



RSP Operations Manual

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Change history

This document was first published on 20 June 2022. The following table provides information about changes to this document since its initial release.

Version	Effective date	Change summary	Details	
			Section(s)	Changes
1.1	4 October 2022	Minor revisions	14.4.1	Figure 8 updated to add 'new' status
				Table 31 updated to add 'new' status
				Figure 11 updated to add 'new' status
2.0	July 2025	Major revisions	Throughout	Document significantly updated and augmented to reflect current processes, and restructured, reworked and rewritten to improve clarity and readability. For more information, see Appendix C on page 92 .

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1 Using this manual

The **Opticomm Operations Manual** (**Operations Manual**, this manual) is written for retail service providers (RSPs). It outlines the operational aspects of the supply of services by Opticomm to an RSP.

It includes:

- ◆ Information about interacting with Opticomm, including points of contact
- ◆ An overview of the onboarding process, including additional onboarding steps to be completed by Layer 2 RSPs
- ◆ Information about working with Opticomm, including determining the serviceability of a property, ordering services and changes to services, managing orders, booking and managing appointments, managing faults, issues and outages, requesting changes and making enquiries and receiving advisories.
- ◆ Governance and reporting, including information about regular governance forums
- ◆ Billing and payments, including billing periods, rebates and credits and billing enquiries and disputes.

The information 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 the RSP Portal and APIs).

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

1.1 Supporting documentation

The **Operations Manual** is designed to be used in conjunction with supporting documentation, including Opticomm's:

- ◆ **Ethernet Product Specification Guide**
- ◆ **Product Technical Specification**
- ◆ **Wholesale Price List**
- ◆ **RSP Master Agreement (RSPMA)**
- ◆ **RSP Master Agreement: Service Level Agreement**

In this manual, references to the above supporting documentation are intended to refer to the most recently published version, available at: www.opticomm.com.au/legal.

Additional documentation also referenced in this manual includes:

- ◆ **Diagnostic and Test Checklist**, available from the RSP Portal¹
- ◆ **Internet Services Interoperability Test Plan**, provided to Layer 2 RSPs during onboarding
- ◆ **Operational Contact and Escalation Matrix**, available from the RSP Portal²
- ◆ Opticomm installation guides, available from <https://www.opticomm.com.au/support/resources/>
- ◆ RSP API documentation, available from the RSP Portal³
- ◆ RSP Portal online help, including the quick reference guides, available from the **RSP Portal Help Menu**⁴.

A full list of references can be found in [Appendix B on page 91](#).

¹ At: <https://rspportal.telco.opticomm.net.au>.

² For instructions showing you how to access the matrix, see [Footnote 12 on page 8](#).

³ To access the API documentation: Log in to the **RSP Portal** and from the **Navigation bar**, select **Developer API** and then select **Swagger Docs**.

⁴ To access the **RSP Portal Help Menu**, in the **RSP Portal**, from the **Navigation bar**, select **Help** and then **Help Menu**.

1.2 Manual structure

This manual is structured into the following parts to allow ease of navigation:

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Supporting documentation will be referenced where relevant and the text of these references will be shown in bold and italics.

1.3 Definitions and terms used in this manual

In this manual:

- ◆ 'Opticomm' refers to Opticomm Pty Ltd, a carrier and owner of the Opticomm network that provides services to retail service providers.
- ◆ 'RSPs', 'the/an RSP' 'you', 'your' and 'your organisation' refers to your organisation as a retail/carriage service provider that delivers services via the Opticomm network to end-users.

Definitions for other commonly used terms are listed in [Appendix A on page 88](#).

1.4 Changes to this manual

This manual will change as the Opticomm network and processes evolve. Opticomm will notify your organisation about any updates and will publish revisions of this manual at: www.opticomm.com.au/legal.

Communication between your organisation and Opticomm regarding changes to the content of this manual may be delivered by one or more of the following methods:

- ◆ email
- ◆ letter
- ◆ Opticomm's RSP Portal⁵
- ◆ any other form of communication upon Opticomm's discretion.

1.5 Document precedence

In the event of any discrepancies, the **RSPMA** has precedence over the content of this manual.

⁵ The RSP Portal is an application accessible from the Internet that enables RSPs to communicate with Opticomm and to perform numerous tasks which include, but are not limited to, managing Opticomm orders, appointments and active services and products, obtaining information about outages, raising issues, subscribing to data feeds, receiving notifications and obtaining assistance from Opticomm. Your organisation will receive access to the RSP Portal during onboarding.

2 Interacting with Opticomm

2.1 Points of contact

While working with Opticomm, you may interact with the following groups and individuals within Opticomm via Opticomm's RSP Portal⁶, the API suite⁷ or directly.

Table 1. Operational contacts within Opticomm

Role	Description
Network Operations Centre (NOC)	The NOC is the first point of contact for an RSP to make service fault/trouble ticket enquiries.
Commissioning Team	The Commissioning Team is an RSP's first point of contact for order fulfilment enquiries.
Field Services Team	The Field Services Team coordinates Opticomm's technicians to address issues associated with activations and assurance.
Engineering Group	The Engineering Group supports RSPs during the onboarding phase. The team's role includes ordering infrastructure for services and providing access to various test environments.
Technical Account Manager	The Technical Account Manager provides general and commercial support to RSPs and can be contacted via email and/or telephone.

2.2 Channels of communication

Once you have been onboarded⁸, most day-to-day contact between you and Opticomm will be via Opticomm's RSP Portal. The RSP Portal is an application accessible from the Internet that enables you to perform numerous tasks which include, but are not limited to, managing Opticomm orders, appointments and active services and products, raising issues, subscribing to data feeds, receiving notifications and obtaining assistance from Opticomm.

The RSP Portal is also the primary method Opticomm uses to inform you about outages and network maintenance⁹.

In addition, Opticomm will:

- ♦ email your nominated billing contact with invoices and billing files¹⁰
- ♦ email your nominated email address to provide general commercial updates, such as information about embargo periods¹¹.

As such, it is critically important that you ensure that Opticomm always has your correct email addresses.

2.3 Contacting us

Day-to-day contact between your organisation and Opticomm will be via Opticomm's RSP Portal.

Additional telephone and email contact details for service faults, network incidents, and commissioning and billing enquiries are available in the *Opticomm Operational Contact and Escalation Matrix* which can be found in the RSP Portal¹².

You may also contact your Technical Account Manager (contact details provided during onboarding). Your Technical Account Manager will be available from Monday to Friday, 9am–5pm (AEST), excluding National public holidays.

⁶ Opticomm will provide your organisation with access to the RSP Portal during onboarding.

⁷ You may request access to the API suite during the onboarding process.

⁸ See [Part B. Onboarding on page 9](#) for more information.

⁹ For more information, see [Section 16 on page 70](#).

¹⁰ For more information, see [Section 19 on page 80](#).

¹¹ For more information, see [Section 16.5 on page 72](#).

¹² To access the *Opticomm Operational Contact and Escalation Matrix*: In the **RSP Portal**, from the **Navigation bar**, select **Help** and then **Help Menu** and then click the **Opticomm – Operational Contact and Escalation Matrix** link shown at the top of the menu.

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3.1 Meeting requirements to become an Opticomm RSP

Prior to onboarding, you will need to show that you meet the necessary regulatory requirements to become an RSP as stipulated by the relevant regulatory authorities.

In addition, it may be necessary for your organisation to undertake a commercial and operational evaluation, including credit checks, to demonstrate that you have a viable business plan and the capability to deliver services to end users.

These assessments will be undertaken by the Opticomm RSP account management and legal teams.

3.2 About the onboarding process

During the onboarding process, Opticomm’s intention is to ensure you understand operational processes and that you are familiar with—and have the required levels of access to—the Opticomm network and systems. Opticomm will assist you in completing your onboarding activities.

Where a significant change is needed to Opticomm network services (including components and/or features), Opticomm may require your organisation to complete additional onboarding activities and will contact you to discuss this, as needed.

Note: Any changes will be made in accordance with the requirements of the *RSPMA*.

3.3 Documents provided at the start of the onboarding process

3.3.1 Legal and other documentation for return to Opticomm

At the start of the onboarding process, Opticomm will provide you with the following documents:

- ♦ **Non-disclosure Agreement (NDA)**
- ♦ **RSP Master Agreement (RSPMA)**
- ♦ contact, billing, order forms, credit check forms and any other items provided by Opticomm for completion.

You are responsible for completing and returning these documents to Opticomm before continuing with the onboarding process¹³.

¹³ You will receive information about how these documents should be returned when they are provided to you.

3.3.2 Reference documentation

You will also be provided with a copy of Opticomm's:

- ◆ **Wholesale Price List**

This document describes the fees payable for products and services supplied by Opticomm under the **RSPMA**.

- ◆ **RSP Master Agreement: Service Level Agreement**

This document outlines the standards and levels of service that Opticomm is committed to achieving in its provision of products and services to RSPs.

- ◆ **Ethernet Product Specification Guide**

This document provides a high-level overview of Opticomm's Layer 2 wholesale ethernet services, which are used to provide wholesale services to RSPs.

- ◆ **Product Technical Specification**

This document forms part of the **Ethernet Product Specification Guide** as it sets out the technical specifications for the Ethernet Bitstream Services and Metro Ethernet Access Services offered by Opticomm.

- ◆ **Operations Manual (this document)**

Note: The most recently published versions of these documents are also available from: www.opticomm.com.au/legal.

3.3.3 Other documentation

In addition, you will receive testing procedures and templates, where required.

4 Overview of the onboarding process

During the onboarding process, you and Opticomm will perform several tasks.

The table, below, outlines high-level steps that need to be taken by you and Opticomm during the onboarding process.

Table 2. Onboarding process, roles and responsibilities

	Step	Party responsible	Action	For more information ...
All RSPs	1. Complete and return RSPMA and related documentation.	RSP	You must return the signed RSPMA and any other documentation required.	See Section 3.3 on page 10
	2. Provide the details of two staff members for RSP Portal access.	RSP	You must supply up to two names and email addresses of designated staff to Opticomm to enable access to the RSP Portal for your account. One staff member will be given super (full) user access and the other staff member will be given limited user access. Once your staff have been provided with RSP Portal access, you will be able to create further accounts within the RSP Portal.	See Section 5.1 on page 15
	3. Provide your organisation's IP address for whitelisting	RSP	You must supply your organisation's IP address for whitelisting. Opticomm will add this address to the RSP Portal whitelist which will enable staff to access the RSP Portal from that address.	
	4. Provide RSP Portal access and training.	Opticomm	Opticomm will provide RSP Portal access, arrange a training session with your designated super user and will provide operational information.	
	5. Provide API access, upon request.	Opticomm	Upon request, Opticomm can provide access to its API stack, including various testing environments and relevant documentation.	See Section 5.2 on page 17
Layer 2 RSPs only	6. Order required NNIs.	RSP	You must order an Opticomm NNI within each customer service area (CSA) in which you intend to operate.	See Section 6.2 on page 20
	7. Provide cross connects for initial locations.	RSP	You must provide a cross connect to the Opticomm interconnect port state/territory-based data centre POI in which you require a presence.	See Section 6.3 on page 20
	8. Attend an NNI activation appointment.	RSP/Opticomm	You and Opticomm must attend a NNI activation appointment via telephone or email.	See Section 6.4 on page 20
	9. Order CVCs.	RSP	You must order the required CVCs.	See Section 6.5 on page 20
	10. Conduct testing.	RSP	You must complete a sample of end-to-end connectivity and interoperability tests on data services and provide the results to Opticomm.	See Section 6.6 on page 21
	11. Review testing results.	Opticomm	Opticomm will review your test results and, if acceptable, will approve them. Note: Where Opticomm does not approve the results, Opticomm will work with you, as reasonably required, to obtain successful results.	
All RSPs	12. Provide your logo and contact details.	RSP	You must supply a high-definition logo and contact details to be published by Opticomm on its website and in Opticomm materials.	See Section 7.1 on page 24
	13. Set up your billing account	Opticomm	Once you have provided all required information, Opticomm will create a billing account for you in line with the information you have provided.	See Section 7.2 on page 24
	14. Provide 'operational readiness' status	Opticomm	Once you have successfully completed all onboarding steps, Opticomm will grant you with 'operational readiness' status.	
	15. Order services.	RSP	You are now ready to order services from Opticomm.	See Section 7.3 on page 24

Figure 1 below and Figure 2 on page 14, outline the process and each organisation's areas of accountability.

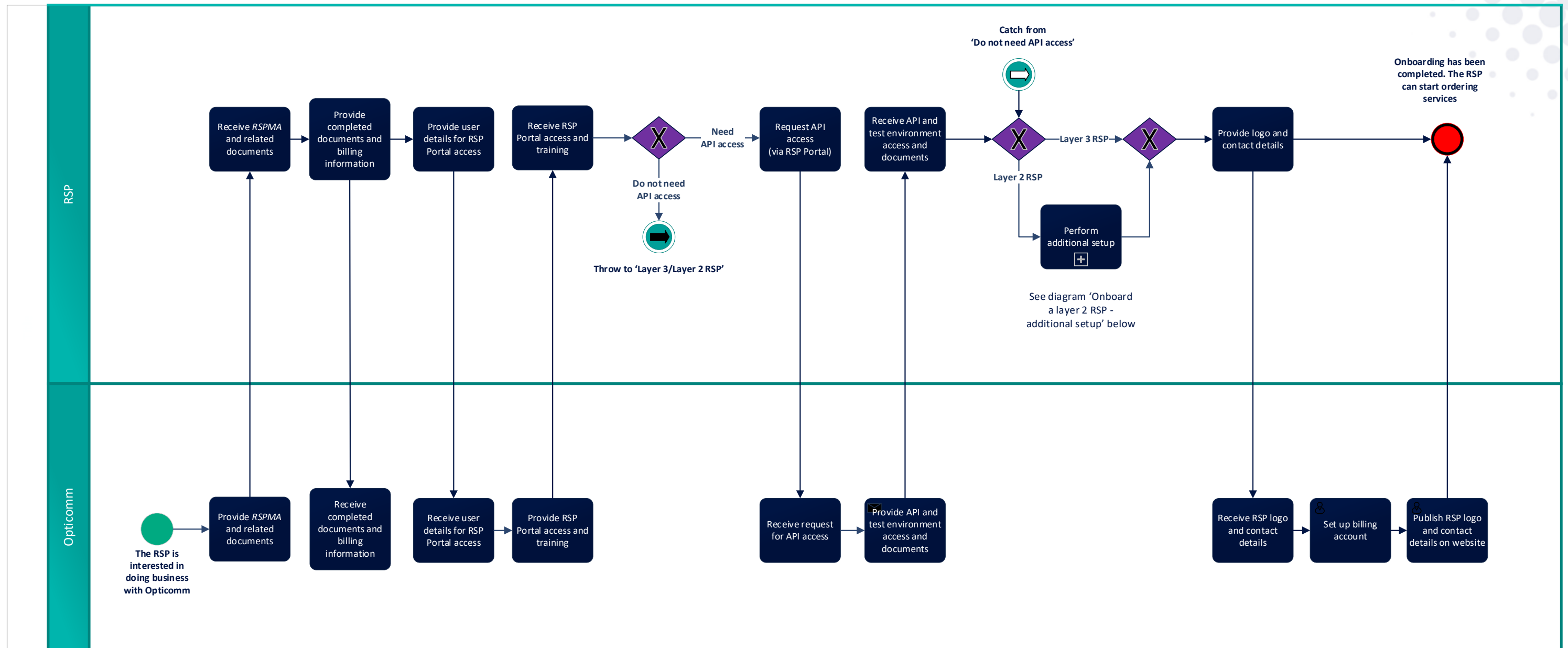


Figure 1. Onboard an RSP (layers 2 and 3)

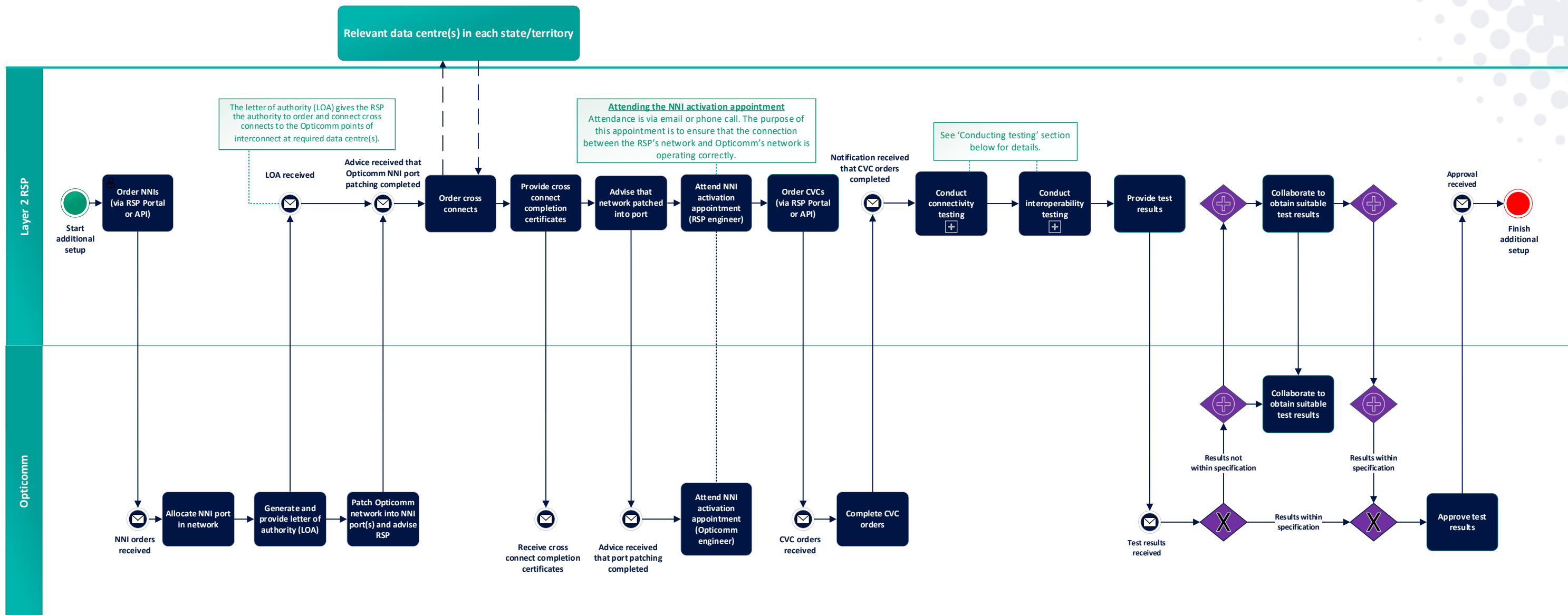


Figure 2. Onboard a layer 2 RSP – additional setup¹⁴

¹⁴ Additional information about this process is provided in [Section 6 on page 19](#).

5 Getting RSP Portal/API access

To enable you to order and manage services, you will be given access to Opticomm's RSP Portal and, upon request, the API suite.

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5.1 Getting access to the RSP Portal

As part of the onboarding process, Opticomm will provide access to the RSP Portal to up to two staff members (further details in [Section 5.1.2 on page 16](#)). Thereafter, your organisation will be responsible for creating any further user accounts.

The RSP Portal is an application accessible from the Internet that enables RSPs to communicate with Opticomm and to perform numerous tasks which include, but are not limited to, managing Opticomm orders, appointments and active services and products, obtaining information about outages, raising issues, subscribing to data feeds, receiving notifications and obtaining assistance from Opticomm.

5.1.1 Role types

Access to functionality within the RSP Portal is controlled by the roles allocated to each user within the portal. Each role contains a number of permissions enabling the user to access functionality and perform certain tasks within the portal. Available permissions are described within the RSP Portal.

The following roles are available by default in the RSP Portal:

- ◆ 'Super user'. The 'super user' role provides full access to RSP features and functionality within the RSP Portal.
- ◆ 'User'. The 'user' role provides limited access to RSP features and functionality within the RSP Portal.

Opticomm may add additional permissions to these roles without notifying you. Opticomm may also do so if requested by you (via a service request¹⁵), if deemed appropriate.

¹⁵ To request permissions be added to the default super user and user roles: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The **Trouble Tickets** pane is displayed. On the **Trouble Tickets** pane, click **New Ticket**. The **New Ticket** dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **System Request**. From the **Sub Category** list, select **System Enquiry**. In the **Description** field, provide a summary of your request. In the **Reason For Request** field, provide information about the new role or additional permissions you want to request. Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**.

5.1.2 RSP Portal access

To enable your staff to gain access to the RSP Portal, at the start of the onboarding process, you must provide Opticomm with:

1. Your organisation's IP address for whitelisting. Opticomm will add this address to the RSP Portal whitelist which will enable staff to access the RSP Portal from that address.

Thereafter, you are responsible for managing your whitelisted address from within the RSP Portal¹⁶.

2. The names of up to two staff members for initial RSP Portal access. Opticomm will grant RSP Portal access to these staff members. By default, the first staff member will be provided with 'super user' access, conferring with it the ability to add users and create roles within the RSP Portal. The second staff member will be provided with 'user' access, conferring limited access to portal features and functionality.

Thereafter, you are responsible for:

- adding further users to the portal
- creating additional roles and adding permissions to those roles as required, and
- managing which roles and permissions are allocated to each user with access to the RSP Portal and enabled on your organisation's account. This includes removing users from your organisation's account when they leave your organisation or no longer require access.

Note: Opticomm automatically deactivates RSP Portal users if they have been inactive for more than 60 days¹⁷.

For instructions about managing users and roles, refer to 'Manage portal users' and 'Manage roles' in the **RSP Portal Help Menu**.

Table 3. Role responsibilities

Role	Responsibilities and actions
Super user	Responsible for establishing any further user accounts required by you.
User	Account used for transactions within the RSP Portal as per the assigned permissions.

API access will be organised outside of this process as noted in [Section 5.2 below](#).

5.1.3 RSP credential management

The staff member from your organisation that has been granted 'super user' access will be able to add, remove and manage other users in the RSP Portal. Specifically, you will be able to:

- ♦ add users to the portal
- ♦ allocate users to roles
- ♦ create additional roles and add permissions to those roles as required
- ♦ deactivate active users
- ♦ activate inactive users
- ♦ update a user's details, and
- ♦ otherwise manage users that are enabled on your account¹⁸.

¹⁶ To manage your organisation's whitelisted address: In the **RSP Portal**, from the **Navigation bar**, select **Administration**. The Portal pane is displayed. In the IP Whitelist section, to remove or add an IP address, click **Edit**. The Edit Whitelist dialog box is displayed. In the **Edit Whitelist** dialog box, in the **Add** field, add the IP address that you want to whitelist. Click **Submit**. The address is added. Note: Any existing whitelisted address will be removed.

¹⁷ To reactivate an inactive user: In the RSP Portal, from the **Navigation bar**, select **Users** and then select **Inactive**. A list of inactive users within your organisation is displayed. Locate the user that you want to reactivate. From the **Tools** menu shown next to the required user, select **Update**. The Update User Details dialog box is displayed. On the **Update User Details** dialog box, from the **Active** list, select **Yes**. Click **Submit**. The user is reactivated and can access and use the portal. **Note:** You need administrative / super user permissions to perform this task.

¹⁸ For instructions about managing users, refer to 'Manage portal users' in the **RSP Portal Help Menu**.

As such, once your organisation has access to the RSP Portal, you are solely responsible for ensuring that user credentials are maintained and remain up-to-date and accurate.

Note: Your staff's user credentials are subject to Opticomm's security requirements. Each user will be required to change their password every 90 days.

Important: Opticomm is not liable for any misuse of credentials, and any charges generated from misuse are your responsibility. You must notify Opticomm urgently if any credentials have been misused or may have been compromised by contacting the Technical Account Manager.

5.1.4 User management

Your organisation is solely responsible for ensuring the correct access levels are granted to user accounts and that user accounts are for current RSP employees at any given time. You are provided with the ability to do so via the 'super user' role, allocated to one RSP staff member upon starting business with Opticomm. Thereafter, you can choose to create further super users to assist with the management of users and roles within the RSP Portal.

5.1.5 Multi-factor authentication

The RSP Portal uses multi-factor authentication (MFA) to help protect RSP data from unauthorised access.

For more information about MFA and how RSP users can sign in to the RSP Portal with multi-factor authentication (refer to 'How to sign in to the RSP Portal with multi-factor authentication'). This documentation is available in the 'Getting Started' section of the RSP Portal **RSP Portal Help Menu**.

5.1.6 Using the RSP Portal

Detailed instructions showing you how perform various tasks in the RSP Portal are available from the **RSP Portal Help Menu**.

To access the RSP Portal Help Menu, in the **RSP Portal** from the **Navigation bar**, select **Help** and then select **Help Menu**.

5.2 Getting access to the API

If requested, Opticomm will provide access to the API. To request API access, you need to raise a service request via the RSP Portal¹⁹. You can do this during the onboarding process.

Opticomm supports multiple versions of the Opticomm API in parallel. As such, you have the option to choose which version of the API you intend to use to ensure the chosen API supports your requirements (for example, diagnostic tools available with certain APIs only).

Important: Opticomm expects your organisation's intended API users to have a basic working knowledge of APIs and to be familiar with TMF Open API standards.

Note: Certain APIs are subject to Opticomm's terms and conditions, which are deemed accepted when you use those APIs.

Note also: Some API endpoints require you to undergo testing and certification in the RSP Portal staging environment before Opticomm will provide you with API access to the RSP Portal production site. A list of these endpoints can be found in the API documentation²⁰.

¹⁹ To raise a service request for API access: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. On the **Trouble Tickets** pane, click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **System Request**. From the **Sub Category** list, select **API access**. Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**.

²⁰ For instructions showing you how to access the API documentation, see [Footnote 3 on page 6](#).

6 Additional onboarding steps for Layer 2 RSPs

This section provides an overview of the additional onboarding steps that must be completed by Layer 2 RSPs as part of the onboarding process. More information and technical details can be found in the **Ethernet Product Specification Guide** and the **Product Technical Specification**. The most recently published versions of these documents are available at: www.opticomm.com.au/legal.

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6.1 Overview of additional steps

During onboarding, you must complete the following additional steps.

Step	Action
1.	Order an Opticomm NNI within each customer service area (CSA) in which the RSP intends to operate. See Section 6.2 on page 20 .
2.	Order cross connects from relevant data centres in each state or territory the RSP requires a presence and have those cross connects connected to the relevant Opticomm point of interconnect. See Section 6.3 on page 20 .
3.	Attend an NNI activation appointment (by telephone or email). See Section 6.4 on page 20 .
4.	Order the required CVCs. See Section 6.5 on page 20 .
5.	Successfully complete a sample of end-to-end connectivity and interoperability tests on data services. See Section 6.6 on page 21 .

The diagram below outlines these steps.

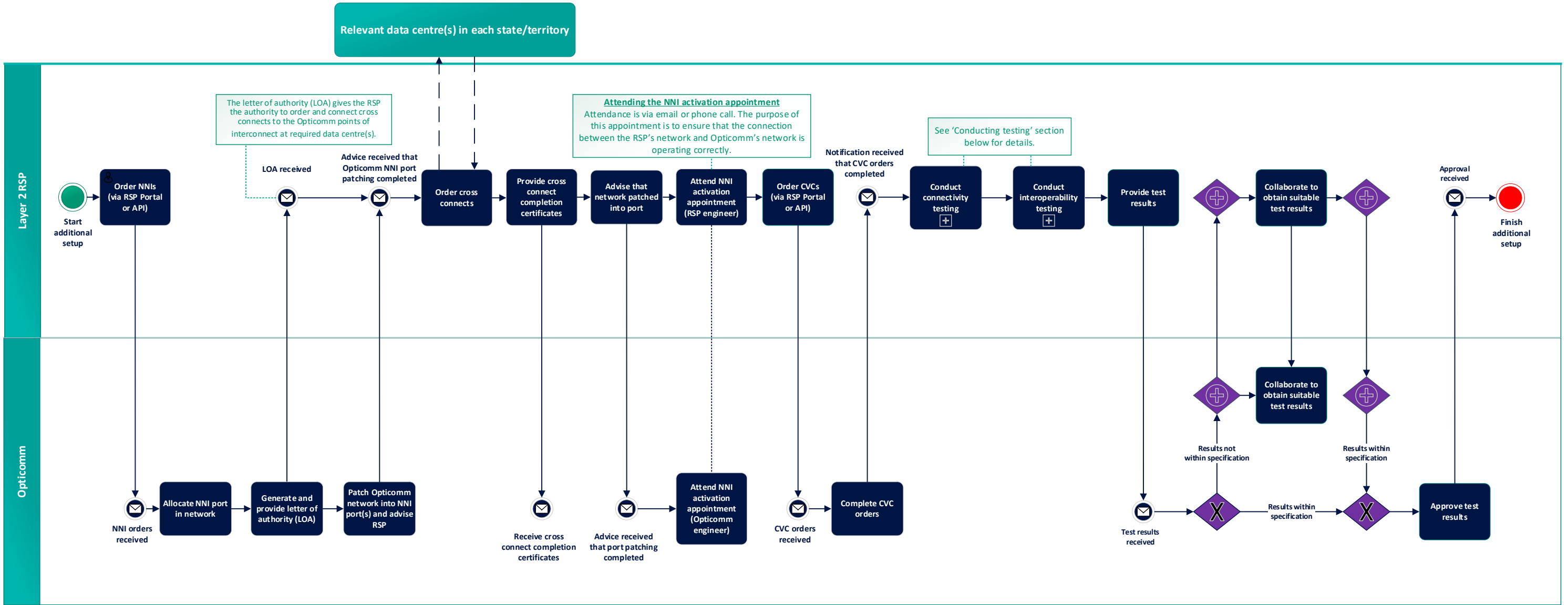


Figure 3. Onboard a layer 2 RSP – additional setup

6.2 Ordering NNIs for each customer service area

You must order an Opticomm NNI within each customer service area (CSA) in which you intend to operate.

You must order an NNI in a data centre located in a state or territory in which the end-user's property is located. Customer service areas are New South Wales, South Australia, Queensland, Victoria and Western Australia.

Note: For the purposes of Opticomm's customer service areas, the Australian Capital Territory is a part of New South Wales and the Northern Territory is part of South Australia.

Refer to the **Ethernet Product Specification Guide** for more information about customer service areas.

6.2.1 How to order NNIs

You must order NNIs via the RSP Portal or the API. For instructions about ordering NNIs, see 'Work with orders' in the **RSP Portal Help Menu**.

6.2.2 What happens after the RSP orders NNIs

Upon receipt of your NNI order(s), Opticomm will allocate an NNI port in the network and will provide a letter of authority (LOA) to you, providing you with the authority to order the cross connects to be connected to the Opticomm points of interconnect (POIs) within the relevant data centre(s).

Opticomm will also patch the Opticomm network into the NNI ports and advise you when this step has been completed.

For additional technical information, see the **Product Technical Specification**.

6.3 Providing cross connects for initial locations

You must order cross connects and organise for them to be connected to the Opticomm points of interconnect (POIs) within customer service areas in which you want to have a presence. Details of the POI are provided in the **Ethernet Product Specification Guide**.

Upon connection, each data centre will issue you with a completion certificate. You must provide these certificates to Opticomm as proof of cross connect connection. You must also advise when your network is patched into the port.

6.4 Attending the activation appointment

Once these steps have been completed, you and Opticomm will attend the activation appointment and jointly activate the NNI. Attendance is via email or phone call. The purpose of this appointment is to ensure that the connection between your organisation's and Opticomm's networks is operating correctly.

6.5 Ordering CVCs

Once NNI activation has taken place, you must order the required CVCs. This must be done via the RSP Portal or the API. For instructions about ordering CVCs, see 'Work with orders' in the **RSP Portal Help Menu**.

Technical information can be located within the **Product Technical Specification**.

The following table lists the high-level steps to be taken when ordering a CVC.

Table 4. CVC and ordering summary

Party responsible	The party ...
The RSP	1. Submits an order via the RSP Portal or API for a CVC with a specified bandwidth at the relevant point of interconnect (POI).
Opticomm	2. Confirms receipt of order and provides an Opticomm order ID. 3. Processes order and confirms completion. 4. Starts the billing process.

6.6 Conducting testing

All Layer 2 RSPs must complete a sample of end-to-end connectivity and interoperability tests on data services and must provide suitably qualified and trained staff capable of performing that testing. Opticomm's engineering staff will provide reasonable assistance to you to perform this testing.

You must provide the results of the sample tests to Opticomm for Opticomm's approval. Where Opticomm does not approve the results, Opticomm will work with you, as reasonably required, to obtain successful results

For the purposes of testing, you may elect to conduct testing in one or more of the following ways:

- ◆ You may specify a location (e.g. a house or building) at which you want to conduct the testing (see [Section 6.6.1 below](#))
- ◆ You may make a request to Opticomm to use Opticomm's own network, together with specialised equipment, to conduct tests (see [Section 6.6.2 below](#)).
- ◆ You may request the use of the Opticomm sand pit to conduct tests (see [Section 6.6.3 on page 22](#)).

You must communicate your choice of testing arrangement to Opticomm.

6.6.1 Specifying a testing location

If you want to conduct your testing at a location that you have specified (e.g. a house or building), you must communicate that location to Opticomm via the Technical Account Manager, and Opticomm, acting reasonably, must confirm whether the testing location is suitable. If the proposed location:

- ◆ is not suitable, Opticomm will work with you to find an appropriate site.
- ◆ is suitable, Opticomm will set up a test service on your organisation's NNI at that location.

6.6.2 Using Opticomm's own network and specialised equipment

You may make a request to Opticomm to use Opticomm's own network, together with specialised equipment that can initiate a test connection.

Note: Opticomm reserves the right to agree to, or to decline, your request at Opticomm's discretion.

6.6.3 Using the Opticomm sand pit

The sand pit enables Opticomm to provide testing services in a safe, non-live environment where you can connect to test services and test your organisation's configuration with the Opticomm network before ordering services for end-users.

Specific use

You may use the sand pit to:

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

Location and availability

The sand pit is available Monday to Friday between 9 am and 5 pm AEDT (excluding National and Victorian public holidays), at the following location.

Table 5. Sand pit location

Facility	Address
NextDC M1	826 Lorimer St, Port Melbourne, Victoria, 3207

Bookings

If you want to book the Opticomm sand pit, you must send an expression of interest for a date and time for testing to the Technical Account Manager.

The Technical Account Manager will confirm the date, time and engineering resource or advise of alternative dates/times to be confirmed by you.

At the time of booking, you will need to provide a high-level test plan and schedule for the testing.

Connecting to the sand pit

You are responsible for connecting fibre to the sand pit.

6.6.4 Performing connectivity testing

As part of establishing connectivity during the onboarding process, you must complete connectivity testing.

You must provide trained personnel capable of carrying out this testing.

Opticomm will be responsible for:

- ◆ providing the RSP with test equipment (for example, ONTs), and
- ◆ assigning an engineer to carry out the testing with the RSP.

Performing connectivity testing using the sand pit

If you choose to use the sand pit for connectivity testing, you will be responsible for:

- ◆ providing the backhaul connectivity between your organisation's network and the sand pit. A minimum of 3 cores is required for end-to-end connectivity, and
- ◆ installing and operating the optical network terminals (ONTs), 1:32 fibre splitter and equipment, for sand pit testing purposes.

Opticomm's engineering teams will provide reasonable instructions to enable you to facilitate connectivity testing setup.

The following diagram provides details of the sand pit elements and connections.

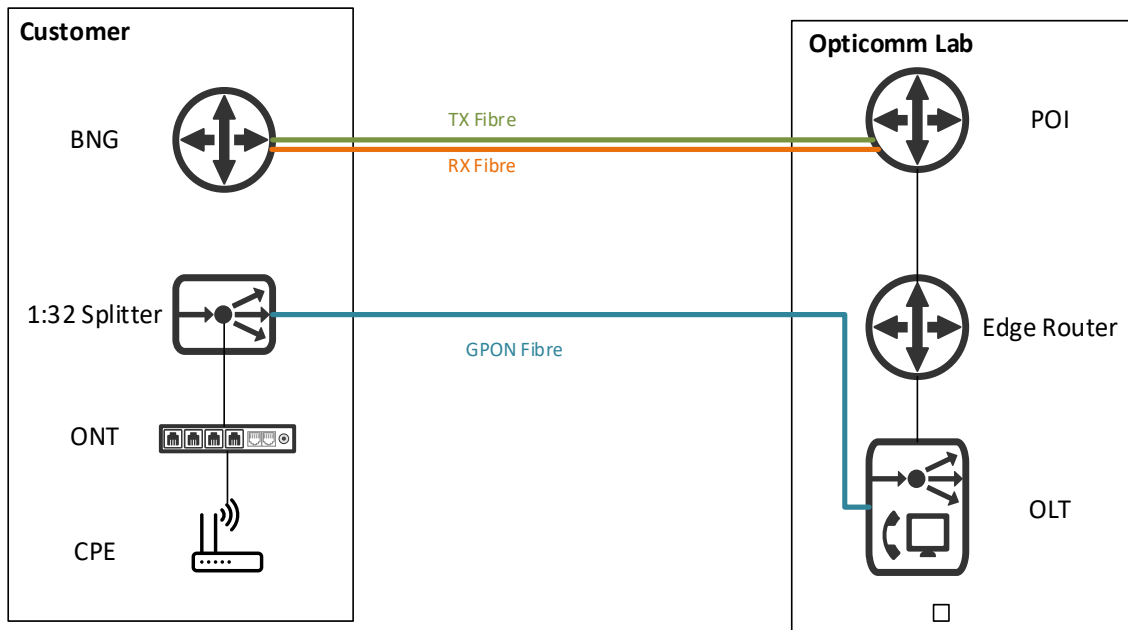


Figure 4. Sand pit elements and connections

6.6.5 Performing interoperability testing

The purpose of interoperability testing is to validate the interoperability of services on Opticomm's network with your organisation's test network.

Interoperability testing involves:

◆ Laboratory testing

Laboratory testing involves in-depth validation of service interoperability, including testing and verifying different aspects of the services in a laboratory environment to provide confidence in Opticomm's platform for your organisation's test network, and vice versa. This involves using test equipment capable of intensive traffic analysis.

- And -

◆ Field testing

Field testing involves verifying the tests carried out in the laboratory. It includes performing testing between Opticomm's optical network terminal (ONT)²¹ and your organisation's customer premises equipment (CPE) to validate expected operations in the field.

Details relating to laboratory and field testing can be found in the **Opticomm Internet Services Interoperability Test Plan**, which will be provided to you when you start the onboarding process.

²¹ Also known as a network termination device (NTD).

7 Completing onboarding and achieving operational readiness

This section covers:

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7.2	Setting up your billing account	24
7.3	Obtaining 'operational readiness' status	24

7.1 Providing your logo and contact details

You must supply a high-definition logo and contact details to be published by Opticomm on its website and in Opticomm materials.

You can also provide your organisation's contact telephone number, your website address and whether your organisation services business or residential customers, or both.

See www.opticomm.com.au/connect for example usage.

7.2 Setting up your billing account

Once you have provided all information detailed in [Section 3.3.3](#), Opticomm will create a billing account for you in line with that information.

7.3 Obtaining 'operational readiness' status

Once you have successfully completed all onboarding steps, Opticomm will grant your organisation 'operational readiness' status. This will allow you to start selling services on the Opticomm network, in accordance with the **RSPMA**.

Part C. Working with Opticomm

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8 Determining the serviceability of properties within the Opticomm footprint

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8.1 Determining which addresses are covered by Opticomm's footprint

Before you can order services for a property, you need to determine if the property is within the Opticomm footprint and whether it is currently serviceable.

'Addresses within Opticomm's footprint' are the properties that are—or *will become*—available for service by Opticomm.

Addresses within Opticomm's footprint are grouped into 'communities' within each state or territory in which Opticomm operates. Communities are geographically grouped properties typically with common infrastructure and are allocated a community name and an exchange code.

8.1.1 Obtaining details of Opticomm's footprint

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

For instructions about downloading footprint data, refer to 'Export portal data' in the **RSP Portal Help Menu**.

8.1.2 Address naming conventions

Each address within the Opticomm footprint is assigned a location/property ID when it is added to the Opticomm network. A location/property ID is unique to that address and can be used to make enquiries about that address.

Opticomm uses the following naming convention for a location/property ID: **OPCxxxxxxxxxxx**, where xxxxxxxxxxxx is a 12-digit numerical character, for example, OPC000000089012.

8.1.3 Obtaining property details

If you do not know a property's location/property ID, you can obtain this information via the RSP Portal and API, by searching for:

- ◆ **the full property address** and then choosing the required address from the list of address records that is returned.
- ◆ **parts of the property address**, such as:
 - lot number
 - road number
 - road name
 - road type
 - postcode
 - locality name
 - state or territory
 - unit number
 - community in which the property belongs.
- ◆ **the property's latitude and longitude**. Opticomm recommends that you use Google to obtain the latitude / longitude of an address²².

For instructions, see 'Investigate serviceable properties' in the **RSP Portal Help Menu**.

8.1.4 Changes to Opticomm's footprint

Opticomm provides live updates about changes to its footprint²³, incorporating:

- ◆ modifications to service class types (class 1, class 2, class 3, class 5, class 12—refer to [Section 8.2.1 on page 28](#) for more information)
- ◆ the addition of any newly commissioned addresses.

You can view these changes in the RSP Portal or access them via the API, and it is your responsibility to review footprint datasets to monitor for changes and updates that occur (such as a community being revised as ready for service (RFS)).

For significant changes to the footprint, such as a new fibre region rollout, Opticomm may also provide forecasted footprint lists via email to your nominated email address.

8.1.5 Rectifying addressing issues

If, after searching for a property, you are unable to locate an address and believe that Opticomm's address records are incorrect or incomplete, you can raise a request for Opticomm to review its address data. This is done by creating a service request ticket (service request—address²⁴).

You must include the following information in the service request ticket:

- ◆ If the address is thought to be incorrect:
 - the original address, as shown in the RSP Portal or via the API
 - the required address.

²² Note that if latitude, longitude or GNAF information is not available for the property, a search on latitude and longitude alone will not return any results.

²³ The addressable premises available within the Opticomm Network.

²⁴ To raise a request for Opticomm to review its address data, in the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. On the **Trouble Tickets** pane, click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **Address**. From the **Sub Category** list, select either **Incorrect Address** or **Missing Address**, as required. If required, in the **Property ID** field, provide the property's ID (see [Section 8.1.2 on page 26](#) for more information). Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**. Note: For sub-divisions, raise a missing address service request.

- ◆ If the address is thought to be missing, the missing address.
- ◆ The latitude and longitude of the address.
- ◆ Any additional information (if applicable).

The outcome of an address enquiry may include, but may not be limited to, the following.

Table 6. Address query outcomes

The address...	Action
Exists within Opticomm footprint	Opticomm's systems and footprint will be updated to reflect the address and corresponding service class ²⁵ .
Does not exist within Opticomm footprint	The service request ticket will be updated and closed and you will be advised that the address is not within Opticomm's footprint.

If you believe Opticomm's response to the enquiry is incorrect, you may escalate it to the Technical Account Manager.

8.2 Determining whether properties are serviceable

8.2.1 Opticomm's service classes

While a property can exist within Opticomm's footprint, you can only order services for a property once it has met Opticomm's ready for service (RFS) requirements and has been classed as service class 2, 3, 5 or 12. Unlike the other service classes, service class 1 properties can exist within the Opticomm footprint, but they are not currently serviceable.

The service classes used by Opticomm are set out in the following table.

Table 7. Service classes

Service class	Description
1	The addressable premises is within the Opticomm footprint but it is not currently serviceable.
2	The addressable premises is within the Opticomm footprint and you can order services for the property, but the property requires an optical network terminal (ONT) to be installed and, as such, a new connection charge may apply to the property ²⁶ .
3	The addressable premises is within the Opticomm footprint, it has an ONT installed and is ready for service.
5	The addressable premises is within the Opticomm footprint, it has an ONT installed and is ready for service, but a new development charge will apply to the first connection of a service ²⁷ .
12	The addressable premises is within the Opticomm footprint, but it requires an Opticomm technician field visit to activate the premises (ONT installation is not required).

Note: A service activation fee will apply to any service ordered for the addressable premises (irrespective of service class), refer **Wholesale Price List** for full details.

A property's service class will change as a property becomes serviceable and if it ceases to be serviceable. Any changes to a property's service class will be reflected in the RSP Portal and the API.

²⁵ For more information about service classes, see [Section 8.2.1 on page 28](#).

²⁶ A new connection charge is applicable to service class 2 addressable premises only.

²⁷ New development charge is applicable to service class 5 addressable premises only.

8.2.2 Checking a property's serviceability

You can check the serviceability of a property by conducting a service qualification request via the RSP Portal²⁸ or the API.

A service qualification request provides details of:

- ◆ whether an address on the Opticomm footprint is currently serviceable (according to its service class. See [Section 8.2.1 on page 28](#))
- ◆ the infrastructure and available technologies at the property, inclusive of orderable products and bandwidth
- ◆ property addressing details such as community, exchange code, and community service area code, and
- ◆ the standard charges for connection.

Full details of service qualification schema can be obtained from the API Swagger documents made available by Opticomm²⁹.

8.2.3 Rectifying service class issues

If you believe the service class allocated to a property is incorrect or requires changing, you can request that Opticomm review the service class by submitting a service request ticket via the RSP Portal or API³⁰.

You must include the following information when submitting the service request ticket:

- ◆ the service class allocated in the RSP Portal or API
- ◆ the proposed service class
- ◆ supporting information, including:
 - serial number(s) of devices
 - details of why the RSP believes a change in service class is warranted, and
- ◆ any additional information (if applicable).

The outcome of a service class review may include, but may not be limited to, the following.

Table 8. Service query outcomes

The service class...	Action
Will be updated	Opticomm's systems will be updated to reflect the applicable service class, the service request ticket will be updated to advise you that Opticomm's systems have been updated and the ticket will be closed.
Will not be updated	The ticket will be updated to advise you that the records are correct. The ticket will be closed.

If you believe that Opticomm's response to the enquiry is incorrect, you may escalate the issue to the Technical Account Manager.

²⁸ For instructions, refer to the 'Investigate serviceable properties' section in the *RSP Portal Help Menu*.

²⁹ For instructions showing you how to access the API documentation, see [Footnote 3 on page 6](#).

³⁰ To request that Opticomm review a property's service class: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. Click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **Service Class**. From the **Sub Category** list, select either **Incorrect Service Class** or **Service Class Change Request**, according to your understanding of the situation. Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**.

9 Ordering services and changes to services

This section covers:

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9.1 Order types

Once you have successfully completed onboarding, you can start ordering services.

You can place the following types of service/AVC orders via the RSP Portal and/or the API.

Table 9. Order type descriptions

Order type	This can be an order to...	More information
Connect ³¹	<ul style="list-style-type: none">Connect a serviceTransfer a service (churn)Reverse a service transfer (churn reversal)	You are solely responsible for ensuring that you have all applicable authorisations from the end-user to create the order.
Modify	Modify an active service	This type of order can be used to upgrade an optical network terminal (ONT) for services or to change configurable service components.
Disconnect	Disconnect an active service	A disconnection order will not be able to be processed if a dependant service is active (for example, a CVC will not be able to be disconnected if an active AVCs exist).

IMPORTANT:

Some orders will require an appointment. Where an appointment is required, *it must be requested before—or shortly after—the order is created and it must be associated with the order. Specifically, this must be done within an hour after the order is created.*

For more information about:

- ♦ which types of orders require appointments, see Section 12 on page 42
- ♦ creating appointments, see 'Manage appointments' in the *RSP Portal Help Menu*.

For more information about:

- ♦ charges for service orders, see the *Wholesale Price List*.
- ♦ creating an order, refer to 'Work with orders' in the *RSP Portal Help Menu*
- ♦ modifying or disconnecting a service, see 'Manage services' in the *RSP Portal Help Menu*.

³¹ The steps required to connect a service depend on whether the service/AVC order is for a new connection or a service transfer.

9.2 Ordering a new connection

The following table lists the high-level steps to be taken when ordering an AVC for a new connection.

Table 10. AVC ordering summary (new connection)

Party responsible	The party ...
The RSP	1. Submits an order via the RSP Portal or API for an AVC against a specific property ID, located within a customer servicing area (CSA) that your organisation is set up to service ³² .
Opticomm	2. Confirms receipt of the order and provides an Opticomm order ID ³³ . 3. Allocates a service ID and activates the AVC. 4. Confirms completion of the order via the RSP Portal ³³ . 5. Starts the billing process.

IMPORTANT:

Some orders will require an appointment. Where an appointment is required, *it must be requested before—or shortly after—the order is created and it must be associated with the order. Specifically, this must be done within an hour after the order is created.*

For more information about:

- ♦ which types of orders require appointments, see Section 12 on page 42
- ♦ creating orders, see 'Work with orders' in the *RSP Portal Help Menu*
- ♦ creating appointments, see 'Manage appointments' in the *RSP Portal Help Menu*.

9.3 Ordering a service transfer

The following table lists the high-level steps to be taken when ordering an AVC for a service transfer.

Table 11. AVC ordering summary (service transfer)

Party responsible	The party ...
The RSP	1. Submits an order via the RSP Portal or API for an AVC against a specific property ID with authority to transfer ³⁴ .
Opticomm	2. Confirms receipt of order and provides an Order ID ³³ . 3. Validates that the service is active. 4. Ends the service for the losing RSP and establishes service for the gaining RSP. 5. Starts the billing process against the gaining RSP account. 6. Stops the billing process against losing RSP account.

³² Your organisation can service all customer service areas for which you have been onboarded. For more information about onboarding, see [Part B. Onboarding on page 8](#).

³³ If you have notifications set up in the RSP Portal, you will also receive a notification either via email or the API, according to your notification preferences. To set up a new notification in the **RSP Portal**, from the **Navigation bar**, select **Notifications**. The Notifications pane is displayed. Click **New**. The New Notification dialog box is displayed. From the **Type** list, select the type of notification you want to receive. If you want the notifications to be sent to individual RSP Portal users, from the **Users** list, select the email addresses of the RSP Portal users that you want to receive the notifications. If you want the notifications to be sent to all users that belong to a certain RSP Portal role (e.g. Super User), from the **Roles** list, select required role. If you want to receive the notifications yourself, from the **Notify Creator** list, select **Yes**. If you want other staff who are not RSP Portal users to receive the notifications, in the **Other (comma separated list)** field, type the email addresses of the other staff you want to receive the notifications. (You must separate each email address with a comma.) Click **Submit**. For more information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

³⁴ For more information about creating an order, refer to 'Work with orders' in the *RSP Portal Help Menu*.

9.3.1 Services transferred incorrectly

If a service has been transferred incorrectly, Opticomm is unable to block the order from being completed. However, if this occurs and it is within five days of the service being transferred, the RSP that incorrectly lost the service can place an order to reverse the transfer in the RSP Portal. For detailed instructions, see 'Perform a churn reversal' under 'Manage services' in the **RSP Portal Help Menu**.

Thereafter, the RSP incorrectly gaining the service will need to liaise with end-user and advise them to contact the RSP that incorrectly lost the service to request their service be re-established with their previous RSP.

9.4 Modifying an active service

You can request limited changes to an active service/AVC via the API or the RSP Portal³⁵. Specifically, you can request changes to:

- ◆ the speed of the service³⁶
- ◆ the CVC
- ◆ the port, where another port is available
- ◆ for QinQ only: the S-Tag and the C-Tag.

The following table lists the high-level steps that need to be taken when modifying an active service/AVC.

Table 12. AVC modification summary

Party responsible	The party ...
RSP	1. Submits a modification order with the requested effective date.
Opticomm	2. Validates that the order request can be accepted. 3. Confirms receipt of the order and provides an order ID ³⁷ . 4. Executes the order as instructed. 5. Confirms modification order completion via the RSP Portal ³⁷ . 6. Amends billing records, as required.

9.5 Requesting an equipment upgrade

You can request a change to an end-user's optical network terminal (ONT) by modifying an existing connection, or as part of a new connection order. You do this by attaching an appointment to the order. Opticomm will verify your eligibility for an upgrade and, if eligible, will allow the order to proceed.

IMPORTANT: You must also book an appointment and associate it with the order *before—or shortly after—the order is placed. Specifically, this must be done within an hour after the order is created.* For more information about appointments, see 'Booking and managing appointments' on page 42.

For instructions about:

- ◆ modifying a service, refer to 'Manage services' in the **RSP Portal Help Menu**

³⁵ For more information about requesting changes to an active service/AVC via the RSP Portal, see 'Modify a service' under 'Manage Services' in the **RSP Portal Help Menu**.

³⁶ You can change the speed by changing the product. Refer to the **Wholesale Price List** for more information about Opticomm products and services including the fees payable for products and services supplied by Opticomm under the **RSPMA**.

³⁷ If you have notifications set up in the RSP Portal, you will also receive a notification either via email or the API, according to their notification preferences. For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the **RSP Portal Help Menu**.

- ♦ creating an order, refer to 'Work with orders' in the **RSP Portal Help Menu**
- ♦ creating an appointment, refer to 'Manage appointments' in the **RSP Portal Help Menu**.

9.6 Disconnecting an active service

You can organise for an active service on the Opticomm network to be disconnected by raising a disconnection order via the API or RSP Portal³⁸. 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.

You can obtain details about the service to be disconnected from the RSP Portal or the API. See 'View the details of a service' under 'Manage services' in the **RSP Portal Help Menu**.

The following table lists the high-level steps that need to be taken when disconnecting a service.

Table 13. Service disconnection summary

Party responsible	The party ...
RSP	1. Submits a disconnection order via the RSP Portal or the API.
Opticomm	2. Validates the order request can be accepted. 3. Confirms receipt of the order and provides a unique order ID ³⁹ . 4. Completes the order, as instructed. 5. Confirms disconnection order completion via the RSP Portal ³⁹ . 6. Amends billing records, as required.

³⁸ For more information about disconnecting/cancelling a service, see 'Cancel a service' under 'Manage Services' in the **RSP Portal Help Menu**.

³⁹ If you have notifications set up in the RSP Portal, you will also receive a notification either via email or the API, according to their notification preferences. For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the **RSP Portal Help Menu**.

10 Layer 2 RSPs only: Managing NNIs and CVCs

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10.1 Ordering NNIs

Information about ordering NNIs is covered in the onboarding process ([Section 6.2 on page 20](#)). Please refer to that section for more information about ordering NNIs.

10.2 Modifying NNIs

You can request limited changes to an NNI via the API or the RSP Portal.

Specifically, you can request changes to:

- ◆ The redundancy type
- ◆ The network bearers

The following table lists the high-level steps that need to be taken when modifying an NNI.

Table 14. NNI modification summary

Party responsible	The party ...
The RSP	1. Submits a modification order via the RSP Portal or the API.
Opticomm	2. Validates that the order request can be accepted. 3. Confirms receipt of the order and provides an order ID ⁴⁰ . 4. Executes the order as instructed. 5. Confirms order completion via the RSP Portal ⁴⁰ . 6. Amends the billing records, as required.

⁴⁰ If you have notifications set up in the RSP Portal, you will also receive a notification either via email or the API, according to their notification preferences. For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

10.3 Disconnecting an NNI

You can organise for an NNI to be disconnected by raising a disconnection order via the API or RSP Portal. Upon the completion of the disconnection order, the NNI—and any associated services or components within that NNI—will no longer be active on the Opticomm network and will not be able to be used.

The following table lists the high-level steps that need to be taken when disconnecting a service.

Table 15. NNI disconnection summary

Party responsible	The party ...
RSP	1. Submits a disconnection order via the RSP Portal or the API.
Opticomm	2. Validates the order request can be accepted. 3. Confirms receipt of the order and provides a unique order ID ⁴¹ . 4. Completes the order, as instructed. 5. Confirms order completion via the RSP Portal ⁴¹ . 6. Amends billing records, as required.

10.4 Ordering CVCs

Information about ordering CVCs is covered in the onboarding process ([Section 6.5 on page 20](#)). Please refer to that section for more information about ordering CVCs.

10.5 Modifying CVCs

You can request limited changes to a CVC via the API or the RSP Portal. Specifically, you can request changes to the CVC bandwidth.

The following table lists the high-level steps that need to be taken when modifying a CVC.

Table 16. CVC modification summary

Party responsible	The party ...
The RSP	1. Submits an order for the relevant CVC with a requested effective date.
Opticomm	2. Validates that the order request can be accepted. 3. Confirms receipt of the order and provides an order ID ⁴¹ . 4. Executes the order as instructed. 5. Confirms order completion via the RSP Portal ⁴¹ . 6. Amends the billing records, as required.

For instructions about requesting changes to the bandwidth of a CVC, see 'Manage active CVCs' in the **RSP Portal Help Menu**.

⁴¹ If you have notifications set up in the RSP Portal, you will also receive a notification either via email or the API, according to their notification preferences. For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the **RSP Portal Help Menu**.

10.6 Disconnecting a CVC

You can organise for a CVC to be disconnected by raising a disconnection order via the API or RSP Portal. Upon the completion of the disconnection order, the CVC—and any associated services or components within that CVC—will no longer be active on the Opticomm network and will not be able to be used.

The following table lists the high-level steps that need to be taken when disconnecting a service.

Table 17. CVC disconnection summary

Party responsible	The party ...
RSP	1. Submits a disconnection order via the RSP Portal or the API.
Opticomm	2. Validates the order request can be accepted. 3. Confirms receipt of the order and provides a unique order ID ⁴² . 4. Completes the order, as instructed. 5. Confirms order completion via the RSP Portal ⁴² . 6. Amends billing records, as required.

⁴² If you have notifications set up in the RSP Portal, you will also receive a notification either via email or the API, according to their notification preferences. For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

11 Managing orders

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11.1 Identifying an order

You are required to provide your own unique ID (referred to as ‘Your Reference’ or ‘External Reference’ in the RSP Portal) when raising an order via the RSP Portal or the API.

Once an order is submitted, Opticomm will allocate its own unique ID to the order. Opticomm uses the following naming convention for an order ID: **OPOxxxxxxxxxxx** , where xxxxxxxxxxxx is a 12-digit number, for example, OPO000000000000.

You can use your own unique ID (‘Your Reference’) or Opticomm’s order ID to locate orders within Opticomm the RSP Portal or the APIs. However, you must quote Opticomm’s Order ID when engaging Opticomm for order management.

Note: The Opticomm order ID will continue to be searchable throughout and beyond the order lifecycle.

11.2 Order lifecycle

The following diagram provides a high-level overview of the order lifecycle for all order types.

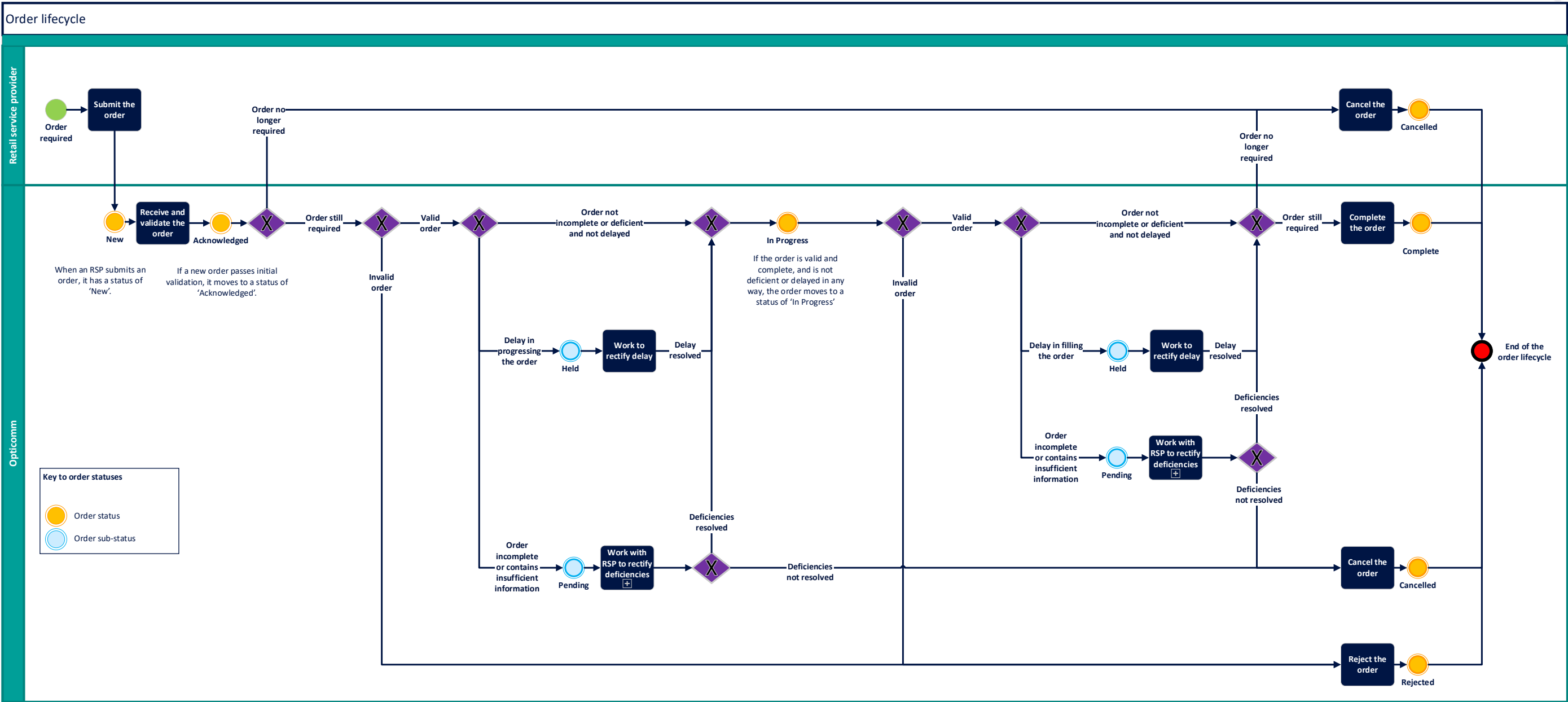


Figure 5. Order lifecycle

11.3 Order status

11.3.1 Order status descriptions

When you submit an order, the order will progress through various stages.

The following table provides an overview of the statuses that can be applied as an order progresses. A detailed list of all statuses, sub-statuses and descriptions is available in the RSP Portal⁴³.

Table 18. Order status descriptions

Status	Description	Comments
New	<p>You have placed an order with Opticomm.</p> <p>IMPORTANT: If an order requires an appointment, <i>the appointment must be requested before—or shortly after—the ticket is lodged and it must be associated with the ticket. Specifically, this must be done within an hour after the ticket is lodged</i>⁴⁴.</p>	
Acknowledged	Opticomm has received and validated the order.	This occurs in near-real time after order submission.
In Progress	There are no issues with order and appointment booking and connection/installation progresses.	This occurs in near-real time after order submission.
Complete	Opticomm has successfully connected/installed the ordered service and/or component.	<p>This occurs when:</p> <ul style="list-style-type: none"> Opticomm has successfully completed the requested order relevant billing activity has occurred.
Rejected	Opticomm has deemed the order to be invalid. This might occur if the order contained invalid information, if the order fails feasibility, or does not comply with ordering terms.	After any issues have been rectified, you must create a new order.
Cancelled ⁴⁵	<p>Either:</p> <ul style="list-style-type: none"> you cancel the order prior to the point of no return ⁴⁶, or Opticomm deems the required information is insufficient because: <ul style="list-style-type: none"> you have not satisfactorily provided the requested information, or you have not obtained installation consent from the end-user customer prior to the appointment date. 	<p>After any issues have been rectified, you must create a new order.</p> <p>Note: Penalties may apply⁴⁷ if it has passed the point of no return⁴⁶.</p>
Sub-status ⁴⁸	Description	Comments
Pending	<p>Either:</p> <ul style="list-style-type: none"> Opticomm deems that the information provided is not sufficient to progress the order, or you have not taken all the required steps for the order to progress. 	Opticomm will provide relevant updates in the notes in the RSP Portal ⁴⁹ (and API, if applicable), ensuring that you have visibility ⁵⁰ . You must action any requirements, as specified in those updates.
Held	Opticomm is delayed in processing the order.	Opticomm will provide relevant updates in the notes in the RSP Portal ⁴⁹ (and the API if applicable), ensuring that you have visibility ⁵⁰ .

⁴³ To access a full list of order statuses, sub-statuses and descriptions, in the RSP Portal, from the **Navigation bar**, select **Developer API** → **Documentation** → **Reason Codes**. Order statuses, sub-statuses and descriptions are shown in the **Product Order** section.

⁴⁴ For more information about appointments, see [Section 12 on page 42](#).

⁴⁵ An order can only be cancelled when its status is 'Acknowledged' or 'In Progress'.

⁴⁶ For a list of points of no return, see [Section 11.4 on page 39](#).

⁴⁷ See the **Opticomm Wholesale Price List**.

⁴⁸ These sub-statuses are only available when the order has a status of 'Acknowledged' or 'In Progress'.

⁴⁹ For information about how to view an open order, see 'View open orders' under the 'Work with orders' menu and the 'Working with orders' sub-menu in the **RSP Portal Help Menu**.

⁵⁰ If you have notifications set up in the RSP Portal, you will also receive a notification either via email or the API, according to your notification preferences. For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the **RSP Portal Help Menu**.

11.3.2 Order status communications

Opticomm will alert you about order status changes via updates within the RSP Portal. In addition, if you have set up notifications in the RSP Portal, you will also receive communications about the status of an order via email or API subscription call-back, according to your notification preferences⁴⁹.

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

11.4 Changes to open orders

You can amend or cancel an open order without charge, provided the order has not passed the relevant 'point of no return', as noted in the table below.

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

Table 19. Point of no return by component type

Component type	Product component	Point of no return
Connectivity component	Network-to-network interface (NNI)	Order status: Complete
	Connectivity virtual circuit (CVC)	Order status: Complete
Access component	Access virtual circuit (AVC) (truck roll)	Within 24 hours of the appointment window
	Access virtual circuit (AVC) (remote activation)	Order status: Complete
	Access virtual circuit (AVC) (service transfer)	Order status: Complete

Note: RSPs will be charged if they cancel or amend an order that has reached the point of no return.

11.5 Requesting an update or assistance with an open order

If required, you can submit a service request to request an update or assistance with an open order. This can be done via the API or the RSP Portal⁵¹.

11.6 Exporting an order summary

You can export a summary of orders—in *all statuses*—from the API or via the RSP Portal. For instructions, refer to 'Export portal data' in the **RSP Portal Help Menu**.

11.7 Escalating an order

You can escalate an order when it has breached—or is within one hour of breaching—the relevant service level agreement, as specified in the **RSP Master Agreement: Service Level Agreement**.

At first instance, to escalate an order, you must raise a ticket via the API or the RSP Portal⁵¹. When escalating an order, you must include:

- ♦ the Opticomm Order ID
- ♦ the current order status

⁵¹ To request an update or assistance with an open order, or to escalate an order: In the RSP Portal, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. Click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **Order**. From the **Sub Category** list, select **Escalation Request**. Complete the remaining fields (fields marked with an asterisk * are mandatory) and then click **Submit**.

- ◆ the reason for the escalation
- ◆ any other relevant information.

To escalate an order further, you must follow the *Opticomm Operational Contact and Escalation Matrix*, which is available from the **RSP Portal Help Menu**⁵².

11.8 Priority assistance

'Priority assistance services' are those services provided to an end-user who has—or someone within their premises that has—a diagnosed life-threatening medical condition and is eligible for priority assistance within *Industry Code ACIF C609:2007 (Priority Assistance for Life Threatening Medical Conditions)* or any carrier licence condition.

If you intend to supply a priority assistance service, you must ensure that the order is submitted with the 'Priority Assistance' flag to allow Opticomm to identify it as a priority assistance service and to expedite the order with earlier appointments, where possible.

If requested by Opticomm, you must provide proof to verify that a service is a priority assistance service.

For details of service levels applicable to priority assistance services, refer to the **Service Level Agreement**.

11.9 Onsite service appointments

When required, Opticomm will dispatch technicians to connect or modify a service. Where this is required, you must book an appointment in the RSP Portal or by using the API and must associate that appointment with the order (or ticket). For more information about appointments, see [Section 12 on page 42](#).

Where an appointment is necessary, fees may apply as per the **Wholesale Price List** and the **RSPMA**.

⁵² For instructions showing you how to access the matrix, see [Footnote 12 on page 8](#).

12 Booking and managing appointments

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12.1 When you are required to book an appointment

You must book an appointment where an Opticomm technician needs to attend an end-user's property to:

- ◆ activate a service
- ◆ fix a service
- ◆ perform certain equipment upgrades, where the equipment is located on the end-user's premises.

IMPORTANT: Where an appointment is required for an order or ticket, *it must be requested before—or shortly after—the order/ticket is created and it must be associated with the order/ticket. Specifically, this must be done within an hour after the order/ticket is created.*

12.1.1 Determining if an appointment is required

New connections

In relation to new connections, you will need to perform a service qualification (SQ) which will identify the property's service class and whether an appointment will be required. The results of the SQ will also identify if there is a current active appointment for that property.

The following table provides details of when an appointment will be required for new connection orders.

Table 20. New connection order request

Service class	Serviceable	Activation method	Connection timeframe ⁵³	Hardware installation	Appointment required	Appointment representative required
1	No	(Not applicable)	(Not applicable)	(Not applicable)	(Not applicable)	(Not applicable)
2	Yes	Onsite appointment	<ul style="list-style-type: none">◆ 9 business days for properties classified as 'urban'◆ 14 business days for properties classified as 'minor rural' and 'major rural'	Yes	Yes	Yes
3	Yes	Remote activation	1 business day	No ⁵⁴	No	No
5	Yes	Remote activation	1 business day	No	No	No
12	Yes	Onsite appointment	<ul style="list-style-type: none">◆ 9 business days for properties classified as 'urban'◆ 14 business days for properties classified as 'minor rural' and 'major rural'	Yes	Yes	Yes

Tickets and service modifications

Some tickets and service modification orders may also require an appointment to enable a technician to visit the site and change the connection or troubleshoot an issue at the site, for example, where service class 3 property requires an ONT upgrade and the ONT is located within the end-user's premises⁵⁵.

IMPORTANT: Where an appointment is required for an order or ticket, *it must be requested before—or shortly after—the order/ticket is created and it must be associated with the order/ticket. Specifically, this must be done within an hour after the order/ticket is created.*

For more information about:

- ◆ creating or modifying an order, refer to 'Work with orders' in the **RSP Portal Help Menu**
- ◆ lodging a ticket, refer to 'Create a trouble ticket' under 'Manage trouble tickets' in the **RSP Portal Help Menu**.
- ◆ determining a property's serviceability, see [Section 8.2 on page 28](#)
- ◆ connection timeframes, refer to **RSP Master Agreement: Service Level Agreement**.

⁵³ The connection timeframe for a service transfer is one business day starting after order acceptance.

⁵⁴ Hardware is only to be installed if there is an operational request received to upgrade the optical network terminal (ONT). This incurs an additional fee. Refer to the **Wholesale Price List** for applicable charge(s).

⁵⁵ For more information, see [Section 9.5 on page 32](#). Note that the steps you need to take are different if the ONT requiring the upgrade is located outside the end-user's premises. For more information, see [Footnote 86 on page 71](#).

12.2 Booking appointments

12.2.1 How to book an appointment

You can book an appointment via the RSP Portal or the API (see [Table 21 below](#)). For detailed instructions about how to book an appointment, see 'Manage appointments for service class 2 properties' in the **RSP Portal Help Menu**.

12.2.2 Attendance of an authorised appointment representative

All appointments located at the end-user's premises require the attendance of an authorised contact over the age of 18 years.

This authorised contact must be on site throughout the selected booking timeslot to ensure the Opticomm technician can access the relevant equipment to successfully complete the work.

12.2.3 Appointment charges

Appointment charges are set out in the **Wholesale Price List**⁵⁶.

Some appointment activity may generate an additional charge, over and above any standard appointment charges, as detailed in the **Wholesale Price List**. For example, where:

- ◆ an authorised appointment representative is not in attendance at the time of the appointment
- ◆ an appointment was cancelled with less than 24 hours' notice of the cancellation
- ◆ You engage Opticomm to fix a service fault and:
 - no fault is found at the premises, or
 - a fault is found but it is outside of the Opticomm network

Table 21. Appointment matrix

Request	Requester	Chargeable event ⁵⁷
Service activation	RSP	Yes
Service modification	RSP	Yes
Service issue remediation (data products)	RSP	Yes, if the ticket results in 'no fault found', an issue with 'RSP / end-user equipment' or 'appointment missed' ⁵⁸ .

12.2.4 Identifying an appointment

Once an appointment request is raised, Opticomm will allocate its own unique ID to the appointment. Opticomm uses the following naming convention for an appointment ID: **OATxxxxxxxxxxx**, where xxxxxxxxxxxx is a 12-digit number, for example, OAT00000014808.

This appointment ID can be used for locating appointments in Opticomm systems and will remain a searchable term throughout, and beyond, the appointment lifecycle.

12.2.5 Appointments calendar

A calendar with the available booking slots for each day will be available at the time the booking is being made in the RSP Portal or via the API. The calendar will show all available appointment times as follows:

- ◆ If, at the time of query, it is before 2 pm at the end-user's premises (local time), the calendar will show **available** appointment times for the next business day, and for up to six weeks from that date.

⁵⁶ <https://www.opticomm.com.au/legal/>.

⁵⁷ Refer to the **Wholesale Price List** for applicable charge(s).

⁵⁸ Where the authorised representative is not in attendance at the time of the appointment.

Example: You access the calendar and the day/time at the end-user's premises is Wednesday at 8 am. The appointments calendar displays available appointments from the Thursday morning.

- ◆ If, at the time of query, it is after 2 pm at the end-user's premises (local time), the calendar will show **available** appointment times for the day after the next business day, and for up to six weeks from that date.

Example: You access the calendar and the day/time at the end-user's premises is Wednesday at 2.30 pm. The appointments calendar displays available appointments from the Friday morning.

An appointment can be reserved for any time within the availability window.

12.2.6 Appointment booking windows

The appointment calendar will display availability between Monday and Friday, except for public holidays (national and state specific).

You will be able to choose:

- ◆ a morning (am) timeslot: 8 am to 12 pm local time
- ◆ an afternoon (pm) timeslot: 12 pm to 4 pm local time.

Important: Appointment timeslots correspond to the time zone **at the property's location**.

Note: Opticomm reserves the right to block out any other day in which fulfilment of bookings cannot be met or add weekend appointments if required (depending on installation workforce availability) and will ensure that the calendar reflects this within a timely manner.

Should the calendar not appear operational, the RSP may raise a service request⁵⁹.

12.2.7 Accelerated appointments trial

In response to RSP feedback, Opticomm is introducing accelerated appointment capabilities in Quarter 2 of 2025.

This feature enables RSPs to better service end-users by providing them with the ability to book appointments in the shortest possible timeframe.

This capability reserves 10% of appointments within:

- ◆ four business days for communities classified as 'urban'
- ◆ nine business days for communities classified as 'minor rural' and 'major rural'.

To book an accelerated appointment:

- ◆ In the RSP Portal, create a new appointment as normal but from the 'Appointment SLA' list, select 'Accelerated'.
- ◆ If using the API, this capability will be available via the 'appointmentSLA' function.

This will return available appointments that are accelerated for that community.

Note: If no accelerated appointments are available, you will still be able to reserve a standard appointment.

⁵⁹ To raise a service request for an RSP Portal fault: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. On the **Trouble Tickets** pane, click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **System Request**. From the **Sub Category** list, select **Portal Fault**. Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**.

12.2.8 More than one issue at a property requiring an appointment

You cannot book more than one appointment for a property at any time. This applies to all appointment types.

If there is already an appointment booked for a property and the end-user wants to change RSPs, the existing appointment should be cancelled by the losing RSP to allow the gaining RSP can create an appointment. If this is not done and the end-user changes RSPs, the appointment organised by the losing RSP will be cancelled automatically as part of the transfer process.

12.2.9 Associating an appointment with an order or a ticket

IMPORTANT: Where an appointment is required for an order or ticket, *it must be requested before—or shortly after—the order/ticket is created and it must be associated with the order/ticket. Specifically, this must be done within an hour after the order/ticket is created.*

When you book an appointment, the appointment has a status of 'Reserved' and is not confirmed until you associate the appointment with the relevant order or ticket. If the appointment is not associated with an order or ticket 48 hours before the time of the appointment, it will be cancelled automatically.

Note: An order or ticket requiring, but not associated with, an appointment may continue to exist in the RSP Portal as an unfulfilled order or ticket until such time has passed without any action by the RSP that Opticomm deems the order or ticket to no longer be required. At which time, the order or ticket will be cancelled in the system.

For detailed instructions about how to associate an appointment with:

- ♦ An order, see 'Associate an appointment with an order', under the 'Work with orders' menu and the 'Working with orders' sub-menu in the **RSP Portal Help Menu**.
- ♦ A ticket, see 'Associate an appointment with a ticket', under the 'Manage trouble tickets' menu in the **RSP Portal Help Menu**.

12.2.10 Responsibility for communicating appointment requirements to the end-user

You are responsible for communicating with the end-user about:

- ♦ appointment dates and timeslots
- ♦ booking, rescheduling and/or cancelling the appointment
- ♦ ensuring that the end-user's:
 - premises is accessible and safe, and that it is ready for the appointment
 - authorised contact remains on-site throughout the booking timeslot, or until works are completed by the attending technician.

Note: Opticomm will advise you if an appointment does not require an authorised contact.

12.2.11 Priority assistance appointments

Priority assistance is provided to an end-user who has—or someone within their premises that has—a diagnosed life-threatening medical condition and is eligible for priority assistance within *Industry Code ACIF C609:2007 (Priority Assistance for Life Threatening Medical Conditions)* or any carrier licence condition.

Priority assist appointments are booked as a standard appointment, but availability will be shown immediately (i.e. without a 48-hour block from the time of the request).

Note: You must select the 'priority assist reservation' option, which will trigger booking dates and time slots appearing as next available—including same day options if available—at time of their request.

Except for the above, priority assist appointments follow standard processes as described in this section.

Note: If requested by Opticomm, you must provide verification that the service is a 'priority assist' service.

Table 22. Priority assistance appointment availability

	Service class	Appointments		Orders	
		Priority assist	SLA ⁶⁰	Priority assist	SLA ⁶⁰
First connection	2	Yes	Standard	Yes	Standard
First connection	3	Yes	Standard	Yes	Standard
Additional connection	2	Yes	Standard	No	Standard
Additional connection	3	Yes	Standard	No	Standard

12.2.12 Opticomm's attendance at the end-user's premises

Once an appointment is booked and it is associated with an order or a ticket, on the appointed day and time, the assigned Opticomm technician will attend the site within the relevant window.

Note: The Opticomm technician may not contact the end-user directly prior to attending an end-user's premises.

IMPORTANT: All appointments located at the end-user's premises require the attendance of an authorised contact over the age of 18 years. This authorised contact must be on site throughout the selected booking timeslot to ensure the Opticomm technician can access the relevant equipment to successfully complete the work.

⁶⁰ Service levels applicable to priority assist services are specified in the *Service Level Agreement*.

12.3 Managing appointments

12.3.1 Lifecycle

The following diagram provides a high-level overview of the appointment lifecycle.

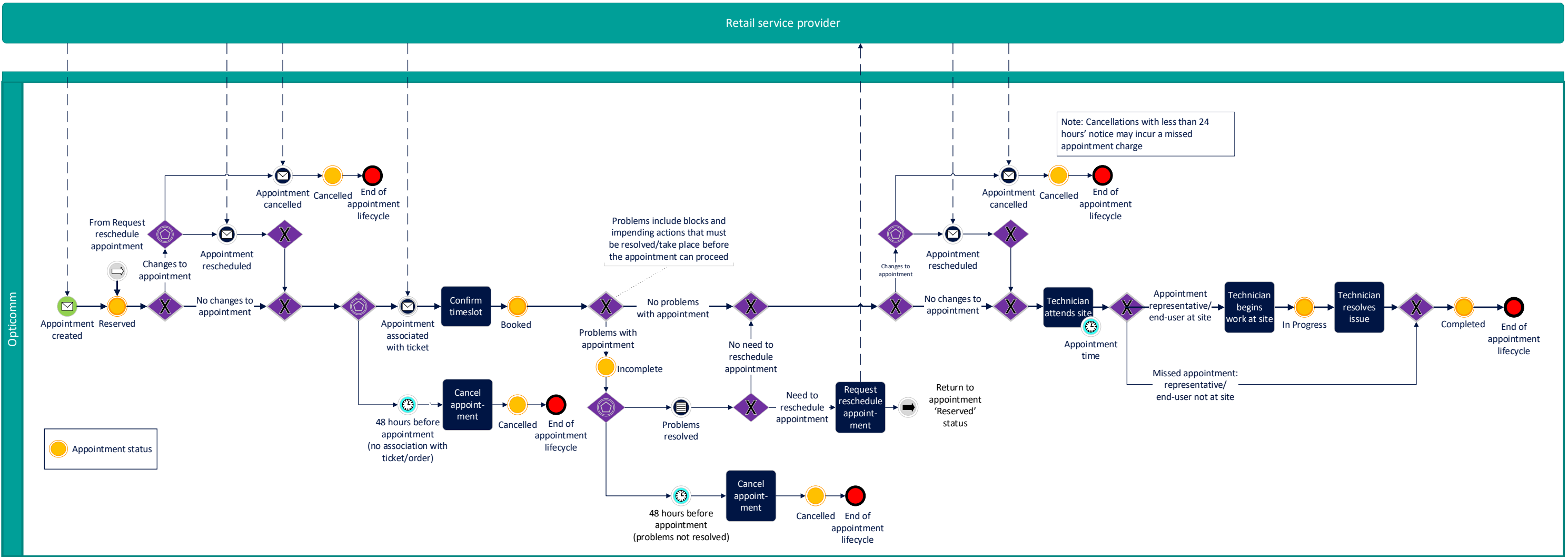


Figure 6. Appointment lifecycle

The following table provides a high-level overview of the statuses through which an appointment can progress during its lifecycle. In addition to these statuses, there numerous sub-statuses that can occur during an appointment’s lifecycle. A full list of statuses and sub-statuses is available in the RSP Portal⁶¹.

Table 23. Appointment status matrix

Status	Description
Reserved	A new appointment ID is raised and a timeslot is reserved. For a full list of 'Reserved' sub-statuses and descriptions refer to the list in the RSP Portal ⁶¹ .
Booked	An order or ticket is raised referencing the appointment ID and the timeslot is confirmed. For a full list of 'Booked' sub-statuses and descriptions refer to the list in the RSP Portal ⁶¹ .
In Progress	The Opticomm technician has started work on the site. For a full list of 'In Progress' sub-statuses and descriptions refer to the list in the RSP Portal ⁶¹ .
Completed	Either the Opticomm technician has: <ul style="list-style-type: none">successfully completed the required work, orattended the appointment but has been unable to complete the work, for example, where the end-user's authorised contact was not onsite at the time of the appointment⁶². For a full list of 'Completed' sub-statuses and descriptions refer to the list in the RSP Portal ⁶¹ .

⁶¹ To get a full list of appointment statuses, sub-statuses and descriptions: In the RSP Portal, from the **Navigation bar**, select **Developer API** → **Documentation** → **Reason Codes**. The Opticomm API Reason Codes dialog box is displayed. Scroll down to the **Appointment** section. A list of appointment statuses (State), sub-statuses (Code) and descriptions (Message) is displayed.

⁶² Charges may apply for missed appointments. Refer to the **Wholesale Price List** for details.

Status	Description
Incomplete	<p>Either:</p> <ul style="list-style-type: none">◆ a 'blocking condition' was encountered by Opticomm or Opticomm is awaiting pending actions to take place.◆ the block or pending action has been resolved. <p>For a full list of 'Incomplete' sub-statuses and descriptions refer to the list in the RSP Portal⁶¹.</p>
Cancelled	<p>This status can occur when one of the following conditions is met:</p> <ul style="list-style-type: none">◆ you have submitted a cancellation request⁶³◆ the appointment has been cancelled by Opticomm◆ the underlying service, order or trouble ticket has been closed or cancelled◆ 48 hours prior to the appointment, no order or ticket has been raised. If this occurs, the appointment will be automatically cancelled by Opticomm. <p>For a full list of 'Cancelled' sub-statuses and descriptions refer to the list in the RSP Portal⁶¹.</p>

IMPORTANT: Where an appointment is required for an order or ticket, *it must be requested before—or shortly after—the order/ticket is created and it must be associated with the order/ticket. Specifically, this must be done within an hour after the order/ticket is created.*

⁶³ Cancellations with less than 24 hours' notice incur a missed appointment charge. Refer to the *Wholesale Price List* for details.

12.3.2 Rescheduling an appointment

If required, you can reschedule an appointment. For instructions about rescheduling an appointment, see 'Reschedule an appointment' under 'Manage appointments for service class 2 properties' in the **RSP Portal Help Menu**. For more information about booking appointment, see [Section 12.2. Booking appointments on page 44](#).

Note: If an appointment is due to take place within 48 hours and the appointment has not been associated with an order or trouble/service request ticket, the appointment will be cancelled automatically.

12.3.3 Cancelling an appointment

12.3.3.1 Appointments cancelled by you

You can cancel an appointment in Reserved, Booked or Incomplete status via the RSP Portal or the API. For instructions about cancelling an appointment, see 'Cancel an appointment' under 'Manage appointments for service class 2 properties' in the **RSP Portal Help Menu**.

Where an appointment has passed its point of no return⁶⁴, you will not be able to cancel the appointment in the RSP Portal or via the API. If this occurs, the appointment will be deemed a missed appointment and may trigger a billing event as per the **Wholesale Price List**.

If required, you can request a new appointment once the existing appointment's status is Cancelled.

Note: If you are cancelling an appointment because the order or trouble ticket is no longer required, you should also cancel the associated order or trouble ticket.

12.3.3.2 Appointments cancelled by Opticomm

Opticomm may cancel an appointment if:

- ♦ you have not provided the correct details in the appointment request
- ♦ Opticomm finds duplicate appointments
- ♦ there are extreme weather conditions requiring the appointment to be postponed for an undetermined duration
- ♦ there are circumstances in which it is deemed unsafe for Opticomm technicians to attend the location. Note that, if this occurs, charges may apply.

Where Opticomm cancels an appointment, the appointment booking will show a status of 'Cancelled' in the RSP Portal. Appointments cancelled by Opticomm are not considered to be missed appointments.

⁶⁴ See [Section 11.4 on page 39](#) for relevant points of no return.

12.3.4 Missed appointments

A missed appointment is an appointment that:

- ♦ was not able to be completed
- ♦ was not cancelled before the relevant 'point of no return'⁶⁴.

Missed appointments that occur due to:

- ♦ **an act or omission by you or the end-user**, which may incur a charge, in line with the **Wholesale Price List**.
Where an appointment is missed because the end-user's authorised contact is not in attendance at the time of the appointment, Opticomm will change the appointment status to 'Completed' and specify the reason for completion as 'CUST-NIA'.
- ♦ **Opticomm not attending an end-user's premises in the relevant appointment window**, which may result in a rebate to you (refer to the **Service Level Agreement** for full details).
Where Opticomm misses an appointment, a notification will be sent to you (or directly to the end-user if the end-user has made that appointment directly) and the status of the appointment will change to 'Incomplete'.

Important: In both circumstances, you (or where relevant, the end-user) must rebook the appointment for Opticomm to attend and complete the work.

12.3.5 Appointment SLAs

Appointment SLAs are governed by the **RSP Master Agreement: Service Level Agreement**.

12.3.6 How Opticomm manages end-users' personally identifiable information

Any end-user's personally identifiable information will be managed in accordance with Australian privacy laws and the requirements of the **RSPMA**.

13 Ensuring equipment is installed effectively

Depending on the service class of the property, Opticomm may be required to install equipment to enable the service activation.

This section covers:

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13.1 Responsibilities of the RSP and the end-user

It is your responsibility, together with your end-user, to ensure the end-user's premises is prepared to the adequate Opticomm standards as per the Opticomm installation guides (available at <https://www.opticomm.com.au/support/resources/>).

13.2 Standard and non-standard installations

Installations are categorised as 'standard' and 'non-standard', as defined below.

13.2.1 Standard installation

A standard installation is where:

- ◆ Equipment can be installed during a single appointment in typical circumstances (as noted in [Section 12](#)).
- ◆ The Opticomm technician can gain access, as required, without any special permits or requests.
- ◆ No special preparation or delivery method is required outside of the applicable Opticomm installation guide(s) (available at <https://www.opticomm.com.au/support/resources/>).

Note: Priority assist installations are considered standard installations, unless they require works, permits or non-standard preparation at the premises, as described below.

13.2.2 Non-standard installation

A 'non-standard installation' is any installation that is not a standard installation. That is, the installation requires works, permits, or non-standard preparation at the premises.

Where applicable, Opticomm will instruct you to submit a non-standard installation order. Please note that additional charges may apply for non-standard installations.

13.3 Installation charges

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 you request subsequent installations, Opticomm may upgrade existing hardware to allow multiple services to be delivered via a single optical network terminal (ONT). Additional charges may apply for this, refer to the **Wholesale Price List**.

13.4 Installation roles and responsibilities

The section outlines the installation steps and activities required from you and from Opticomm for standard and non-standard installations.

13.4.1 Standard installations

[Table 24](#) outlines the installation steps and activities required from you and from Opticomm for standard installations.

Table 24. Roles and responsibilities for standard installations

Responsible party(s)	Actions
RSP	1. Logs the order.
Opticomm	2. Accepts the order. 3. Identifies the type of installation required at the premises as a standard installation ⁶⁵ .
End-user ⁶⁶	4. Attends the premises for the duration of the installation. Note: Where an end-user or an appropriate representative is not at the premises, the appointment is deemed a failed installation and relevant charges may apply.
Opticomm	5. If the installation: <ul style="list-style-type: none">Has been completed with no issues the order will be updated, and an automated notification will be posted in the RSP Portal.Cannot be completed, the attending Opticomm technician will escalate this issue to the appropriate party. Note: If you have notifications set up, you will also receive a notification via email or API according to your preferences ⁶⁷ .

⁶⁵ See [Section 13.2.2](#) for more information about standard and non-standard installations.

⁶⁶ Or an appropriate representative of the end-user (must be 18 years or over).

⁶⁷ For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the **RSP Portal Help Menu**.

13.4.2 Non-standard installations

[Table 25](#) outlines the installation steps and activities required from you and from Opticomm for non-standard installations.

Table 25. Roles and responsibilities for non-standard installations

Responsible party(s)	Actions
RSP	1. Logs the order.
Opticomm	2. Accepts the order. 3. Identifies the type of installation required at the premises as a non-standard installation. (This is by exception only. For more information about standard and non-standard installations, see Section 13.2.2.)
	4. Determines the charges for the installation. 5. Provides you and/or the end-user with a quotation of the charges.
RSP/end-user	6. Approves the quotation.
Opticomm	7. (Upon approval of the quotation) provides you and/or the end-user with: <ul style="list-style-type: none"> the first suitable appointment date and time⁶⁸ as agreed by all parties late cancellation of site visit notification and charges (where applicable) failed installation charges (where applicable) additional information about the installation and/or any applicable charges.
End-user ⁶⁹	8. Attends the premises for the duration of the installation. Note: Where an end-user or an appropriate representative is not at the premises, the appointment is deemed a failed installation and relevant charges may apply.
Opticomm	9. If the installation: <ul style="list-style-type: none"> Has been completed with no issues, the order will be updated and an automated notification will be posted in the RSP Portal. Cannot be completed, the attending Opticomm technician will escalate this issue to the appropriate party. Note: If you have notifications set up, you will also receive a notification via email or API according to your preferences ⁷⁰ .

13.5 Documentation

Opticomm installation guides are available at <https://www.opticomm.com.au/support/resources/> and provide the relevant information about site readiness for installation.

They include:

- ◆ [Preparation and installation guide for a single dwelling unit with TV](#)
- ◆ [Preparation and installation guide for a single dwelling without TV](#)
- ◆ [Preparation and installation guide for multi dwelling units.](#)

⁶⁸ Appointments are booked in accordance with [Section 12](#).

⁶⁹ Or an appropriate representative of the end-user (must be 18 years or over).

⁷⁰ For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the **RSP Portal Help Menu**.

13.6 Failed installations

Where Opticomm cannot complete an installation or where an appointment cannot be kept on the day, Opticomm will deem this a ‘failed installation’. If this occurs, the attending Opticomm technician will complete and leave a form with the end-user, detailing the reason(s) for the failed installation and the required steps to rectify any issues. All relevant information will also be placed on the service order.

13.6.1 Next steps following a failed installation

The issues causing a failed installation and the steps that need to be taken to rectify a failed installation are outlined in the table below.

Table 26. Next steps following a failed installation

Infrastructure Type	Description	Who needs to fix the problem	Next steps
Network	<div>There is an issue outside of the end-user’s property boundary.</div> <div>Note: If the infrastructure has been damaged as a direct result of works undertaken at the end-user’s premises during construction, further charges may apply and will be payable prior to a connection being completed at the premises.</div>	Opticomm	<div>1. The property’s service class is reverted to ‘service class 1’ automatically, as work needs to be done before the property is serviceable⁷¹.</div> <div>2. Opticomm will resolve the issue in the earliest possible timeframe.</div> <div>3. Once the issue is resolved, Opticomm will revert the property’s service class to service class 2, indicating that the property is serviceable but requires the installation to be completed via an appointment. The service order status will be updated for RSPs to action.</div> <div>The property’s service class will be shown in the RSP Portal. If you have set up notifications in the RSP Portal⁷², you will also be notified of this change via email or via the API, according to your preference.</div> <div>4. You must book a new appointment to complete the installation.</div>
External (end-user)	<div>There is an issue with the infrastructure within the end-user’s property boundary but it is outside their premises.</div> <div>This includes, but is not limited to, the following:</div> <div><ul style="list-style-type: none">◆ The lead-in conduit is not connected to starter pipe from the street pit.◆ There is no draw string in the lead-in conduit.◆ The lead-in conduit is not saddled to the wall.◆ The lead-in conduit is blocked or damaged.◆ The lead-in conduit is incorrectly constructed or located.</div>	RSP/end-user	<div>1. The property’s service class is reverted to ‘service class 1’ automatically, as work needs to be done before the property is serviceable⁷¹.</div> <div>2. You/end-user must organise a registered tradesperson to resolve the issue.</div> <div>Note: Opticomm will advise you about what you need to do to rectify the issue.</div> <div>3. You must notify Opticomm that the issue has been resolved. You can do this by requesting a change to the property’s service class in the RSP Portal (or by using the API)⁷³.</div> <div>Note: When creating a service class change ticket, please ensure you include the original order number and provide proof that the work has been completed (e.g. with a photo).</div> <div>4. Once Opticomm is notified that the issue has been resolved, Opticomm will revert the property’s service class to service class 2, indicating that the property is serviceable but requires the installation to be completed via an appointment.</div> <div>The property’s service class will be shown in the RSP Portal. If you have set up notifications in the RSP Portal⁷², you will also be notified of this change via email or via the API, according to your preference.</div> <div>5. You must book a new appointment to complete the installation.</div> <div>Note: You will not be able to make another appointment until the property’s service class is reverted to service class 2.</div>
Internal (end-user)	<div>There is an issue with the infrastructure at end-user’s property that is inside the end-user’s premises.</div> <div>This includes, but is not limited to the following:</div> <div><ul style="list-style-type: none">◆ The premises is missing the internal conduit.◆ The internal conduit has no draw string.◆ The internal conduit is incorrectly constructed or located.◆ This is an unsuitable location for the optical network terminal (ONT).</div>	RSP/end-user	<div>1. The property’s service class is reverted to ‘service class 1’ automatically, as work needs to be done before the property is serviceable⁷¹.</div> <div>2. You/end-user must organise a registered tradesperson to resolve the issue.</div> <div>Note: Opticomm will advise you about what you need to do to rectify the issue.</div> <div>3. You must notify Opticomm that the issue has been resolved. You can do this by requesting a change to the property’s service class in the RSP Portal (or by using the API)⁷³.</div> <div>Note: When creating a service class change ticket, please ensure you include the original order number and provide proof that the work has been completed (e.g. with a photo).</div> <div>4. Once Opticomm is notified that the issue has been resolved, Opticomm will revert the property’s service class to service class 2, indicating that the property is serviceable but requires the installation to be completed via an appointment.</div> <div>The property’s service class will be shown in the RSP Portal. If you have set up notifications in the RSP Portal⁷², you will also be notified of this change via email or via the API, according to your preference.</div> <div>5. You must book a new appointment to complete the installation.</div> <div>Note: You will not be able to make another appointment until the property’s service class is reverted to service class 2.</div>

Note: A full list of failed installation/appointment reasons is available from the RSP Portal⁷⁴.

⁷¹ Properties classified as ‘service class 1’ are within the Opticomm footprint but are not currently serviceable. As such, the RSP will not be able to book an appointment until the issue has been rectified. For more information about Opticomm’s service classes, see [Section 8.2.1 on page 28](#).

⁷² For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see ‘Manage notifications’ in the *RSP Portal Help Menu*.

⁷³ To request a service class change, in the RSP Portal, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. Click **New Ticket**. The New Ticket dialog box is displayed. In the **External ID** field, type a unique reference for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **Service Class**. From the **Sub Category** list, select **Service Class Change Request**. In the **Reason for Request** field, explain that the property was reverted to service class 1 because of a failed installation but that the issue preventing the installation has now been resolved. Also, provide any relevant details of how the issue was resolved. In the **Service Class** field, type **service class 1**. In the **Requested Service Class** field, type **service class 2**. Complete any remaining fields. Note that fields marked with an asterisk (*) must be completed. Click **Submit**.

⁷⁴ To get a full list of appointment statuses, sub-statuses and descriptions: In the RSP Portal, from the **Navigation bar**, select **Developer API** → **Documentation** → **Reason Codes**. The Opticomm API Reason Codes dialog box is displayed. Scroll down to the **Appointment** section. A list of appointment statuses (State), sub-statuses (Code) and descriptions (Message) is displayed.

14 Managing faults and incidents

This section provides information about what you need to do if your organisation becomes aware of a potential fault or incident relating to Opticomm products and services.

This section covers:

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Note: Opticomm will monitor the network and seek to identify any fault as early as reasonably possible.

14.1 Raising faults and incidents with Opticomm

If your organisation becomes aware of a potential fault or incident regarding an Opticomm product or service, your organisation must first perform several preliminary steps before raising the issue with Opticomm.

This helps to ensure that:

- ◆ the issue does not lie with:
 - the end-user's equipment
 - your organisation's equipment, products or services
 - a downstream product or service.
- ◆ you can provide Opticomm with all relevant information to enable Opticomm to diagnose and rectify the issue as soon as possible.

See [Section 14.2 below](#).

14.2 Performing preliminary checks

As soon as practicable after your organisation becomes aware of potential fault or incident, you must:

1. Use all reasonable efforts to:
 - a. Confirm with the end-user that there is a potential incident or fault affecting one of your products or services or a downstream product or service.
 - b. Work with the end-user to diagnose any problems which may exist with the end-user's own equipment.
 - c. Complete a diagnostic check of your own equipment (including any equipment provided by you to the end-user) and network to ensure that the fault is not due to a lack of power and/or an issue with your own equipment, internal systems or processes.
2. Complete the diagnostic and test tasks specified in the **Diagnostic and Test Checklist & Guide** (available from the *RSP Portal*⁷⁵). For more information about performing these tasks, see [Section 14.2.1 on page 57](#).

⁷⁵ At: <https://rspportal.telco.opticomm.net.au>.

3. If the **Diagnostic and Test Checklist & Guide** requires it, use the Service Health Tool (if available) to run a service health enquiry via the RSP Portal or API, which will collect information about the possible incident or fault to identify whether it is likely to be a performance incident or service fault. For more information about the Service Health Tool, see [Section 14.2.2 below](#).

Note: The Service Health Tool is only available for certain access technologies, traffic classes and locations, as set out in the **Diagnostic and Test Checklist**.

After performing the above steps, if you reasonably consider that the issue is an Opticomm service fault or performance incident, you must raise a trouble ticket in the RSP Portal or via the API, as soon as reasonably practicable. For more information about lodging a trouble ticket, see [Section 14.3 on page 59](#).

IMPORTANT: If you do not perform these preliminary checks before raising a trouble ticket and appointment, if required, either the ticket will be rejected because it was submitted without your organisation first performing the preliminary checks or because Opticomm has reason to believe that the fault is not within the Opticomm network. Alternatively, if after further investigation it is found that the fault did not lie with Opticomm, your organisation will be liable for any charges that occur as a result of that investigation, such as engaging a technician to investigate the issue at the end-user's premises.

14.2.1 Completing diagnostic and test checks

Before lodging a ticket with Opticomm, you must complete the diagnostic and test tasks specified in the **Diagnostic and Test Checklist & Guide** (available from the **RSP Portal**⁷⁶).

To obtain a copy of the latest version of this guide, contact your Technical Account Manager.

IMPORTANT: The **Diagnostic and Test Checklist** and the **Diagnostic and Test Guide** do not form part of the **Operations Manual** or the **RSPMA**.

14.2.2 Performing a service health enquiry

IMPORTANT:

- ◆ The Service Health Tool is only available in relation to certain traffic classes, access technologies and locations. Refer to the **Diagnostic and Test Checklist** for more information.
- ◆ Before using this tool, you must ensure that you have used all reasonable efforts to:
 - Confirm with the end-user that there is a potential incident or fault affecting one of your products or services or a downstream product or service.
 - Work with the end-user to diagnose any problems which may exist with the end-user's own equipment.
 - Complete a diagnostic check of your own equipment (including any equipment provided by you to the end-user) and network to ensure that the fault is not due to a lack of power and/or an issue with your own equipment, internal systems or processes.

If the **Diagnostic and Test Checklist** requires it and the tool is available⁷⁷, you must use the Service Health Tool to run a service health enquiry via the RSP Portal or API, which will collect information about the issue to identify whether it is likely to be a performance incident or service fault.

⁷⁶ At: <https://rspportal.telco.opticomm.net.au>.

⁷⁷ The Service Health Tool is only available in relation to certain traffic classes, access technologies and locations. Refer to the **Diagnostic and Test Checklist** for more information.

Where available, the Service Health Tool tests connected services and hardware and provides an overall rating of the service, from an Opticomm network perspective. This includes (but is not limited to) information to help you troubleshoot the following types of issues:

- ♦ **Connectivity.** The Service Health Tool provides connectivity information which includes details about the operational/connection status of elements related to the product or service and includes relevant details and indicators to show whether parameters are within the expected ranges, and when the information was last updated.
- ♦ **Customer premises equipment (CPE).** The Service Health Tool provides information about your organisation's equipment as well as the equipment of your end-user that is connected and visible through the Opticomm network. This information includes whether certain features and functionality are compatible with the Opticomm network.
- ♦ **Performance.** The Service Health Tool provides information regarding the performance of a product or service.
- ♦ **Stability.** The Service Health Tool provides a stability measurement summary for the product or service and details of stability thresholds, with information about whether these measurements are within expected ranges. This information includes details of when Opticomm gathered this data.

The Service Health Tool ratings are as follows.

Table 27. Service Health Tool ratings

Rating	Description	You should...
Red	Devices are uncontactable and an issue exists which is impacting the service.	Lodge a trouble ticket.
Amber	The service may be impacted by an issue.	<ol style="list-style-type: none"> 1. Conduct further troubleshooting 2. Check Layer 3 functions 3. Check customer (end-user) premises equipment 4. If required, raise a trouble ticket.
Green	The service is operating within its parameters, devices can be contacted and the MAC is being learnt.	Check that layer 2 functions are working properly.
Grey	The service is ineligible for service health functionality.	Use their own service health check technology to troubleshoot the service health.

Note: The Service Health Tool test and diagnostic functionality is only available in relation to certain traffic classes, access technologies and locations. If you run the Service Health Tool and this functionality is not available, the system will return a message stating that this functionality is not available.

The test and diagnostic tools used as part of service health summary are noted in the table below.

Table 28. Service health query outcomes

Request type	Request output
ONT status	Validates the state of the ONT at the time of the test. Applicable results: <ul style="list-style-type: none"> • Power status • Light levels
UNI status	Validates the state of the UNI state at time of test. Applicable results: <ul style="list-style-type: none"> • Up • Down Results will include the applicable line rate and the duplex setting.
MAC trace	Confirms MAC address of connected devices to OTD traced back to POI (if in contactable state).

IMPORTANT: When submitting a trouble ticket to Opticomm, you must confirm that all troubleshooting steps associated with using this tool and the Diagnostic and Test Checklist have been taken.

14.3 Lodging trouble tickets

After taking the steps detailed in [Section 14.2](#), you must lodge a trouble ticket with Opticomm via the RSP Portal or the API Suite.

14.3.1 How to lodge a trouble ticket

You lodge a trouble ticket in the RSP Portal or by using the API. For instructions about how to do this using the RSP Portal, refer to 'Create a trouble ticket' under 'Manage trouble tickets' in the **RSP Portal Help Menu**.

IMPORTANT: If a ticket requires an appointment, *the appointment must be requested before—or shortly after—the ticket is lodged and it must be associated with the ticket. Specifically, this must be done within an hour after the ticket is lodged.* For more information about appointments, see [Section 12 on page 42](#).

14.3.2 Required information

When reporting a fault or incident, you must provide the following information:

- ♦ category of service difficulty
- ♦ service ID(s) affected by the fault, and
- ♦ any other supporting information required for the fault type.

You must also confirm that all preliminary checks and troubleshooting steps have been taken (as per [Section 14.2](#)) before you will be able to submit the ticket.

14.3.3 Fault categories

When you lodge a trouble ticket, you can choose from the following categories.

Table 29. Fault/trouble ticket categories and details

Category	Sub-category	To be used ...
Service restoration	New service never worked	When a single service is considered delivered by Opticomm but the service is not able to be used from the time activation is completed.
	No auth / packet loss	When a single service is unable to authenticate and PPPoE/IPoE sessions are offline, but the service has worked since its initial deployment.
		When a service session is stable, but packet loss is being experienced.
	No data connection / red optical	When there is no connectivity and the ONT status is showing a red optical light for a single service.
	Voice issue	When a voice service provided by Opticomm using the UNI-V port on the Opticomm ONT is experiencing service interruptions.
Performance issue	Equipment issue	When equipment provided by Opticomm is experiencing issues, is damaged, or has been tampered with.
	Intermittent service / dropouts	When PPPoE/IPoE sessions are dropping, impacting the service.
Infrastructure restoration	Performance latency	When a service is online, and the service speed is acceptable but the latency to the network destination is higher than at other similar geographical destinations.
	Intermittent service / dropouts	As for Intermittent service / dropouts, above , but for multiple services.
	No auth	As for No auth / packet loss, above , but for multiple services.
	No data connection	As for No data connection / red optical, above , but for multiple services.
	Performance latency	As for Performance latency, above , but for multiple services.
Other		-

IMPORTANT: Opticomm reserves the right to reclassify the ticket in accordance with the recommendations of the Service Health Tool information. If we do so, we will notify your organisation accordingly.

14.3.4 Priority assistance

Priority assistance is provided to an end-user who has—or someone within their premises that has—a diagnosed life-threatening medical condition and is eligible for priority assistance within *Industry Code ACIF C609:2007 (Priority Assistance for Life Threatening Medical Conditions)* or any carrier licence condition.

If there is a fault on a service that is classified as a priority assistance service, you must advise Opticomm when submitting the trouble ticket that the affected service is a priority assistance service to ensure the correct timeframes are met. It is your responsibility to ensure that this is done.

Upon receiving a trouble ticket that has been completed fully and correctly, Opticomm will prioritise service troubleshooting and technician support in line with the service level agreement (SLA) documentation.

14.3.5 What happens when a trouble ticket is lodged

The following diagram provides an overview of what happens in the initial stages when you lodge a trouble ticket. For information about the full trouble ticket lifecycle, see [Section 14.4](#).

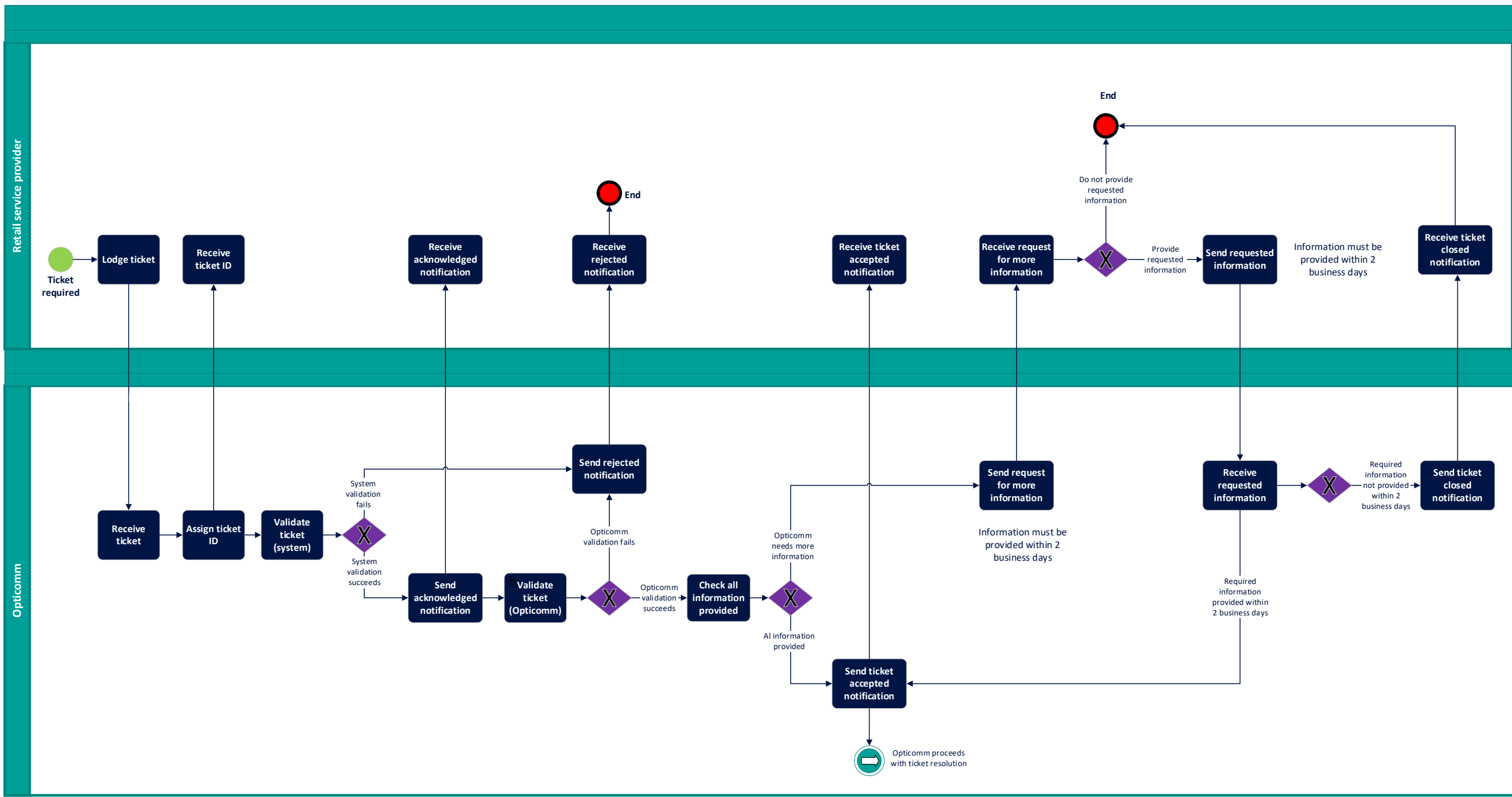


Figure 7. Initial stages after a trouble ticket is lodged

When you lodge a trouble ticket, the following occurs.

Table 30. Initial stages after lodging a trouble ticket

Stage	Actions
1.	<ul style="list-style-type: none"> You lodge a trouble ticket. Opticomm receives the ticket and issues a unique trouble ticket ID, which will be associated with ticket throughout its lifecycle. If you are using the RSP Portal will see the ticket ID at the top of the Trouble Tickets pane. <p>Note: The trouble ticket ID will be used for reporting and to support future enquiries from you. Opticomm uses the following naming convention for a trouble ticket ID: OTTxxxxxxxxxx, where xxxxxxxxxxxx is a 12-digit number, for example, OTT000000239927.</p> <ul style="list-style-type: none"> The ticket is given a status of New while awaiting validation.
2.	<p>The Opticomm systems validate the ticket. If the ticket validation:</p> <ul style="list-style-type: none"> Is successful, you will receive an 'Acknowledged' notification. Is not successful, you will receive a 'Rejected' notification, indicating that the ticket has been rejected, as it has failed validation.
3.	<p>Opticomm validates the ticket. If ticket validation:</p> <ul style="list-style-type: none"> Is successful, you will receive an 'Acknowledged' notification. Is not successful, you will receive a 'Rejected' notification, indicating that the ticket has been rejected, as it has failed validation.
4.	<p>Opticomm checks that all required information has been provided to enable Opticomm to diagnose and rectify the issue as soon as possible. If all required information:</p> <ul style="list-style-type: none"> Has been provided, you will receive a 'Ticket Accepted' notification and Opticomm will proceed with resolving the ticket. Has not been provided, you will receive a request for more information. If you: <ul style="list-style-type: none"> Provide the requested information within two business days, you will receive a 'Ticket Accepted' notification and Opticomm will proceed with resolving the ticket. Do not provide the requested information within two business days, you will receive a 'Ticket Closed' notification. The ticket is closed, as Opticomm was unable to proceed with ticket resolution due to a lack of information.

IMPORTANT: If a ticket requires an appointment, *the appointment must be requested before—or shortly after—the ticket is lodged and it must be associated with the ticket. Specifically, this must be done within an hour after the ticket is lodged.* For more information about appointments, see *Section 12 on page 42.*

Opticomm reserves the right to reclassify the ticket in accordance with the recommendations of the Service Health Tool information. If we do so, we will notify your organisation accordingly.

14.3.6 Charges

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

- any applicable fee where either a trouble ticket is lodged, or Opticomm is called to the end-user's premises, for a fault that is subsequently proven to be either:
 - 'No fault found'
 - Outside of the Opticomm network.

Refer to **Wholesale Price List** for applicable fees.

- any damage caused by the negligent use or misuse of Opticomm's equipment by you or your end-user.

14.4 Trouble ticket lifecycle

The following diagrams provide an overview of the trouble ticket lifecycle.

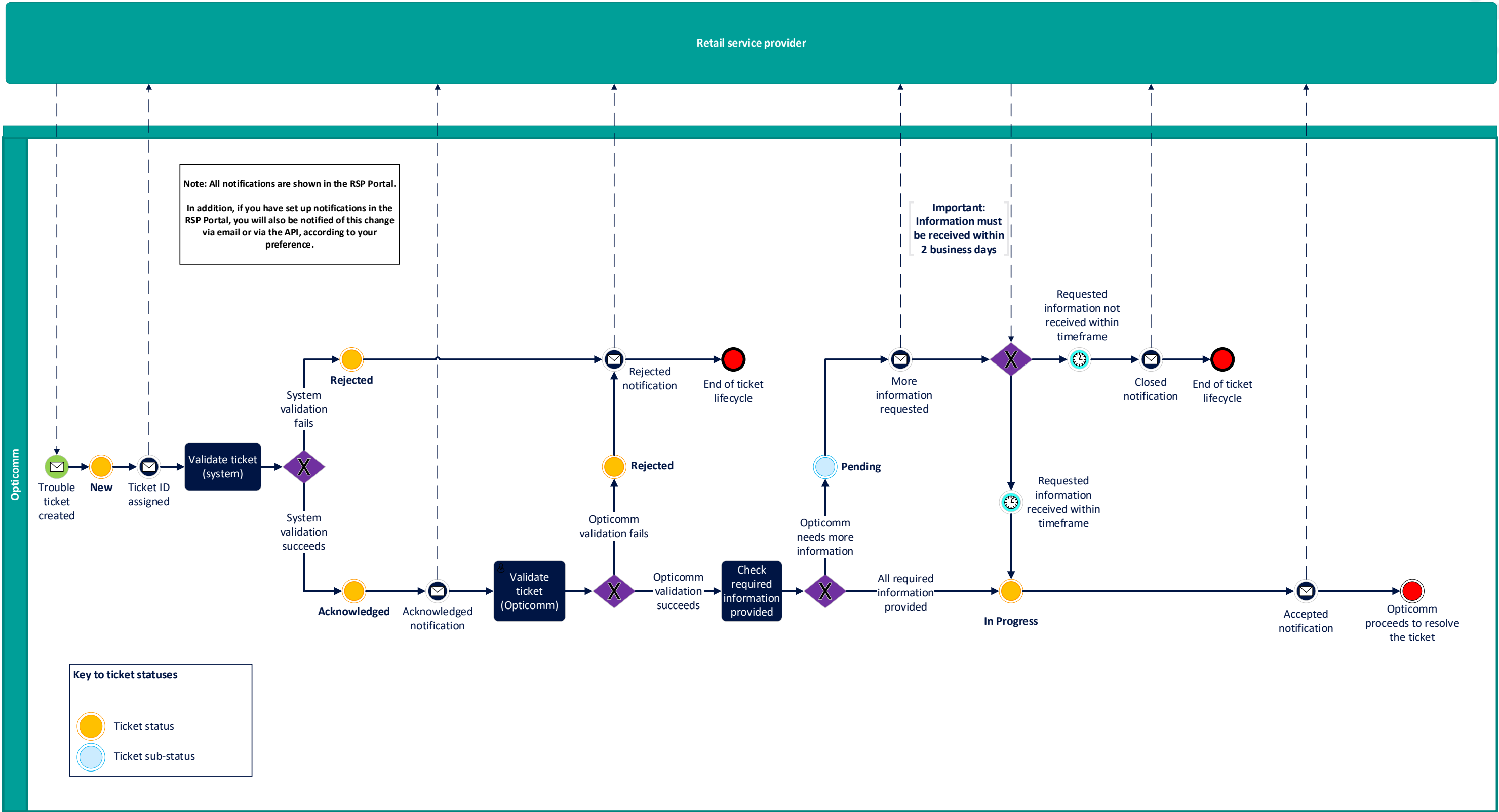


Figure 8. Initial stages of the trouble ticket lifecycle, from creation to when it moves to In Progress

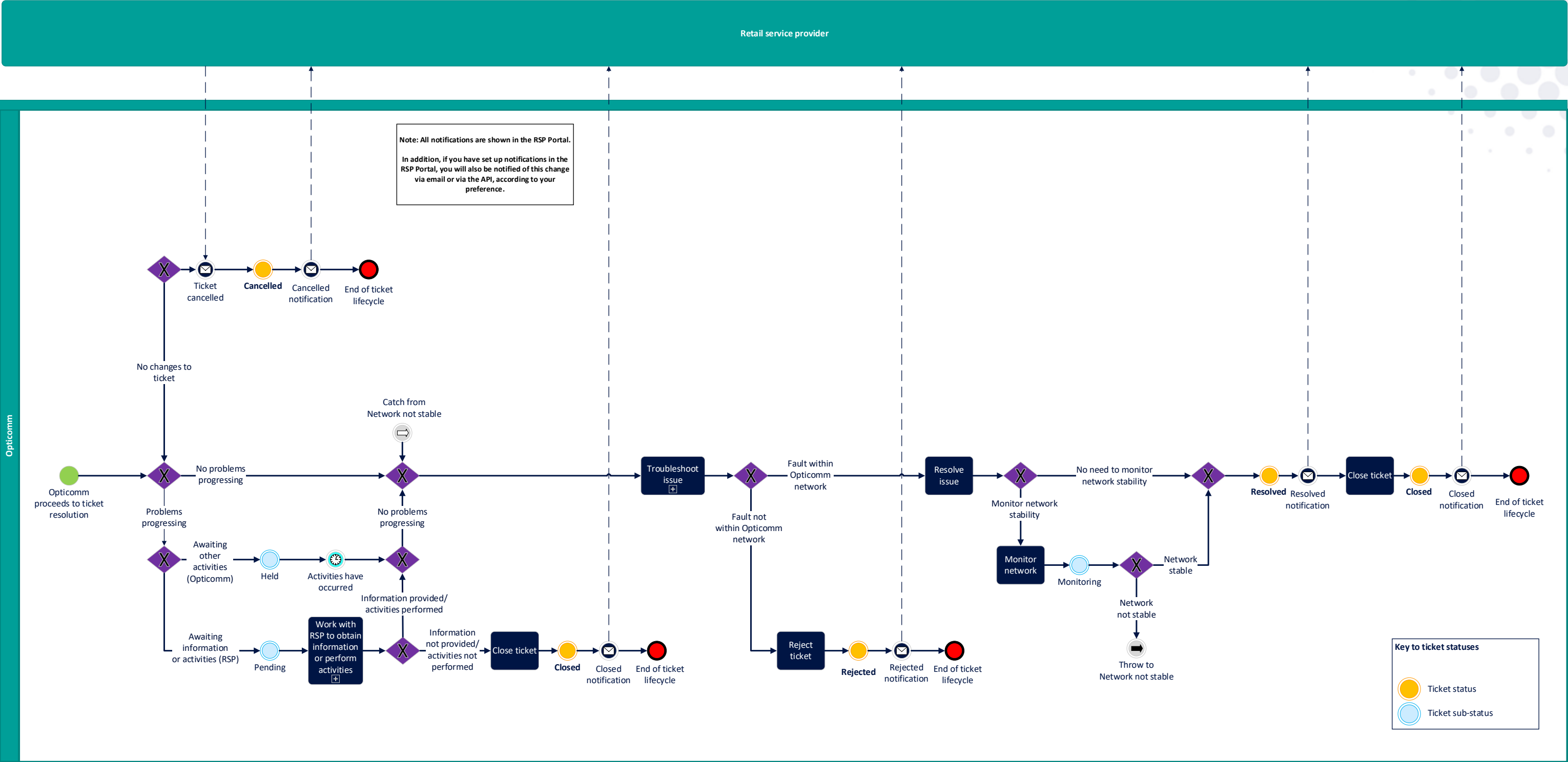


Figure 9. Continuation of trouble ticket lifecycle, from troubleshooting to completion

14.4.1 Statuses

The following table provides an overview of the statuses (and sub-statuses) through which a trouble ticket can progress. A full list of statuses and sub-statuses is available in the RSP Portal⁷⁸.

Table 31. Trouble ticket status descriptions

Status	Description
New	<p>You have successfully lodged a trouble ticket in the RSP Portal or via the API. The ticket is pending validation. Opticomm has allocated the ticket a unique ticket ID.</p> <p>IMPORTANT: If a ticket requires an appointment, <i>the appointment must be requested before—or shortly after—the ticket is lodged and it must be associated with the ticket. Specifically, this must be done within an hour after the ticket is lodged. For more information about appointments, see Section 12 on page 42.</i></p>
Rejected	<p>The ticket was invalid for one or more of the following reasons:</p> <ul style="list-style-type: none"> It was not complete It included information that was not valid Opticomm has reason to believe this is not a fault within the Opticomm network. It was an invalid ticket (for example, a duplicate of an existing ticket). It was submitted without your organisation first performing the preliminary checks, as required in the Diagnostic and Test Checklist. It was not submitted in accordance with Section 14 of the Operations Manual (this section). It failed to meet the required business rules in respect of the product or service. It otherwise failed to comply with any requirement of the RSPMA. Opticomm rejected it as is its right under any other provision in the RSPMA. <p>For a full list of 'Rejected' sub-statuses, codes and descriptions, refer to the list in the RSP Portal⁷⁸.</p>
Cancelled	Your organisation has withdrawn the ticket.
Acknowledged	<p>Opticomm has received the ticket and it has been successfully validated.</p> <p>Note: Trouble tickets undergo various stages of validation. As such, you may receive a Rejected notification after receiving an Acknowledged notification if the ticket fails validation at a later stage. Refer to the trouble ticket lifecycle (Section 14.4) for details of when and how a trouble ticket is validated.</p>
Acknowledged – Pending	<p>Opticomm is awaiting action from your organisation before accepting the ticket (via an Accepted notification). Opticomm stops working on the reported issue while the ticket remains in this status. Opticomm will assign this status to a ticket in the following circumstances:</p> <ul style="list-style-type: none"> Opticomm requires additional information from your organisation and/or your organisation's action or assistance before the ticket can proceed. Where required, your organisation has not created and associated an appointment with the ticket.
In Progress	<p>The trouble ticket is in progress, meaning that Opticomm is troubleshooting and working to resolve the fault or incident.</p> <p>Note: If, at a later stage, the trouble ticket reverts to a status of 'In Progress', this means that Opticomm is continuing to work on the fault or incident, as applicable.</p> <p>For a full list of 'In Progress' sub-statuses, codes and descriptions, refer to the list in the RSP Portal⁷⁸.</p>

⁷⁸ To get a full list of trouble ticket statuses, sub-statuses, codes and descriptions: In the RSP Portal, from the **Navigation bar**, select **Developer API** → **Documentation** → **Reason Codes**. The Opticomm API Reason Codes dialog box is displayed. Scroll down to the **Trouble Tickets** section. A list of trouble ticket statuses (State), sub-statuses (Sub State), codes (Code) and descriptions (Message) is displayed.

Status	Description
In Progress – Pending	<p>Opticomm is awaiting action from your organisation after accepting the ticket (via an Accepted notification). Opticomm stops working on the reported issue while the ticket remains in this status. Opticomm will assign this status to a ticket in the following circumstances:</p> <ul style="list-style-type: none"> • Opticomm requires you to create an appointment and associate it with the ticket before the ticket can proceed. • Opticomm requires you to reschedule an associated appointment. • Opticomm requires additional information from your organisation and/or your organisation's action or assistance before the ticket can proceed.
In Progress – Held	<p>Opticomm will assign this status to a ticket in the following circumstances:</p> <ul style="list-style-type: none"> • The ticket is awaiting action from Opticomm before it can proceed. • Opticomm requires a network or other activity to take place before it can proceed (Opticomm will provide your organisation with proposed rectification timeframes where known). • A ticket relating to the same product or service is already in progress and Opticomm believes that its resolution will resolve the issue your organisation is experiencing.
In Progress – Monitoring	<p>Opticomm will assign this status to a ticket in the following circumstances:</p> <ul style="list-style-type: none"> • Opticomm believes that the issue is resolved but is monitoring the network for stability. • A ticket relating to the same product or service has been resolved and Opticomm believes that its resolution will resolve the issue your organisation is experiencing. • Network activity works have been completed for an activity that triggered the ticket.
Resolved	<p>The issue is resolved and the ticket is closed.</p> <p>For a full list of 'Resolved' sub-statuses, codes and descriptions, refer to the list in the RSP Portal⁷⁸.</p>
Closed	<p>Opticomm will assign this status to a ticket in the following circumstances:</p> <ul style="list-style-type: none"> • The issue is deemed to be resolved by Opticomm and the RSP • You have not responded to the ticket for 2 business days or other applicable timeframe, or • The issue no longer exists. <p>For a full list of 'Closed' sub-statuses, codes and descriptions, refer to the list in the RSP Portal⁷⁸.</p>

14.5 Onsite service appointments

When required, Opticomm will dispatch technicians to restore a service or to resolve an issue at an end-user's premises. Where this is required, you must book an appointment in the RSP Portal or by using the API and must associate the appointment with the ticket before—or shortly after—the ticket is lodged (specifically, the appointment must be associated with the ticket within an hour of the ticket's creation).

If an appointment was not initially required, but upon investigation, Opticomm is unable to resolve the fault remotely, or Opticomm identifies that a technician is required at the end-user's premises, Opticomm will ask you to book an appointment for an Opticomm technician to attend at a suitable time when an authorised contact will be available.

Note: If Opticomm identifies that a technician is required, but that the issue relates to Opticomm equipment which is not at the end-user's premises, Opticomm will request a technician attend at the required location, and will update the trouble ticket with details, including an estimated time of resolution.

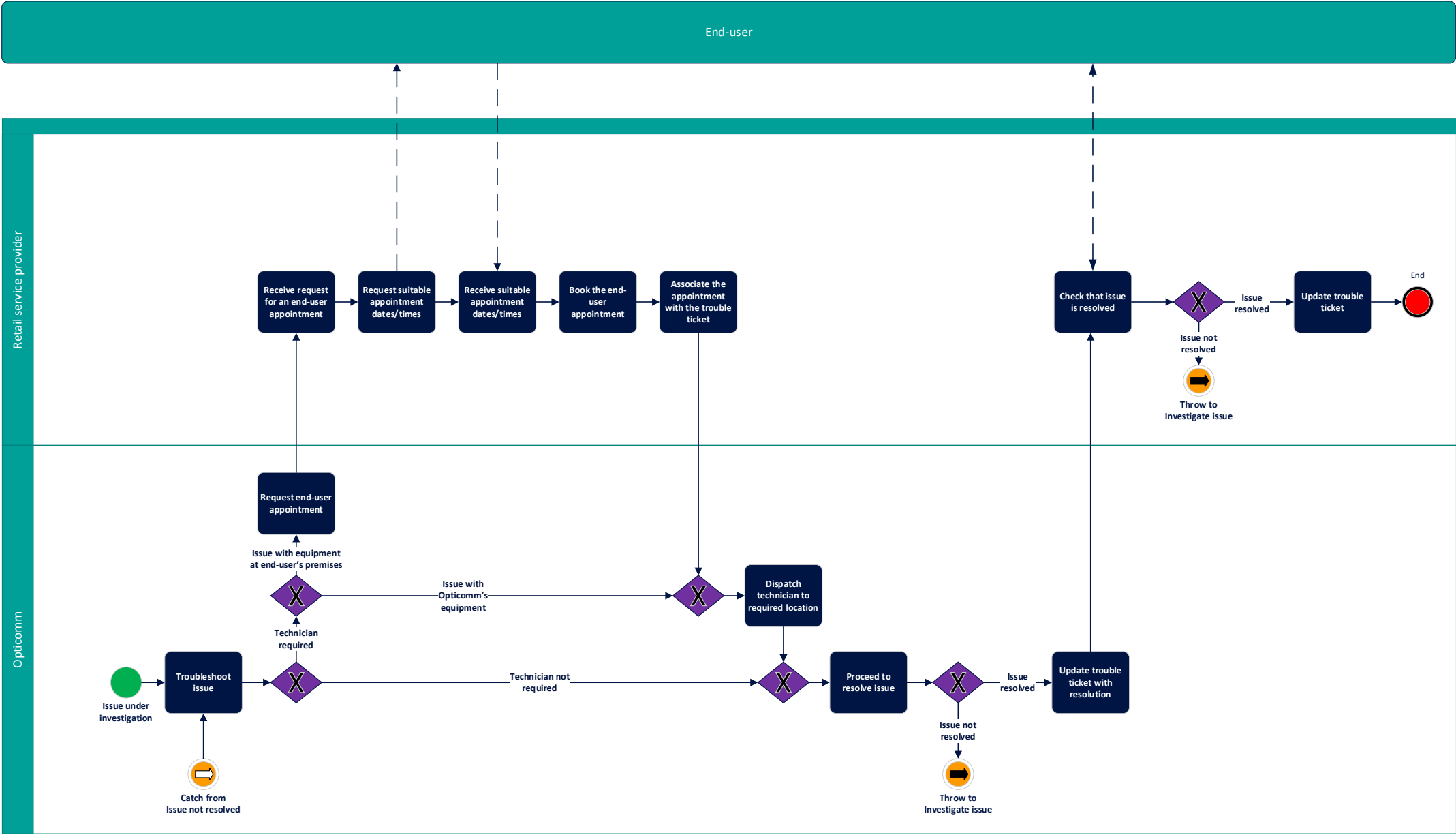


Figure 10. Onsite appointments process

For more information about appointments, see [Section 12 on page 42](#). Where an appointment is necessary, fees may apply as per the *Wholesale Price List* and the *RSPMA*.

IMPORTANT: Where an Opticomm technician is dispatched to an end-user's premises at your request, the technician will attend in relation to the issue specified in the lodged trouble ticket only. Any questions asked by the end-user relating to charging events or any other service-related issues will be redirected to you for management.

14.5.1 Faults that cannot be resolved during an appointment

Where an Opticomm technician attends an appointment but cannot resolve a service fault because additional infrastructure works are required before the service can be restored, the technician will complete and leave a form with the end-user, detailing the reason(s) why they cannot resolve the fault at the time of the appointment and the steps required to rectify any issues.

The following table outlines the steps that need to be taken in this situation before a service can be restored.

Table 32. Next steps following a failed service restoration

Infrastructure Type	Description	Who needs to fix the problem	Next steps
Network	<p>There is an issue outside of the end-user's property boundary.</p> <p>Note: If the infrastructure has been damaged as a direct result of works undertaken at the end-user's premises during construction, further charges may apply and will be payable prior to a connection being completed at the premises.</p>	Opticomm	<ol style="list-style-type: none">The property's service class is reverted to 'service class 1' automatically, as work needs to be done before the property is serviceable⁷⁹.Opticomm will resolve the issue in the earliest possible timeframe.Once the issue is resolved, Opticomm will revert the property's service class to service class 2, indicating that the property is serviceable but requires the restoration to be completed via an appointment. The property's service class will be shown in the RSP Portal. If you have set up notifications in the RSP Portal⁸⁰, you will also be notified of this change via email or via the API, according to your preference.You must book a new appointment to complete the restoration.
External (end-user)	<p>There is an issue with the infrastructure within the end-user's property boundary but it is outside their premises. This includes, but is not limited to, the following:</p> <ul style="list-style-type: none">The lead-in conduit is not connected to starter pipe from the street pit.There is no draw string in the lead-in conduit.The lead-in conduit is not saddled to the wall.The lead-in conduit is blocked or damaged.The lead-in conduit is incorrectly constructed or located.	RSP/end-user	<ol style="list-style-type: none">The property's service class is reverted to 'service class 1' automatically, as work needs to be done before the property is serviceable⁷¹.You/end-user must organise a registered tradesperson to resolve the issue. Note: Opticomm will advise you about what you need to do to rectify the issue.You must notify Opticomm that the issue has been resolved. You can do this by requesting a change to the property's service class in the RSP Portal (or by using the API)⁸¹. Note: When creating a service class change ticket, please ensure you include the original order number and provide proof that the work has been completed (e.g. with a photo).Once Opticomm is notified that the issue has been resolved, Opticomm will revert the property's service class to service class 2, indicating that the property is serviceable but requires the restoration to be completed via an appointment. The property's service class will be shown in the RSP Portal. If you have set up notifications in the RSP Portal⁷², you will also be notified of this change via email or via the API, according to your preference.You must book a new appointment to complete the restoration. You will not be able to make another appointment until the property's service class is reverted to service class 2. Note: You will not be able to make another appointment until the property's service class is reverted to service class 2.
Internal (end-user)	<p>There is an issue with the infrastructure at end-user's property that is inside the end-user's premises. This includes, but is not limited to the following:</p> <ul style="list-style-type: none">The premises is missing the internal conduit.The internal conduit has no draw string.The internal conduit is incorrectly constructed or located.This is an unsuitable location for the optical network terminal (ONT).	RSP/end-user	<ol style="list-style-type: none">The property's service class is reverted to 'service class 1' automatically, as work needs to be done before the property is serviceable⁷¹.You/end-user must organise a registered tradesperson to resolve the issue. Note: Opticomm will advise you about what you need to do to rectify the issue.You must notify Opticomm that the issue has been resolved. You can do this by requesting a change to the property's service class in the RSP Portal (or by using the API)⁷³. Please ensure you include the order number.Once Opticomm is notified that the issue has been resolved, Opticomm will revert the property's service class to service class 2, indicating that the property is serviceable but requires the restoration to be completed via an appointment. Note: When creating a service class change ticket, please ensure you include the original order number and provide proof that the work has been completed (e.g. with a photo). The property's service class will be shown in the RSP Portal. If you have set up notifications in the RSP Portal⁷², you will also be notified of this change via email or via the API, according to your preference.You must book a new appointment to complete the restoration. Note: You will not be able to make another appointment until the property's service class is reverted to service class 2.

Note: A full list of failed appointment reasons is available from the RSP Portal⁸².

⁷⁹ Properties classified as 'service class 1' are within the Opticomm footprint but are not currently serviceable. As such, the RSP will not be able to book an appointment until the issue has been rectified. For more information about Opticomm's service classes, see [Section 8.2.1 on page 28](#).

⁸⁰ For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the **RSP Portal Help Menu**.

⁸¹ For more information about requesting a service class change, see [Footnote 73 on page 54](#).

⁸² For more information about getting a full list of appointment reasons, see [Footnote 74 on page 55](#).

14.6 Exporting a list of trouble tickets

You can export a summary of trouble tickets, in all statuses, from the RSP Portal⁸³.

14.7 Escalating a trouble ticket

The aim of escalating a trouble ticket is to ensure that adequate and appropriate resources are applied to the fault. To escalate a ticket, you must follow the *Opticomm Operational Contact and Escalation Matrix*⁸⁴, which is available from the **RSP Portal Help Menu**.

When escalating a ticket, you must provide:

- ◆ the original Opticomm Trouble Ticket ID
- ◆ the current trouble ticket status
- ◆ the reason for the escalation, and any other relevant information.

14.8 Service level agreements

Faults and issue service level agreements are specified in the **RSP Master Agreement: Service Level Agreement**.

⁸³ From the **Navigation bar**, select **Tickets**. A list of tickets is displayed. Click **Export CSV**. The list of tickets is exported to your default downloads folder.

⁸⁴ For instructions showing you how to access the matrix, see [Footnote 12 on page 8](#).

15 Requesting changes and making enquiries

You can lodge service requests via the RSP Portal or the API. Service requests are a type of ticket that can be used to:

- ◆ request that Opticomm review a premises or the information Opticomm holds in relation to a premises
- ◆ make enquiries or dispute a bill, a charge or a service transfer
- ◆ escalate an order
- ◆ request changes to the API or to the RSP Portal
- ◆ obtain API support and/or certification.

This section covers:

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15.2	Service request categories.....	70
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15.4	Exporting a list of service requests	72
15.5	Escalating a service request	72

15.1 Lodging a service request via the RSP Portal

To lodge a service request in the RSP Portal, from the **Navigation bar**, select **Trouble Tickets**, click **New Ticket** and then from the **Ticket Type** list, select **Service Request**. For more information, refer to 'Manage trouble tickets' in the **RSP Portal Help Menu**.

15.2 Service request categories

The following categories of service request are available to you.

Table 33. Service request types

Request relates to...	RSP Portal category and sub-category		Use the request type(s)...
	Category	Sub-category	
Addresses	Address	Incorrect Address	For addressing issues (as discussed in Section 8.1) and non-standard installation requests (as discussed in Section 13.2.2 on page 52)
		Missing Address	
		Non-Standard Installation Review	
Service classes	Service Class	Incorrect Service Class	For service class issues (as discussed in Section 8.2)
		Service Class Change Request	
API support	B2B Support	API Support	To request API integration support.
		API Certification	To request production API access.
Billing	Bill Enquiry	Bill Enquiry	For billing and charging issues (as discussed in Section 19.3 on page 83).
		Charge Dispute	
Orders	Order	Escalation Request	For escalating an order, as discussed in Section 11.7 on page 40 .
		Service Transfer Dispute	For lodging a service transfer dispute. Note: Opticomm cannot assist with, or mediate, a service transfer dispute. It is your responsibility to manage the dispute with the other RSP.

Request relates to...	RSP Portal category and sub-category		Use the request type(s)...
	Category	Sub-category	
The RSP Portal, the API or other Opticomm systems	System Request	API Access	To request API access (as discussed in Section 5.2 on page 17).
		Portal Access	To report issues with another RSP Portal user's account/access.
		API Fault	To raise a fault with the API.
		Portal Fault	To raise a fault with the RSP Portal.
		System Enquiry	To make an enquiry about Opticomm systems.
Velocity	Velocity ⁸⁵	ONT Upgrade	To upgrade an ONT that is located <i>outside</i> the end-user's premises ⁸⁶ .
		Enquiry	To raise an issue or make an enquiry ⁸⁷ .

Note: In the event that the entire RSP Portal/API is down and you cannot raise a service request for Opticomm to investigate the problem, you should contact the NOC and raise the issue directly with them.

⁸⁵ As the Velocity project has been completed, this category will be renamed in a future API iteration, but the functionality will still be available to RSPs.

⁸⁶ To request an ONT upgrade where the ONT is located *outside* the end-user's premises: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. On the **Trouble Tickets** pane, click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **Velocity**. From the **Sub Category** list, select **ONT Upgrade**. Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**. Note that the steps you need to take are different if the ONT requiring an upgrade is located *within* the end-user's premises. For more information, see [Section 9.5 on page 32](#).

⁸⁷ To raise an issue or make an enquiry: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. On the **Trouble Tickets** pane, click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **Velocity**. From the **Sub Category** list, select **Enquiry**. Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**.

15.3 Lifecycle

The following diagram details the service request lifecycle.

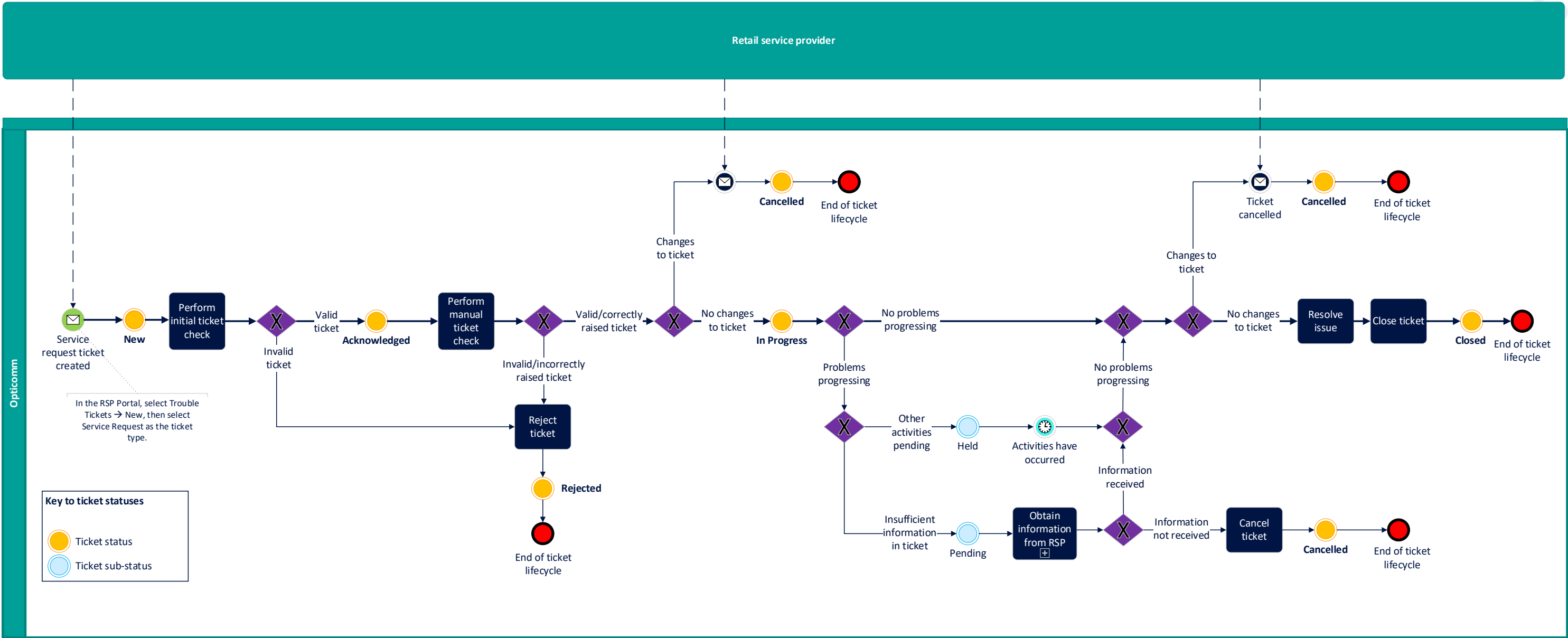


Figure 11. Service request lifecycle

15.4 Exporting a list of service requests

You can export a summary of service request tickets—in all statuses—from the RSP Portal⁸⁸.

15.5 Escalating a service request

If you want to escalate a service request, you must follow the *Opticomm Operational Contact and Escalation Matrix*⁸⁹, which is available from the **RSP Portal Help Menu**.

When escalating a ticket, you must provide: the original Opticomm service request ticket ID, the current ticket status, the reason for the escalation, and any other relevant information.

⁸⁸ To export a list of tickets: In the RSP Portal, from the **Navigation bar**, select Tickets. A list of tickets is displayed. Click **Export CSV**. The list of tickets is exported to your default downloads folder.

⁸⁹ For instructions showing you how to access the matrix, see [Footnote 12 on page 8](#).

16 Managing network outages

An outage is a failure of Opticomm infrastructure, equipment, facilities, components or other matters or things that affects the supply of more than one product or service to RSPs.

This section discusses outage types, embargo periods, force majeure events and how to escalate a network outage event. Specifically, it covers:

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Note: This section refers to *network outages only* and does not cover impacts to Opticomm systems (including the RSP Portal or API). For more information about reporting Opticomm RSP Portal/API and other system faults, refer to [Section 15.2 on page 70](#).

16.1 Planned network outages

A planned outage is a deliberate, scheduled outage to perform upgrades, repairs, maintenance, remediation, relocation, replacement and rationalisation of Opticomm infrastructure, equipment, facilities, components or other matters or things that affects the supply of more than one product or service to RSPs.

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 to ensure optimum operation of the network.

This includes, but is not limited to:

- ♦ installing infrastructure
- ♦ maintenance
- ♦ upgrades.

Where such works may adversely affect the delivery of services, Opticomm will endeavour to schedule these works outside normal business hours to minimise the impact on end-users.

Where a service or services are not restored after the outage period, you must raise a trouble ticket for service rectification. Refer to [Section 14 on page 56](#) for more information about raising trouble tickets.

16.1.1 Informing you of planned outages

Opticomm will endeavour to provide you with notice of scheduled maintenance which will impact services 10 business days prior to work starting. Opticomm will post these notices in the RSP Portal⁹⁰. If you have notifications set up in the RSP Portal, you will also receive this notification via email or via the API, according to your setup⁹¹.

Where services are not expected to be impacted, but there may be a small risk to an RSP, Opticomm will endeavour to provide notice to that RSP in the RSP Portal, 5 business days prior to work starting.

⁹⁰ For more information about viewing network outages in the RSP Portal, see 'View network outages' in the 'View network outages' section of the *RSP Portal Help Menu*.

⁹¹ For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

16.1.2 Rescheduling a planned network outage

If a planned network outage needs to be rescheduled, the associated notification will be updated in the RSP Portal. If you have notifications set up in the RSP Portal, you will also receive this notification via email or via the API, according to your setup⁹².

16.2 Unplanned outages

An unplanned outage is an unexpected failure of Opticomm infrastructure, equipment, facilities, components or other matters or things that affects the supply of more than one product or service to RSPs.

16.2.1 Informing you about unplanned outages

Opticomm will notify you of unplanned outages via the Opticomm 'Check network status' website, at: <https://online.telco.opticomm.com.au/network> and the RSP Portal⁹³. If you have notifications set up in the RSP Portal, you will also receive a notification via email or API according to your preferences⁹⁴.

Where an outage is classified as a 'critical outage', Opticomm will communicate with you in accordance with the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*. For more information about outage classifications, see [Section 16.4 on page 75](#).

Note: 'Critical outage' refers to either a 'major outage' or a 'significant local outage', as defined in the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*⁹⁵.

16.3 Emergency maintenance outages

An emergency maintenance outage will occur where Opticomm identifies an issue on the network that requires urgent attention and, if left unattended, will have a critical impact on services.

Where emergency maintenance may adversely affect the delivery of services, Opticomm will endeavour to schedule such maintenance outside normal business hours to minimise the impact on end-users, if possible.

16.3.1 Informing you about emergency maintenance

Opticomm will aim to provide you with notice of emergency maintenance outages via a notification in the RSP Portal⁹⁶, 48 hours prior to work starting, where reasonably practicable. Depending on the severity of the risk, this notice period may be reduced.

⁹² For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

⁹³ For more information about viewing network outages in the RSP Portal, see 'View network outages' in the 'View network outages' section of the *RSP Portal Help Menu*.

⁹⁴ For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

⁹⁵ *Telecommunications (Customer Communications for Outages) Industry Standard 2024 (Cth)*, s. 5, <https://www.legislation.gov.au/F2024L01447>.

⁹⁶ For more information about viewing network outages in the RSP Portal, see 'View network outages' in the 'View network outages' section of the *RSP Portal Help Menu*.

16.4 Outage categorisation (network restoration)

Outages on the Opticomm network are categorised according to the following levels of criticality.

Table 34. Outage categorisation

Criticality	Description
Critical	A critical outage refers to either 'major outage' or a 'significant local outage', as defined in the <i>Telecommunications (Customer Communications for Outages) Industry Standard 2024</i> ⁹⁷ .
High	There is an outage that is affecting all services at an exchange.
Medium	There is an outage that is affecting all services at an OLT.
Low	There is an outage that is affecting more than one user on a network segment.

16.5 Embargo periods

Embargo periods are used during certain timeframes where Opticomm needs to limit its support in line with its operational capability (e.g. reduced order type options during the Christmas period).

Upon establishing an embargo period, Opticomm will provide a 30 business days' notice with relevant details, including, but not limited to:

- ◆ dates
- ◆ times, and
- ◆ a description.

These details will be sent via email to your nominated contact address.

You may request that the embargo date/time be deferred within two business days of receipt of the notification. To do this, reply to the embargo email.

Opticomm will endeavour to review and respond in writing to such a request within five business days of receipt of the request.

16.6 Force majeure events

For the avoidance of doubt, if a force majeure event occurs that affects Opticomm, you will be notified via an outage notification in the same way as Opticomm would notify you about an unplanned outage, as soon as practicable.

Please refer to the **RSPMA** for further details applicable to force majeure events.

16.7 Escalating network outage events

For details of how to escalate network outage events, see [Section 14.7 on page 69](#).

⁹⁷ *Telecommunications (Customer Communications for Outages) Industry Standard 2024 (Cth)*, s. 5, <https://www.legislation.gov.au/F2024L01447>.

16.8 Notifying you about outages

As mentioned throughout this section, Opticomm posts notifications in the RSP Portal⁹⁸ informing you about:

- ♦ upcoming maintenance events on the Opticomm network, including planned outages and emergency outages - and -
- ♦ unplanned outages. For more information about outage classifications, see [Section 16.4 on page 75](#).

If you have notifications set up in the RSP Portal, you will also receive these notifications via email or API according to your preferences⁹⁹.

In addition, you can view notifications for unplanned outages via the Opticomm 'Check network status' website, at: <https://online.telco.opticomm.com.au/network>.

Furthermore, where an outage is classified as a 'critical outage', Opticomm will communicate with you in accordance with the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*. For more information about Opticomm's major outages process, visit [Opticomm's major outage notifications & information](#) web page.

Note: 'Critical outage' refers to either a 'major outage' or a 'significant local outage', as defined in the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*¹⁰⁰.

16.8.1 You are responsible for checking outage notifications

You are responsible for checking outage notifications. The RSP Portal will display outage notifications for areas in which you will have, or are likely to have, impacted services.

16.8.2 Process

Opticomm posts notifications in the RSP Portal upon becoming aware of the requirement for a notification, as triggered by:

- ♦ Opticomm proactively monitoring the network
- ♦ work scheduling, or
- ♦ a trouble ticket being raised by an RSP.

As mentioned throughout this section, you can also elect to receive notifications via the API or the RSP Portal¹⁰¹.

⁹⁸ For more information about viewing network outages in the RSP Portal, see 'View network outages' in the 'View network outages' section of the *RSP Portal Help Menu*.

⁹⁹ For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

¹⁰⁰ *Telecommunications (Customer Communications for Outages) Industry Standard 2024 (Cth)*, s. 5, <https://www.legislation.gov.au/F2024L01447>.

¹⁰¹ For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the *RSP Portal Help Menu*.

16.8.3 Timeframes

16.8.3.1 Unplanned outages

For notifications that relate to unplanned outages, Opticomm will endeavour to provide updates to you in accordance with the following timeframes.

Table 35. Update timeframes for unplanned outages

Fault criticality ¹⁰²	Opticomm will provide...	
	An initial response within ...	Updates ...
Critical	60 minutes of the event	Every 60 minutes, or when further information becomes available.
High		Every 120 minutes, or when further information becomes available.
Medium	120 minutes of the event	Every 240 minutes, or when further information becomes available.
Low	360 minutes of the event	When information becomes available

16.8.3.2 All other notifications

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

16.8.4 Content

All notifications will include the following content as standard:

- ♦ the start time
- ♦ information about the impacted region¹⁰³
- ♦ a reference number.

Additional information will also be provided, depending on the type of event triggering the notification. See [Table 36 below](#).

Table 36. Additional content

Event	Additional content will include, but will not be limited to...
Unplanned outage	<ul style="list-style-type: none">• The estimated time of restoration• The root cause, where known• Updates/action(s) taken
Planned outage	<ul style="list-style-type: none">• The reason for the outage• The end time of the outage window• The outcome of the outage
Emergency maintenance	

16.9 Requesting a customer impact statement

You can request a customer impact statement for outages classified as 'High' or 'Critical'. For definitions of High and Critical faults, see [Section 16.4 on page 75](#).

You must request for a customer impact statement directly in writing to an allocated Opticomm Account Manager up to 48 hours after closure of the fault.

¹⁰² For more information about fault criticality classifications, see [Section 16.4 on page 63](#).

¹⁰³ 'Impacted region' includes, but is not limited to, one or more states or territories, communities or suburbs.

The Account Manager will review and validate the eligibility of request, and work with the required Opticomm teams to generate the statement for release within 10 business days of receipt of your request.

Customer impact statements will include, but will not be limited to:

- ◆ a timeline outlining the management of the event
- ◆ a description of the fault (and categorisation of the fault) and the impact to services
- ◆ the underlying cause
- ◆ fault rectification details
- ◆ any follow up actions required or taken.

Where an outage 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 the third party as to the information that can be shared externally by Opticomm.

Any breaches of outage management processes can be discussed with Opticomm in governance framework forums. For more information about governance framework forums, see [Section 17 on page 80](#).

Part D. Governance and reporting

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17 Governance forums

Governance forums will occur between you and Opticomm on a regular basis, as required under the **RSPMA** and detailed below.

This section covers:

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17.1 The purposes of governance forums

The purposes of a governance forum are to:

- ◆ discuss key review items
- ◆ address any issues impacting either party's performance under the **RSPMA**.

17.2 Forum frequency

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

17.3 Forum chair and minutes

Forums will be chaired by Opticomm's Technical Account Manager or a nominated representative.

Opticomm will prepare and distribute agenda items and minutes of meetings to all attendees.

18 Reporting

Opticomm will make various reports available to you, including but not limited to:

- ◆ those required in line with Opticomm's obligations under the ACCC's Superfast Broadband Access Service Final Access Determination¹⁰⁴. These reports will be provided quarterly
- ◆ additional reports. These may include reports on network performance, sales performance and traffic statistics. These reports will be provided, where reasonably practicable, on a rolling basis.

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

¹⁰⁴ The ACCC's Superfast Broadband Access Service Final Access Determination can be found at: <https://www.accc.gov.au/by-industry/telecommunications-and-internet/non-nbn-fixed-line-services-access-regulation/superfast-broadband-access-service-sbas-final-access-determination-inquiry-2021>

Part E. Billing, rebates and payments

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19 Receiving bills

This section covers:

19.1

Billing period

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19.2

Billing files

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19.3

Billing enquiries and disputes.....

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19.1 Billing period

Opticom will send an invoice to you on the first business day of every month, which will include charges up to the last day of the previous month. For example, the bill for November 2024 was sent on 2 December 2024 and included charges up to 30 November 2024.

The bill is provided in PDF format and is sent via email to your nominated billing contact.

The invoice summarises the charges and provides a breakdown according to the type of charge. It contains charges billed both in arrears and in advance, as noted in [Table 37 below](#).

Table 37. Arrears and advanced billing items

Billing type	Billing items
Arrears	<div><div></div><div>CVC charges</div><div>Completed works</div><div>Rebates and credits</div></div>
In advance	<div><div></div><div>NNI charges</div><div>State based aggregation charges</div><div>AVC charges</div></div>

19.2 Billing files

Opticomm will send billing files via email directly to your nominated billing contact , along with the monthly invoice. The billing files are in Excel format and contain further information about the charges at service/address level.

19.2.1 Late issuing of billing files

Where Opticomm is unable to issue billing files within the 10-business-day timeframe, Opticomm will notify you outlining the reasons for the delay and providing an estimated resolution timeframe.

Any impact arising from the late issuing of billing files will be managed on a case-by-case basis and coordinated by the Technical Account Manager.

19.2.2 Failure to receive billing files

You are required to notify Opticomm, via the Technical Account Manager, as soon as reasonably practical if you have not received the billing files within the 10-business-day timeframe.

19.2.3 Billing file types

Opticomm will send the following billing files to you.

Table 38. Billing file types

File type	This file...
Tax invoice	Summarises the amounts payable by you at the time of invoice creation.
Billing invoice	Contains a listed summary view at address level of the amounts payable by you as per the charges listed in the tax invoice.
Billing adjustments	Contains any rebates or credits as agreed between you and Opticomm.
Detailed end-user services	Contains detailed information related to charges on a per-service basis.

19.2.4 Notification of billing file changes

Where the format or data content of a file needs to be changed, Opticomm will provide you with a minimum of 30 days' notice of the specific change(s).

19.3 Billing enquiries and disputes

19.3.1 Types of billing enquiries and disputes

You may raise the following types of billing enquiries and/or disputes:

- ♦ general enquiries or disputes relating to invoices, billing, and charges including credits/rebates
- ♦ changes of email and/or physical address (if applicable) where you receive invoices and/or notifications, and
- ♦ requests for invoice record details.

19.3.2 How to raise billing enquiries and disputes

You must raise a billing enquiry or a dispute by submitting a service request in the RSP Portal or via the API. For:

- ♦ billing enquiries, you must raise a bill enquiry service request¹⁰⁵
- ♦ charge disputes, you must raise a charge dispute service request¹⁰⁶.

Service requests will be allocated a unique ID which will remain constant throughout the claims process lifecycle.

Note: If you raise a billing dispute by emailing accounts@opticomm.com.au, it will not be actioned.

¹⁰⁵ To raise a billing enquiry: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. On the **Trouble Tickets** pane, click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **Billing**. From the **Sub Category** list, select **Bill Enquiry**. Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**.

¹⁰⁶ To raise a charge dispute: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed. On the **Trouble Tickets** pane, click **New Ticket**. The New Ticket dialog box is displayed. In the **New Ticket** dialog box, in the **External ID** field, provide a unique identification number for the ticket. From the **Ticket Type** list, select **Service Request**. From the **Category** list, select **Billing**. From the **Sub Category** list, select **Charge Dispute**. Complete the remaining fields (fields shown with an asterisk * are mandatory) and then click **Submit**.

19.3.3 Information required when raising an enquiry or dispute relating to an invoice or charge

If you want to raise an enquiry or dispute relating to an invoice or a charge (including a credit/rebate enquiry), you must provide the following information:

- ◆ The invoice ID associated with the incorrect charge
- ◆ The service/property ID that is associated with the incorrect charge
- ◆ The amount that was charged
- ◆ The reason for the enquiry or dispute.

Note: Opticomm will reject a billing dispute request if it is raised without you first identifying the invoice to which the charge relates.

Note also: Some charges are billed in arrears, and some are billed in advance¹⁰⁷. As such, you must raise the relevant dispute or enquiry once you have received the invoice containing the charges that are the subject of the enquiry or dispute.

19.3.4 How Opticomm responds to billing enquiries and disputes

Customer Operations will endeavour to resolve a submitted billing or disputes enquiry within 14 business days from the service request being raised.

Once Opticomm has completed its review, Opticomm will post a reply in the original ticket in the RSP Portal¹⁰⁸ outlining our findings

Where Opticomm is unable to respond within 14 business days after the service request is raised, Opticomm will notify you outlining the reason for the delay and providing a revised date on which resolution is to occur.

Note: Opticomm will close a billing enquiry if the issue is deemed resolved by both you and Opticomm, or where you have not responded to Opticomm within 3 business days.

¹⁰⁷ Refer to [Table 37 on page 73](#) for details.

¹⁰⁸ To view the details of a service request or a trouble ticket: In the **RSP Portal**, from the **Navigation bar**, select **Tickets**. The Trouble Tickets pane is displayed showing a list of tickets. Locate the required ticket and then click on the **Tools** menu shown next to the ticket and select **View**. Details of the ticket are shown in the Trouble Ticket Details dialog box.

20 Receiving rebates and credits

This section covers:

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20.1 Credit and rebate eligibility

Certain Opticomm services and aspects of Opticomm's operational performance may have service levels and/or rebates available under the **Service Level Agreement**.

You must refer to the **Service Level Agreement** for details of those arrangements.

20.2 Claims process

It is your responsibility, where applicable, to advise Opticomm when you want to make a service level agreement credit or rebate claim.

You can submit a service level agreement credit or rebate request via the RSP Portal as a charge dispute service request¹⁰⁹.

Service requests will be allocated a unique ID which will remain constant throughout the claims process lifecycle.

20.3 Processing a credit and rebate claim

You will be able to view any updates to a credit or rebate claim in the RSP Portal by viewing the service request. Updates will be provided when the claim is lodged and subsequently whenever it is updated or closed. The updates will outline any relevant details, decisions or changes.

In addition, if you have set up notifications in the RSP Portal¹¹⁰, you will receive details of these changes via email or via the API, according to your notification preferences.

20.3.1 Approved claim(s)

For instances where Opticomm agrees to a claim, Opticomm will provide the agreed rebate:

- ◆ by applying the rebate to:
 - your billing account, or
 - the next invoice as a credit offsetting of the initially charged invoice, or
- ◆ in any other way as specified in the **RSPMA** or as otherwise agreed between both parties.

¹⁰⁹ For instructions showing you how to raise a charge dispute service request, see [Footnote 106 on page 78](#).

¹¹⁰ For more information about setting up notifications, see [Footnote 33 on page 30](#). For more information about notifications in general, see 'Manage notifications' in the **RSP Portal Help Menu**.

20.3.2 Denied claim(s)

For instances where Opticomm rejects a claim, Opticomm will update the service request with the relevant information.

Where applicable, Opticomm will contact you to discuss its decision prior to closing the service request.

20.4 Commercial rebates

Opticomm, at its discretion, may from time to time run promotional rebates for all RSPs 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.

21 Making payments to Opticomm

This section covers:

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21.3	Disputing an invoice	87

21.1 Making payments to Opticomm

RSPs must make payments to Opticomm using the bank account nominated by Opticomm, as displayed on the Opticomm issued invoice.

Where a change to Opticomm’s banking details occurs, you will be notified in advance, and subsequent Opticomm invoices will reflect the updated bank details.

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

21.2 Receiving remittance advice

Upon Opticomm processing an invoiced RSP payment, Opticomm will provide you with remittance advice, which will include:

- ◆ the invoice number to which the payment relates
- ◆ the value of the payment, and
- ◆ the payment reference.

21.3 Disputing an invoice

If you want to dispute an invoice, you must pay the invoice in full first and then raise a billing dispute.

For more information about billing enquiries and disputes, see [Section 19.3 on page 83](#).

Appendix A. Terms used in this manual

This appendix provides a list of terms and definitions used throughout this document.

Table 39. Definitions for commonly used terms

Term / acronym	Definition
Addresses within Opticomm's footprint	Properties that are—or will become—available for service by Opticomm. For more information, see Section 8.1 on page 26 .
API Suite	Opticomm's current API library suite.
Appointment ID	Opticomm's unique identifier for an appointment. You can use the appointment ID in RSP Portal/with the API to search for an appointment and to make enquiries about that appointment. For more information, see Section 12.2.4 on page 44 .
AVC	Access virtual circuit (also known as OAC).
Bearer	Network-to-network interface bearer (also known as OBI).
Business hours	Refer to the definition in the RSPMA .
CIS	Customer impact statement. For more information, see Section 16.9 on page 77 .
Communities	Geographically grouped properties that are typically delivered via common infrastructure and allocated a community name and an exchange code.
CPE	Customer (i.e. end-user) premises equipment
Critical fault	Refer to the definition in Section 16.4 on page 75 .
CSA	Customer (or connectivity) service area. A customer service area is the region in which the end-user's property is located. Current customer service areas are New South Wales, South Australia, Queensland, Victoria and Western Australia. Note: For the purposes of Opticomm's customer service areas, the Australian Capital Territory is a part of New South Wales and the Northern Territory is part of South Australia.
CVC	Connectivity virtual circuit (also known as an OVC).
Emergency maintenance outage	Refer to the definition in Section 16.3 on page 74 .
End-user	Refer to the definition in the RSPMA .
Equipment	Refer to the definition in the RSPMA .
Ethernet Product Specification Guide	This document provides about a high-level overview of Opticomm's Layer 2 wholesale ethernet services, which are used to provide wholesale services to RSPs.
EU	End-user.
External reference	Your organisation's own unique ID for the order or ticket. Also referred to as 'Your reference'.
Fault	Refer to the definition in the Service Level Agreement .
Fees	Refer to the definition in the RSPMA .
Field testing	Performing testing between Opticomm's optical network terminal (ONT) and your customer premises equipment (CPE) to validate expected operations in the field
Footprint	The addressable premises available within the Opticomm network.
Force majeure	Refer to the definition in the RSPMA .
High fault	Refer to the definition in Section 16.4 on page 75 .
Impacted region	Refer to the definition in Footnote 103 on page 77 .
Interoperability testing	Validating the interoperability of services on Opticomm's network with your test network.

Term / acronym	Definition
Laboratory testing	Testing and verifying different aspects of the services (such as, types of connections and their virtues in laboratory environment) to provide confidence in Opticomm's platform for your test network, and vice versa.
Location/property ID	Opticomm's unique identifier for a location/property. You can use the location/property ID in RSP Portal/with the API to search for a location/property and to make enquiries about that property. For more information, see Section 8.1.2 on page 26 .
Low fault	Refer to the definition in Section 16.4 on page 75 .
Medium fault	Refer to the definition in Section 16.4 on page 75 .
NAP	Network access point.
NDA	Non-disclosure agreement.
Network	Refer to the definition in the RSPMA .
Nominated billing contact	The contact that you, the RSP, have nominated to receive invoices and billing files. This can be a person or the generic accounts payable department.
NNI	Network-to-network interface (also known as an ONI).
NTD	Network termination device or optical network terminal (also known as ONT).
ODF	Optical distribution frame.
OLT	Optical line terminal.
ONT	Optical network terminal or network termination device (also known as NTD).
Opticomm systems	The RSP Portal and the API.
Order ID	Opticomm's unique identifier for an order. You can use the order ID in RSP Portal/with the API to search for an order and to make enquiries about that order. For more information, see Section 11.1 on page 37 .
Outage	Refer to the definition in Section 16 on page 73 .
Planned outage	Refer to the definition in Section 16.1 on page 73 .
POI	Point of interconnect.
POI facility(s)	These include (but are not limited to) community head end facilities, cabinets, telecommunications rooms and exchange facilities.
Point of no return	The point at which a product, service or appointment cannot be cancelled without charge. For more information, see Section 11.4 on page 40 .
Priority assistance services	Services provided to an end-user who has—or someone within their premises that has—a diagnosed life-threatening medical condition and is eligible for priority assistance within <i>Industry Code ACIF C609:2007 (Priority Assistance for Life Threatening Medical Conditions)</i> or any carrier licence condition. For more information, see Section 11.8 on page 41 and Section 12.2.11 on page 46 .
Product Technical Specification	This document forms part of the Ethernet Product Specification Guide as it sets out the technical specifications for the Ethernet Bitstream Services and Metro Ethernet Access Services offered by Opticomm.
RFS	Ready for service
RSP	Retail service provider (referred to as the Customer under the RSPMA)
RSP Portal	An application accessible from the Internet that enables RSPs to communicate with Opticomm and to perform numerous tasks which include, but are not limited to, managing Opticomm orders, appointments and active services and products, obtaining information about outages, raising issues, subscribing to data feeds, receiving notifications and obtaining assistance from Opticomm.
RSPMA	Retail Service Provider Master Agreement
RSPMA: Service Level Agreement	This document outlines the standards and levels of service that Opticomm is committed to achieving in its provision of products and services to RSPs.
SC	Service class.

Term / acronym	Definition
Service	Refer to the definition in the <i>RSPMA</i> .
Service class	Service classes (SC) indicate whether a property is currently ready for service (SC 3) or will be ready for service in the future (SC1). They also indicate any conditions that need to be met when services are connected, such as the installation of an ONT (SC 2) or an Opticomm site visit (SC 12), and whether a fee is/may be payable upon connection (SC 2 and SC 5). For more information, see Section 8.2.1 on page 28 .
SQ	Service qualification. A service qualification enables you to determine the serviceability of an address on the Opticomm footprint. For more information, see Section 8.2.2 on page 29 .
Supplementary work	Refer to the definition of 'supplemental work' in the <i>RSPMA</i> .
Third party	Refer to the definition in the <i>RSPMA</i> .
Ticket ID	Opticomm's unique identifier for a trouble ticket or service request. You can use the ticket ID in RSP Portal/with the API to search for a ticket and to make enquiries about that ticket. For more information, see Section 14.3.5 on page 61 .
TIO	Telecommunications Industry Ombudsman. The TIO provides a 'fair independent, and accessible external dispute resolution service for individual consumers, occupiers and owners of property, small businesses and not-for-profits who have been unable to resolve their complaint with a phone or internet service provider'. For more information, refer to https://www.tio.com.au/ .
UNI	Opticomm user network interface (also known as OUI)
Unplanned outage	Refer to the definition in Section 16.2 on page 74 .
Wholesale Price List	This document describes the fees payable for products and services supplied by Opticomm under the <i>RSPMA</i> .
Your reference	Your organisation's own unique ID for the order or ticket. Also referred to as 'External reference'.

Appendix B. References

This appendix provides a list of documents referred to in this manual.

- ACCC, *Superfast Broadband Access Service (SBAS) Final Access Determination*, <https://www.accc.gov.au/by-industry/telecommunications-and-internet/non-nbn-fixed-line-services-access-regulation/superfast-broadband-access-service-sbas-final-access-determination-inquiry-2021>
- ACIF, *Industry Code ACIF C609:2007 — Priority Assistance for Life Threatening Medical Conditions*, <https://www.commsalliance.com.au/Documents/all/codes/c609>
- Opticomm, *API documentation*¹¹¹
- Opticomm, *Associate an appointment with a ticket*, available from the 'Manage trouble tickets' menu in the *RSP Portal Help Menu*
- Opticomm, *Associate an appointment with an order*, available from the 'Work with orders' menu and the 'Working with orders' sub-menu in the *RSP Portal Help Menu*
- Opticomm, *Check network status* (web page), <https://online.telco.opticomm.com.au/network>
- Opticomm, *Cancel a service*, available from the 'Manage services' section of the *RSP Portal Help Menu*
- Opticomm, *Cancel an appointment*, available from the 'Manage appointments for service class 2 properties' menu in the *RSP Portal Help Menu*
- Opticomm, *Create a trouble ticket*, available from the 'Manage trouble tickets' section of the *RSP Portal Help Menu*
- Opticomm, *Diagnostic and Test Checklist*, available in the *RSP Portal*, <https://rspportal.telco.opticomm.net.au>
- Opticomm, *Ethernet Product Specification Guide*, <https://www.opticomm.com.au/legal/>
- Opticomm, *Internet Services Interoperability Test Plan* (provided to Layer 2 RSPs during onboarding)
- Opticomm, *Major and significant local outage notifications & information*, <https://www.opticomm.com.au/outages/#~:text=There%20are%20currently%20no%20known,major%20outages%20on%20our%20network>
- Opticomm, *Operational Contact and Escalation Matrix*¹¹²
- Opticomm, *Preparation & installation guide for a single dwelling unit with TV*, <https://www.opticomm.com.au/support/resources/>
- Opticomm, *Preparation & installation guide for a single dwelling without TV*, <https://www.opticomm.com.au/support/resources/>
- Opticomm, *Preparation & installation guide for multi dwelling units*, <https://www.opticomm.com.au/support/resources/>
- Opticomm, *Product Technical Specification*, <https://www.opticomm.com.au/legal/>
- Opticomm, 'Reschedule an appointment', available from the 'Manage appointments for service class 2 properties' menu in the *RSP Portal Help Menu*
- Opticomm, *RSP Master Agreement (RSPMA)*, <https://www.opticomm.com.au/legal/>
- Opticomm, *RSP Master Agreement: Service Level Agreement*, <https://www.opticomm.com.au/legal/>
- Opticomm, *RSP Portal Help Menu*¹¹³
- Opticomm, *Sign in to the RSP Portal with multi-factor authentication*, available from the 'Getting started' section of the *RSP Portal Help Menu*, <https://rspportal.telco.opticomm.net.au>
- Opticomm, *Velocity premises installation guide*, <https://www.opticomm.com.au/support/resources/>
- Opticomm, *View the details of a service*, available from the 'Manage services' section of the *RSP Portal Help Menu*, <https://rspportal.telco.opticomm.net.au>
- Opticomm, *Wholesale Price List*, <https://www.opticomm.com.au/legal/>
- Telecommunications (Customer Communications for Outages) Industry Standard 2024 (Cth)*, s. 5, <https://www.legislation.gov.au/F2024L01447>

¹¹¹ For instructions showing you how to access the API documentation, see [Footnote 3 on page 6](#).

¹¹² For instructions showing you how to access the matrix, see [Footnote 12 on page 8](#).

¹¹³ For instructions showing you how to access the RSP Portal Help Menu, see [Footnote 4 on page 6](#).

Appendix C. Changes to the Operations Manual since its last release

The Operations Manual has been revised significantly in this release. In addition to being updated and augmented to reflect current processes, much of the content has been rewritten to improve clarity and readability. The manual has also been restructured into the following parts:

- ◆ Part A. Introduction
- ◆ Part B. Onboarding
- ◆ Part C. Working with Opticomm
- ◆ Part D. Governance and reporting
- ◆ Part E. Billing, rebates and payments
- ◆ Appendix A. Terms used in this manual
- ◆ Appendix B. Referenced documentation
- ◆ Appendix C. Changes to the Operations Manual since last release

The following table provides a high-level list of changes that have occurred since the Operations Manual was last released.

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
1 Introduction	Part A. Introduction	Part A. Introduction	This section has been rewritten, updated, restructured and augmented. See below for details.
1.1 What is the Operations Manual	Part A. Introduction	1 Using this manual	Content rewritten and augmented to provide a more detailed overview of the contents of the Operations Manual.
1.1.1 Changes to this Document	Part A. Introduction	1.4 Changes to this manual	Content rewritten, updated and augmented to make it clearer how Opticomm will communicate to RSPs regarding content changes.
1.1.2 Supporting Documentation	Part A. Introduction Appendix B. References	1.1 Supporting documentation	Content rewritten and augmented with additional references.
-	Part A. Introduction	1.2 Manual structure	Content added to provide additional information about how this manual is structured.
1.1.3 Role Descriptions	Part A. Introduction	2.1 Points of contact	Content updated and rewritten to bring it in line with current Opticomm contact points.
1.1.4 OptiComm Contact Matrix	Part A. Introduction	2.2 Channels of communication	Content updated. Reference added to <i>Opticomm Operation Contact and Escalation Matrix</i> which is available from the RSP Portal.
1.2 Operational Interactions		2.3 Contacting us	
1.2.1 Definitions	Part A. Introduction	1.3 Definitions and terms used in this manual	Content updated. Reference to full list of definitions provided in separate appendix (Appendix A. Terms used in this manual).

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
1.3 Channels of Communication	Part A. Introduction	2.2 Channels of communication	Content updated and augmented to make it clear how RSPs and Opticomm will communicate with each other.
2 Onboarding	Part B. Onboarding	3.2 About the onboarding process	Content rewritten using clearer language.
-	Part B. Onboarding	3.1 Meeting requirements to become an Opticomm RSP	Content added to make it clear that RSPs need to meet necessary regulatory requirements before they can be onboarded by Opticomm.
2.1 Onboarding Documents	Part B. Onboarding	3.3 Documents provided at the start of the onboarding process	Content rewritten, updated and restructured to delineate the different types of documentation RSPs will receive. This section now contains the following sub-sections: 3.3.1 Legal and other documentation for return to Opticomm 3.3.2 Reference documentation 3.3.3 Other documentation
2.2 Onboarding Process Summary	Part B. Onboarding	4 Overview of the onboarding process	Content rewritten, updated, restructured and augmented. Detailed roles and responsibilities list incorporated into a process table showing each party's responsibility at each point in the process and cross referencing out to where RSPs can find additional information about each step. Process maps reworked and updated.
2.3 Onboarding Process Detail, Roles & Responsibilities	Part B. Onboarding		
2.4 RSP Billing Account	Part B. Onboarding	7.2 Setting up your billing account	Section moved to the end of the onboarding process (under section '7 Completing onboarding and achieving operational readiness'). Content rewritten to improve clarity and readability.
2.5 Onboarding Testing	Part B. Onboarding	6 Additional onboarding steps for Layer 2 RSPs	A separate section created for additional steps specifically for Layer 2 RSPs. Content rewritten, updated, restructured and augmented. This section includes: <ul style="list-style-type: none"> ◆ 6.1 Overview of additional steps ◆ 6.2 Ordering NNIs for each customer service area ◆ 6.3 Providing cross connects for initial locations ◆ 6.4 Attending the activation appointment ◆ 6.5 Ordering CVCs ◆ 6.6 Conducting testing
-	Part B. Onboarding	6.1 Overview of additional steps	Steps table added to clarify what additional steps Layer 2 RSPs must perform. Layer 2 RSPs process map provided, showing each of the additional steps as part of the onboarding process.
-	Part B. Onboarding	6.2 Ordering NNIs for each customer service area	Content added to make it clear that Layer 2 RSPs need to order NNIs for each customer service area in which they will be operating. References added to RSP Portal Help Menu which contains procedures showing RSPs how to order NNIs. Information provided about what happens once RSPs order NNIs.
-	Part B. Onboarding	6.3 Providing cross connects for initial locations	Content added to make it clear that Layer 2 RSPs must provide cross connects for initial locations.
-	Part B. Onboarding	6.4 Attending the activation appointment	Content added to make it clear that Layer 2 RSPs must attend an activation appointment with Opticomm.
-	Part B. Onboarding	6.5 Ordering CVCs	Content added to make it clear that Layer 2 RSPs must order CVCs and that they can do so via the RSP Portal.
-	Part B. Onboarding	6.6 Conducting testing	Existing testing content restructured, rewritten and augmented to make it clear what tests Layer 2 RSPs must complete, what is expected of RSPs when conducting the testing and the assistance that Opticomm will provide during this process. This content includes additional information about:

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
			<ul style="list-style-type: none"> ◆ 6.6.1 Specifying a testing location ◆ 6.6.2 Using Opticomm's own network and specialised equipment
2.5.1 Opticomm Sandpit	Part B. Onboarding	6.6.3 Using the Opticomm sand pit	Content rewritten and augmented to specify in which situations RSPs can use the sand pit and to stipulate prerequisites to testing including providing a high-level test plan and schedule and connecting fibre to the sand pit.
2.5.2 Location	Part B. Onboarding	6.6.3 Using the Opticomm sand pit	
2.5.3 Bookings	Part B. Onboarding	6.6.3 Using the Opticomm sand pit	
2.5.4 Establishing Connectivity	Part B. Onboarding	6.6.4 Performing connectivity testing	Content rewritten and Opticomm/RSP responsibilities updated
2.5.5 Testing	Part B. Onboarding	6.6.4 Performing connectivity testing	
2.6 Interoperability Testing	Part B. Onboarding	6.6.5 Performing interoperability testing	Content rewritten and augmented with introductory information about the purpose of interoperability testing.
2.6.2 Field Testing	Part B. Onboarding	6.6.5 Performing interoperability testing	
2.7 System Access	Part B. Onboarding	5 Getting RSP Portal/API access	Content moved so that it is shown before 6 Additional onboarding steps for Layer 2 RSPs, as Layer 2 RSPs need access to the RSP Portal to perform the additional onboarding steps. Content rewritten, updated, restructured and augmented.
2.8 RSP Portal	Part B. Onboarding		
2.8.1 Role Types	Part B. Onboarding	5.1.1 Role types	Content updated and rewritten.
-	Part B. Onboarding	5.1.2 RSP Portal access	Content added to cover the information that RSPs must provide to Opticomm to enable RSP Portal access, including their IP address for whitelisting and the details of two staff members for initial portal access. Content also covers RSPs' responsibility once RSP Portal access is provided.
2.8.2 RSP Credential Management	Part B. Onboarding	5.1.3 RSP credential management	Content rewritten, updated and augmented to detail the administration capabilities available to staff granted 'super user' access to the RSP Portal and, as such, the responsibility of RSPs, once portal access is granted to manage users and its organisation's RSP Portal users and accounts.
2.8.2.1 Credential Responsibility	Part B. Onboarding		
2.8.2.2 User Management	Part B. Onboarding	5.1.4 User management	
-	Part B. Onboarding	5.1.5 Multi-factor authentication	Content added regarding the requirement for RSPs to use multi-factor authentication to authenticate users using the RSP Portal, to help ensure the security of their organisation's and their customer's data.
-	Part B. Onboarding	5.1.6 Using the RSP Portal	Content added referencing the RSP Portal Help menu that contains detailed instructions showing RSP Portal users how to use the features and functionality available in the RSP Portal.
2.9 API	Part B. Onboarding	5.2 Getting access to the API	Content rewritten, updated and augmented to include how RSPs can request access to the API, Opticomm's expectations of API users and the requirement that some API endpoints require API users to undergo testing and certification before being able to use the production site.
2.10 Infrastructure Ordering	Part B. Onboarding	6.2 Ordering NNIs for each customer service area 6.5 Ordering CVCs	Content moved to section 6 Additional onboarding steps for Layer 2 RSPs, as it relates to Layer 2 RSPs only. Content rewritten, updated, restructured and augmented to provide more detail about the process of ordering NNIs and CVCs.
2.11 Operational Readiness	Part B. Onboarding	7 Completing onboarding and achieving operational readiness	Content rewritten, updated, augmented and restructured into the following sections: <ul style="list-style-type: none"> ◆ 7.1 Providing your logo and contact details (new section) ◆ 7.2 Setting up your billing account ◆ 7.3 Obtaining 'operational readiness' status

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
3 Service Activation	Part C. Working with Opticomm	8 Determining the serviceability of properties within the Opticomm footprint 9 Ordering services and changes to services 10 Layer 2 RSPs only: Managing NNIs and CVCs 11 Managing orders	Content rewritten, updated, augmented and restructured into the following sections: <ul style="list-style-type: none"> ◆ 8 Determining the serviceability of properties within the Opticomm footprint ◆ 9 Ordering services and changes to services ◆ 10 Layer 2 RSPs only: Managing NNIs and CVCs ◆ 11 Managing orders
3.1 Addresses	Part C. Working with Opticomm	8 Determining the serviceability of properties within the Opticomm footprint	Content rewritten and updated, including: <ul style="list-style-type: none"> ◆ additional introductory information about the 'Opticomm footprint' ◆ updated information about the frequency and the types of updates that are made to the footprint ◆ additional information of how RSPs can access the footprint.
3.1.1.1 Forecasting & Footprint Changes	Part C. Working with Opticomm	8.1.4 Changes to Opticomm's footprint	
3.1.1.2 Footprint Export	Part C. Working with Opticomm	8.1.1 Obtaining details of Opticomm's footprint	Content rewritten and updated with reference to the help documents in the RSP Portal Help Menu providing step-by-step instructions showing RSPs how to export footprint details.
3.1.2 Address Naming Convention	Part C. Working with Opticomm	8.1.2 Address naming conventions	Content rewritten to improve clarity and readability.
3.1.3 Address Query	Part C. Working with Opticomm	8.1.3 Obtaining property details	Content consolidated and rewritten to improve clarity and readability. Content updated with reference to the RSP Portal Help providing step-by-step instructions showing RSPs how to obtain the details of a property.
3.1.3.1 Component Search	Part C. Working with Opticomm	8.1.3 Obtaining property details	
3.1.3.2 Latitude / Longitude Search	Part C. Working with Opticomm	8.1.3 Obtaining property details	
3.1.3.3 Full Text Search	Part C. Working with Opticomm	8.1.3 Obtaining property details	
3.1.4 Address Enquiry	Part C. Working with Opticomm	8.1.5 Rectifying addressing issues	Content rewritten to improve clarity and readability. Content updated to reflect current processes and augmented to include the procedure showing RSPs how to raise a service request to rectify an addressing issue.
3.2 Service Qualification	Part C. Working with Opticomm	8.2.2 Checking a property's serviceability	Content rewritten to improve clarity and readability.
3.2.1 Service Qualification Request	Part C. Working with Opticomm		
3.2.2 Service Classes	Part C. Working with Opticomm	8.2 Determining whether properties are serviceable	Content rewritten to improve clarity and readability and augmented to include information about how a property's service class can change during its life within the Opticomm footprint.
3.2.2.1 Service Class Summary	Part C. Working with Opticomm		
3.2.2.2 Service Class Review Request	Part C. Working with Opticomm	8.2.3 Rectifying service class issues	Content rewritten to improve clarity and readability and augmented to include a procedure showing RSPs how to raise a service request to rectify service class issues.
3.3 Product Ordering	Part C. Working with Opticomm	9 Ordering services and changes to services 10 Layer 2 RSPs only: Managing NNIs and CVCs 11 Managing orders	Content rewritten to improve clarity and readability. Content updated, augmented and restructured into the following sections: <ul style="list-style-type: none"> ◆ 9 Ordering services and changes to services ◆ 10 Layer 2 RSPs only: Managing NNIs and CVCs ◆ 11 Managing orders Additional information about ordering NNIs and CVCs is covered in 6 Additional onboarding steps for Layer 2 RSPs.
3.3.1 Product Ordering Sequence & Pre-requisites	Part C. Working with Opticomm	11.2 Order lifecycle	Process map updated and reworked to improve clarity and readability. Information about NNIs and CVCs is now covered in 10 Layer 2 RSPs only: Managing NNIs and CVCs and 6 Additional onboarding steps for Layer 2 RSPs.

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
3.3.2 Service Ordering Requirements	Part C. Working with Opticomm	9.1 Order types	Original content restructured. This section (sub-sections 9.1 and 9.2) now cover ordering of AVCs only (connect, modify and disconnect). Information about ordering NNIs and CVCs is now covered in Section 6 Additional onboarding steps for Layer 2 RSPs. (Sections 10.1 and 10.4 reference these sections.) See above for information about this content. Content rewritten to improve clarity and readability.
3.3.3 Order Types	Part C. Working with Opticomm	9.2 Ordering a new connection	
3.3.4 Service and Order Availability Type Matrix	Part C. Working with Opticomm	10.1 Ordering NNIs 10.4 Ordering CVCs	
3.4 Order Management	Part C. Working with Opticomm	11 Managing orders	Content in this section has been rewritten to improve clarity and readability. It has also been augmented and restructured. See below for details.
3.4.1 Order ID	Part C. Working with Opticomm	11.1 Identifying an order	Content rewritten to improve clarity and readability and updated to reflect current processes.
3.4.2 Order Lifecycle (All order types)	Part C. Working with Opticomm	11.2 Order lifecycle	Process map updated and reworked to improve clarity and readability.
3.4.3 Order Status	Part C. Working with Opticomm	11.3 Order status	Content updated to reflect current processes and rewritten to improve clarity and readability.
3.4.4 Inflight Order Changes	Part C. Working with Opticomm	11.4 Changes to open orders	Content rewritten to improve clarity and readability and updated to reflect current processes.
3.4.5 Order Enquiry Request	Part C. Working with Opticomm	11.5 Requesting an update or assistance with an open order	Content rewritten to improve clarity and readability and augmented with reference to the RSP Portal Help providing step-by-step instructions showing RSPs how to request an update or assistance with an open order.
3.4.6 Order Reporting	Part C. Working with Opticomm	11.6 Exporting an order summary	Content rewritten to improve clarity and readability and updated to reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to export an order summary.
3.4.7 Order Escalation	Part C. Working with Opticomm	11.7 Escalating an order	Content rewritten to improve clarity and readability and updated to reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to
3.4.8 Priority Assistance	Part C. Working with Opticomm	11.8 Priority assistance	Content rewritten to improve clarity and readability.
3.5 New Connection Request Order Type	Part C. Working with Opticomm	9.2 Ordering a new connection 10.1 Ordering NNIs 10.4 Ordering CVCs	Content rewritten and consolidated. Detailed information about ordering NNIs and CVCs now located in 6 Additional onboarding steps for Layer 2 RSPs.
3.5.2.4 AVC Ordering Summary (Service Transfer)	Part C. Working with Opticomm	9.3 Ordering a service transfer	Content rewritten, restructured, updated and augmented.
3.6 Connection Modification Request Order Type	Part C. Working with Opticomm	9.4 Modifying an active service 10.2 Modifying NNIs 10.5 Modifying CVCs	Content restructured to separate modifying NNIs and CVCs (applicable to Layer 2 RSPs only) from modifying services. Content rewritten to improve clarity and readability.
3.6.3 Equipment Upgrade Request	Part C. Working with Opticomm	9.5 Requesting an equipment upgrade	Content rewritten to improve clarity and readability and augmented to reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to modify a service, create an order and create an appointment.
3.7 Connection Disconnection Request Order Type	Part C. Working with Opticomm	9.6 Disconnecting an active service 10.3 Disconnecting an NNI	Content restructured to separate disconnecting NNIs and CVCs (applicable to Layer 2 RSPs only) from disconnecting services. Content rewritten to improve clarity and readability.
3.8 Roles & Responsibilities	Part C. Working with Opticomm	10.6 Disconnecting a CVC	
3.9 Truck Rolls	Part C. Working with Opticomm	11.9 Onsite service appointments	Content rewritten to improve clarity and readability and updated to reflect current processes.
4 Assurance	Part C. Working with Opticomm	14 Managing faults and incidents	Content rewritten and augmented, as detailed below.

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
4.1 TV only related issues	Part C. Working with Opticomm	-	This section has been removed because this document is written for RSPs and RSPs are not involved with end-user TV faults. Instead, Opticomm works directly with end-users in relation to those issues.
4.2 Logging trouble tickets	Part C. Working with Opticomm	14.1 Raising faults and incidents with Opticomm	Content rewritten and augmented to improve clarity.
4.2.1 Prior to logging trouble tickets	Part C. Working with Opticomm		
-	Part C. Working with Opticomm	14.2 Performing preliminary checks	Section added to clarify what RSPs need to do before they raise faults or issues with Opticomm and what will happen if these preliminary checks are not performed.
4.2.1.1 Pre-Fault Checklist	Part C. Working with Opticomm	14.2.1 Completing diagnostic and test checks	Content updated to reflect current processes, referencing the <i>Diagnostic and Test Checklist</i> and the Diagnostic and Test Guide that details the preliminary checks.
4.2.2 Logging trouble tickets	Part C. Working with Opticomm	14.3 Lodging trouble tickets 14.3.1 How to lodge a trouble ticket 14.3.5 What happens when a trouble ticket is lodged 14.3.6 Charges	Content rewritten to improve clarity and readability, updated to reflect current processes and augmented to: <ul style="list-style-type: none"> ♦ reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to lodge a trouble ticket ♦ provide a summary of the information that RSPs must submit when lodging a trouble ticket ♦ reiterate that some tickets will require an appointment that must be associated with the ticket before or shortly after the ticket is lodged ♦ provide details of what happens when a trouble ticket is lodged ♦ state that Opticomm reserves the right to reclassify a trouble ticket based on the recommendations of the Service Health Tool but will notify the RSP if we do so. ♦ provide information about charges that may apply in certain circumstances.
4.2.3 Priority Assistance	Part C. Working with Opticomm	14.3.4 Priority assistance	Content rewritten to improve clarity and readability and augmented to define priority assistance end-user as per <i>Industry Code ACIF C609:2007 (Priority Assistance for Life Threatening Medical Conditions)</i> .
4.2.4 Fault Trouble Ticket Categories	Part C. Working with Opticomm	14.3.3 Fault categories	Content updated to reflect current categories and processes and rewritten and augmented to provide further clarity.
4.3 Fault Handling Principles 4.3.1 Fault Handling Process Map	Part C. Working with Opticomm	14.2 Performing preliminary checks 14.3.5 What happens when a trouble ticket is lodged 14.5 Onsite service appointments	Content from these sections reworked into Sections 14.2 (Performing preliminary checks), 14.3.5 (What happens when a trouble ticket is lodged) and 14.5 (Onsite service appointments) – content added to provide information about onsite service appointments.
4.4 Fault Categorisation (Network restoration)	Part C. Working with Opticomm	16.4 Outage categorisation (network restoration)	Content moved to Section 16 (Managing network outages) because this content is more relevant to outages.
4.5 Trouble Ticket Lifecycle	Part C. Working with Opticomm	14.4 Trouble ticket lifecycle	Process map updated to reflect current processes and reworked and divided into two maps to improve clarity and readability. Status table updated to reflect current processes and reworked to improve clarity and readability.
4.5.3 Trouble Ticket Closure Process	Part C. Working with Opticomm	14.4.1 Statuses	
-	Part C. Working with Opticomm	14.5.1 Faults that cannot be resolved during an appointment	Section added to provide information about what happens if a fault cannot be resolved during an appointment and the steps that RSPs and Opticomm need to take if/when this occurs
4.5.4 Trouble ticket reporting	Part C. Working with Opticomm	14.6 Exporting a list of trouble tickets	Content updated to reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to export a list of trouble tickets.
4.5.5 Trouble ticket escalation	Part C. Working with Opticomm	14.7 Escalating a trouble ticket	Content updated to reflect current processes and to reference the <i>Opticomm Operational Contact and Escalation Matrix</i> and to include a procedure showing RSPs how to access this document.

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
4.6 Test & Diagnostics	Part C. Working with Opticomm	14.2.2 Performing a service health enquiry	Content updated and augmented to reflect current processes and to state that this functionality is not available to all traffic classes, access technologies or at all locations on the Opticomm network. Content rewritten to improve clarity and readability.
4.6.1 Service Health Summary	Part C. Working with Opticomm		
4.6.2 Service Health Results	Part C. Working with Opticomm		
4.6.3 Service Health Tests	Part C. Working with Opticomm		
4.7 Customer Impact Statement Requests	Part C. Working with Opticomm	16.9 Requesting a customer impact statement	Content moved to Section 16 (Managing network outages) as customer impact statements are more relevant to outages. Content rewritten to improve clarity and readability, updated to reflect current processes and augmented to provide information about what RSPs can do if there is any breach of the outage management process.
4.8 Service Level Agreements	Part C. Working with Opticomm	14.8 Service level agreements	Content updated to reflect current processes and rewritten to improve clarity and readability.
5 Service Requests	Part C. Working with Opticomm	15 Requesting changes and making enquiries 15.1 Lodging a service request via the RSP Portal 15.3 Lifecycle	Content augmented to provide introductory information defining service requests and to provide brief instructions showing RSPs how to lodge a service request. Process map updated to reflect current processes and reworked to improve clarity and readability.
5.2 Service Request Categories	Part C. Working with Opticomm	15.2 Service request categories	Categories table updated to reflect current processes and reworked to improve clarity and readability. Content augmented to provide information about what RSPs can do to raise requests if the API and RSP Portal are not available.
5.3 Service Request reporting	Part C. Working with Opticomm	15.4 Exporting a list of service requests	Content updated to reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to export a list of service requests.
5.4 Service Request escalation	Part C. Working with Opticomm	15.5 Escalating a service request	Content updated to reflect current processes and to reference the <i>Opticomm Operational Contact and Escalation Matrix</i> and to include a procedure showing RSPs how to access this document.
6 Network Outages	Part C. Working with Opticomm	16 Managing network outages	Content rewritten to improve clarity and readability and augmented to clarify that this section does not cover impacts to Opticomm systems (such as the RSP Portal and the API).
6.1 Planned Network Outage	Part C. Working with Opticomm	16.1 Planned network outages	Content rewritten to improve clarity and readability and augmented to define 'planned outage'.
6.1.1 Communication	Part C. Working with Opticomm	16.1.1 Informing you of planned outages	Content rewritten to improve clarity and readability, updated to reflect current processes, including notification processes, and augmented to provide instructions about how to set up notifications in the RSP Portal and to reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to view network outages.
6.1.2 Rescheduling Planned Network Outage	Part C. Working with Opticomm	16.1.2 Rescheduling a planned network outage	Content rewritten to improve clarity and readability, updated to reflect current processes, including notification processes, and augmented to provide instructions about how to set up notifications in the RSP Portal.
6.2 Unplanned Outage	Part C. Working with Opticomm	16.2 Unplanned outages	Content rewritten to improve clarity and readability and augmented to define 'unplanned outage'.

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
6.2.1 Communication	Part C. Working with Opticomm	16.2.1 Informing you about unplanned outages	Content updated to reflect current processes including the use of the Check network status' website, at: https://online.telco.opticomm.com.au/network to inform RSPs of outages, in addition to notifications being posted in the RSP Portal or available via the API. Content augmented to include additional notification requirements as per <i>Telecommunications (Customer Communications for Outages) Industry Standard 2024</i> .
6.3 Emergency Maintenance Outage	Part C. Working with Opticomm	16.3 Emergency maintenance outages	Content rewritten to improve clarity and readability.
6.3.1 Communication	Part C. Working with Opticomm	16.3.1 Informing you about emergency maintenance	Content rewritten to improve clarity and readability.
-	Part C. Working with Opticomm	16.4 Outage categorisation (network restoration)	Content updated to reflect current processes and reworked to improve clarity and readability.
6.4 Embargo Periods	Part C. Working with Opticomm	16.5 Embargo periods	Content updated to reflect current processes and rewritten to improve clarity and readability.
6.5 Force Majeure Event	Part C. Working with Opticomm	16.6 Force majeure events	Content rewritten to improve clarity and readability.
-	-	16.7 Escalating network outage events	Section added referencing to Section 14.7 Escalating a trouble ticket.
7 Advisories	Part C. Working with Opticomm	16.8 Notifying you about outages	Content moved to this section (16 Managing network outages), as advisories principally refer to outage notifications. Content rewritten to improve clarity and readability, updated to reflect current processes and augmented to: <ul style="list-style-type: none">♦ provide instructions about how to set up notifications in the RSP Portal♦ reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to view network outages. Note: Setting up notifications in the RSP Portal is now referenced throughout the manual, including the following sections: 9.2, 9.4, 9.6, 10.2, 10.5, 10.6, 11.3, 13.4, 13.6, 14.5, 16.1, 20.3. <ul style="list-style-type: none">♦ clarify that RSPs are responsible for checking outage notifications
7.1 Advisory Principles	Part C. Working with Opticomm	16.8.1 You are responsible for checking outage notifications 16.8.2 Process	
7.2 Advisory Matrix	Part C. Working with Opticomm	16.8.4 Content	
7.3 Advisory Update Timeframes	Part C. Working with Opticomm	16.8.3 Timeframes	Content updated to reflect current processes and rewritten to improve clarity and readability.
8 Appointments	Part C. Working with Opticomm	12 Booking and managing appointments	Content throughout this section rewritten to improve clarity and readability, updated to reflect current processes and augmented to clarify appointment requirements.
-	Part C. Working with Opticomm	12.1 When you are required to book an appointment	Section added to clarify when RSPs are required to book an appointment.
-	Part C. Working with Opticomm	12.2.1 Determining if an appointment is required	
-	Part C. Working with Opticomm	12.2 Booking appointments	Section added/augmented to clarify how to book an appointment and to refer to the RSP Portal Help that provides procedures showing RSPs how to do this.
-	Part C. Working with Opticomm	12.2.1 How to book an appointment	
8.1.1 Authorised Appointment Representative	Part C. Working with Opticomm	12.2.2 Attendance of an authorised appointment representative	Content restructured into separate sections for authorised representative and appointment charges. Content rewritten to improve clarity and readability and augmented to detail where additional charges may be levied.
	Part C. Working with Opticomm	12.2.3 Appointment charges	
8.1.2 Appointment ID	Part C. Working with Opticomm	12.2.4 Identifying an appointment	Content rewritten and augmented to improve clarity and readability.

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
8.1.3 Appointment Bookings	Part C. Working with Opticomm	12.2.5 Appointments calendar	Content rewritten and augmented to improve clarity and readability.
8.1.4 Appointment Booking Windows	Part C. Working with Opticomm	12.2.6 Appointment booking windows	Content updated to reflect current processes and rewritten to improve clarity and readability.
-	Part C. Working with Opticomm	12.2.7 Accelerated appointments	Section added to cover the introduction of accelerated appointments.
-	Part C. Working with Opticomm	12.2.8 More than one issue at a property requiring an appointment	Section added to clarify that RSPs cannot book more than one appointment for a property at any time.
-	Part C. Working with Opticomm	12.2.9 Associating an appointment with an order or a ticket	Section added to clarify that all appointments are not fully booked until they are associated with an order or a ticket and that if an order or a ticket that requires an appointment does not have an appointment, the order or ticket will be deemed as no longer required and cancelled.
8.1.5 Communication Responsibility	Part C. Working with Opticomm	12.2.10 Responsibility for communicating appointment requirements to the end-user	Content rewritten to improve clarity and readability.
8.1.6 Priority Assistance Appointments	Part C. Working with Opticomm	12.2.11 Priority assistance appointments	Content augmented and rewritten to improve clarity and readability.
-	Part C. Working with Opticomm	12.2.12 Opticomm's attendance at the end-user's premises	Section added to clarify what happens once an appointment is booked and is associated with an order or a ticket.
8.2 Appointment Management	Part C. Working with Opticomm	12.3 Managing appointments	Content throughout this sub-section rewritten to improve clarity and readability, updated to reflect current processes and augmented to clarify appointment requirements.
8.2.1 Appointment Lifecycle	Part C. Working with Opticomm	12.3.1 Lifecycle	Process map and matrix updated to reflect current processes and reworked to improve clarity and readability.
8.2.2 Appointment Status Matrix	Part C. Working with Opticomm		
8.2.3 Appointment Matrix	Part C. Working with Opticomm	12.1.1 Determining if an appointment is required	Content updated to reflect current processes and rewritten to improve clarity and readability.
8.2.3.1 New Connection Order Request	Part C. Working with Opticomm		
8.2.4 Appointment Rescheduling	Part C. Working with Opticomm	12.3.2 Rescheduling an appointment	Content updated to reflect current processes, rewritten to improve clarity and readability and augmented to reference the RSP Portal Help which contains step-by-step instructions showing RSPs how to reschedule an appointment.
8.2.5 Cancelling an appointment	Part C. Working with Opticomm	12.3.3 Cancelling an appointment	Content rewritten to improve clarity and readability and augmented to clarify that where an RSP cancels an appointment because the ticket or order is no longer required, they should also cancel the associated ticket or order.
8.2.6 Missed Appointments	Part C. Working with Opticomm	12.3.4 Missed appointments	Content rewritten and augmented to improve clarity and readability and to clarify that regardless of the reason for a missed appointment, RSPs will need to rebook the appointment for Opticomm to attend and complete the work.
-	Part C. Working with Opticomm	12.3.5 Appointment SLAs	Section added to cover appointment SLAs, referencing the <i>RSP Master Agreement: Service Level Agreement</i> .
-	Part C. Working with Opticomm	12.3.6 How Opticomm manages end-users' personally identifiable information	Section added to clarify that Opticomm manages end-users' personally identifiable information in accordance with Australian privacy laws and the requirements of the RSPMA .
9 Equipment Installation	Part C. Working with Opticomm	13 Ensuring equipment is installed effectively	References to TV installation removed.
-	Part C. Working with Opticomm	13.1 Responsibilities of the RSP and the end-user	Section added to cover RSPs' responsibility to ensure end-users' premises is prepared to the required standards as per Opticomm installation guides.

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
9.1 Installation and Charges	Part C. Working with Opticomm	13.2 Standard and non-standard installations	Content rewritten to improve clarity and readability and augmented to cover priority assist installations.
9.1.1 Standard Installation	Part C. Working with Opticomm	13.2.1 Standard installation	
9.1.2 Non-Standard Installation	Part C. Working with Opticomm	13.2.2 Non-standard installation	
-	Part C. Working with Opticomm	13.3 Installation charges	Section added to cover installation charges and reference the <i>Wholesale Price List</i> .
9.2 Installation Guides	Part C. Working with Opticomm	13.5 Documentation	Content rewritten to improve clarity and readability.
9.3 Failed Installations	Part C. Working with Opticomm	13.6 Failed installations	Content updated and augmented to reflect current processes and to clarify the respective roles and responsibilities of Opticomm and RSPs. Content rewritten to improve clarity and readability.
9.3.1 Failed Installation Rectification	Part C. Working with Opticomm	13.6.1 Next steps following a failed installation	
9.3.2 Roles & Responsibilities	Part C. Working with Opticomm	13.4 Installation roles and responsibilities	Content updated and augmented to reflect current processes and to clarify the respective roles and responsibilities of Opticomm and RSPs. Content rewritten to improve clarity and readability.
10 Governance and Reporting	Part D. Governance and reporting	17 Governance forums	Content updated to reflect current processes.
10.1 Meeting Purpose	Part D. Governance and reporting	17.1 The purposes of governance forums	Content rewritten to improve clarity and readability.
10.2 Meeting Frequency	Part D. Governance and reporting	17.2 Forum frequency	Content updated to reflect current processes.
10.3 Meeting Chair & Minutes	Part D. Governance and reporting	17.3 Forum chair and minutes	Content updated to reflect current processes.
10.4 Reporting	Part D. Governance and reporting	18 Reporting	Content updated to reflect current processes.
11 Billing and Payments	Part E. Billing, rebates and payments	19 Receiving bills	Content updated to reflect current processes and rewritten to improve clarity and readability.
11.1 Billing Period	Part E. Billing, rebates and payments	19.1 Billing period	
11.2 Billing Files	Part E. Billing, rebates and payments	19.2 Billing files	Content updated to reflect current processes and rewritten to improve clarity and readability.
11.2.1 Late issuing of Billing Files	Part E. Billing, rebates and payments	19.2.1 Late issuing of billing files	Content updated to reflect current processes.
11.2.2 Failure to receive Billing Files	Part E. Billing, rebates and payments	19.2.2 Failure to receive billing files	Content updated to reflect current processes
11.2.3 Billing File Types	Part E. Billing, rebates and payments	19.2.3 Billing file types	Content updated to reflect current processes.
11.2.4 Notification of Billing File Changes	Part E. Billing, rebates and payments	19.2.4 Notification of billing file changes	Content rewritten to improve clarity and readability.
11.3 Rebates and Credits	Part E. Billing, rebates and payments	20 Receiving rebates and credits	Content rewritten to improve clarity and readability.
11.3.1 Credit and Rebate eligibility	Part E. Billing, rebates and payments	20.1 Credit and rebate eligibility	
11.3.2 Claims Process	Part E. Billing, rebates and payments	20.2 Claims process	Content rewritten to improve clarity and readability and augmented to include procedure showing RSPs how to raise a charge dispute.
11.3.3 Processing a Credit and Rebate Claim	Part E. Billing, rebates and payments	20.3 Processing a credit and rebate claim	Content updated to reflect current processes and augmented to include reference to setting up notifications in the RSP Portal.
11.3.3.1 Approved Claim(s)	Part E. Billing, rebates and payments	20.3.1 Approved claim(s)	Content rewritten to improve clarity and readability.
11.3.3.2 Denied Claim(s)	Part E. Billing, rebates and payments	20.3.2 Denied claim(s)	Content rewritten to improve clarity and readability.
11.3.4 Commercial Rebates	Part E. Billing, rebates and payments	20.4 Commercial rebates	(No changes)
11.4 Billing Enquiries and Disputes	Part E. Billing, rebates and payments	19.3 Billing enquiries and disputes	Content rewritten to improve clarity and readability.
-	Part E. Billing, rebates and payments	19.3.1 Types of billing enquiries and disputes	

Previous manual	Current manual		Description of changes
Section	Part	Section / sub-section	
11.4.1 Authorised Contacts	Part E. Billing, rebates and payments	-	Content removed because it is no longer applicable in Opticomm's updated processes.
11.4.1.1 Changes to Authorised Contacts	Part E. Billing, rebates and payments		
11.4.2 Raising a Billing Enquiry or Dispute	Part E. Billing, rebates and payments	19.3.2 How to raise billing enquiries and disputes 19.3.3 Information required when raising an enquiry or dispute relating to an invoice or charge	Content updated to reflect current processes and augmented to clarify that billing enquiries or disputes cannot be raised by emailing Accounts <ul style="list-style-type: none"> ♦ billing enquiries or disputes cannot be raised by emailing Accounts ♦ when raising a billing enquiry or dispute, RSPs must provide specific information to enable Opticomm to properly investigate the issue
11.4.2.1 When to raise a Billing Enquiry or Dispute	Part E. Billing, rebates and payments	19.3.1 Types of billing enquiries and disputes	Content rewritten to improve clarity and readability.
11.4.2.2 Billing Enquiry and Dispute Responses	Part E. Billing, rebates and payments	19.3.4 How Opticomm responds to billing enquiries and disputes	Content updated to reflect current processes and rewritten to improve clarity and readability.
11.5 Payments	Part E. Billing, rebates and payments	21 Making payments to Opticomm	(No significant changes)
11.5.1 Payment Details		21.1 Making payments to Opticomm	
11.5.2 Remittance Advice	Part E. Billing, rebates and payments	21.2 Receiving remittance advice	(No changes)
-	Part E. Billing, rebates and payments	21.3 Disputing an invoice	Section added to clarify that RSPs can dispute an invoice once they have paid the invoice in full, and can do so by raising a billing dispute.

