the format or data content of a file requires a change, Opticomm will provide the RSP a minimum 30-day notification of the specific change.

11.3 Rebates and Credits

11.3.1 Credit and Rebate eligibility

Certain Services and operational performance by Opticomm may have service levels and/or rebates available under the **Service Level Agreement**. RSP's must refer to the **Service Level Agreement** for details of those arrangements.

11.3.2 Claims Process

It is the responsibility of the RSP, where applicable, to advise Opticomm when RSP wishes to make a service level rebate claim. These requests can be submitted via the RSP Portal as Service Requests and will be allocated a unique ID which will remain constant throughout the claims process lifecycle.

11.3.3 Processing a Credit and Rebate Claim

Upon lodgement, update or closure of your credit / rebate claim through the RSP Portal, an automated email will be provided to RSP as set at the time of Service Request submission, outlining the relevant details within the Service Request.

11.3.3.1 Approved Claim(s)

For instances where Opticomm agrees to the claim, Opticomm will pay the agreed rebate via one of the following ways:

- Applied to RSP's billing account
- Applied to the next invoice as a credit offsetting initially charged invoice
- Any other way as specified in the **RSPMA** or as otherwise agreed between both parties

11.3.3.2 Denied Claim(s)

For instances where Opticomm rejects the claim, Opticomm will update the Service Request with the relevant information. Where applicable, Opticomm will contact RSP to discuss prior to closure of the Service Request.

11.3.4 Commercial Rebates

Opticomm, at its discretion, may from time to time run promotional rebates for all RSP's to support sales activity or for other drivers. These rebates will be paid automatically, as per the relevant promotional framework, during each relevant billing period.

11.4 Billing Enquiries and Disputes

11.4.1 Authorised Contacts

Billing enquiries or disputes may only be raised by RSP's authorised contacts as provided to Opticomm at the time of the Billing Account creation and/or any agreed written changes thereafter. Billing enquiries or disputes can be raised by the RSP submitting a 'Billing Enquiry Service Request' via the RSP Portal.

11.4.1.1 Changes to Authorised Contacts

Where a change is required to authorised contacts, a ticket must be raised via the RSP Portal outlining the required action.

The ticket must be raised by the current authorised contact, if this is not possible a request can be sent to the Wholesale Account Manager outlining the change.

The relevant action must be raised at a minimum of 10 Business Days prior to RSP wanting the change to take effect.

11.4.2 Raising a Billing Enquiry or Dispute

All billing enquiries and/or disputes must be raised by RSP's authorised contact through the RSP Portal.

11.4.2.1 When to raise a Billing Enquiry or Dispute

The following billing enquiries and/or disputes may be raised:

- General enquiries or disputes relating to invoices, billing, and charges including credits/rebates;
- Change of email and/or physical address (if applicable) where RSP receives invoices and/or notifications; and
- A request for invoice record details.

11.4.2.2 Billing Enquiry and Dispute Responses

The Opticomm Accounts Team will endeavour to resolve a submitted billing or disputes enquiry within 14 Business Days from the ticket being raised.

Upon completion of the review, an automated notification will be sent to RSP's nominated email account, outlining findings within the ticket.

Where Opticomm is unable to respond within 14 Business Days after the ticket is raised, Opticomm will provide a notification to RSP outlining the delay and a revised date whereby resolution is to occur.

11.5 Payments

11.5.1 Payment Details

Payment must be made to the bank account nominated by Opticomm as displayed on the Opticomm issued invoice. Where a change to the bank details occurs, RSP will be notified in advance and subsequent Opticomm invoices will reflect the updated correct bank details.

Further payment terms and information are located within the **RSPMA**.

11.5.2 Remittance Advice

Upon payment processing by RSP of an Opticomm invoice, Opticomm will provide remittance advice which includes the following:

- Invoice number to which the payment relates;
- Value of payment; and
- Payment reference.