

Respondent

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Submission Date	25-Feb-11

A	Document Title	NBN B2B Technical Specification
B	Document Number	NBN-TE-CTO-211
C	Document Version	v0.12
D	Document Type	Technical Specification - Industry Review

Specific Feedback

Id	Area	Response/Comments	
1	Is NBN Co B2B's technical architecture clear? If not, what is unclear?	See Below	
2	Is it useful in informing the B2B gateway construction requirements?	See Below	
3	Does it provide sufficient information to commence impact analysis and high level design activities?	See Below	
4	Is the application and relevance of ebXML within the B2B clearly understood?	See Below	
5	Do you understand the components of ebXML (i.e. MSH, CPA, BPSS)?	See Below	
6	Do you understand how ebXML Profiles can be used to configure messages?	See Below	
7	Do you understand the level of integration work required to build and implement a MSH that can communicate with NBN Co?	See Below	
8	Does it adequately inform of MSH selection considerations when implementing B2B gateway?	See Below	
9	Do you understand how the CPA is used to define services?	See Below	
10	In the service binding process, are the roles and responsibilities of Access Seekers and NBN clear?	See Below	

Reviewer Opens - NBN Co Closes						NBN Co will update	
Id	Date of Comments/Review	Comment Received	Section	Page	Status	Changes Made/Comments	Date Actioned
1	25/02/2011	Is "Party ID" similar to "Message ID"? There is no mention about the "Transaction ID". If single message carries multiple transactions, how would each transaction be identified, tracked and acknowledged? Also, there is no mention of the "Message Creation" timestamp. Is it part of the "Key Parameters" or "Messaging Characteristics"?	5.1	16	Open		
2	25/02/2011	Is NBN Co's role fixed? Could NBN Co take on buyer or seller role depending on the service requirement?	5.1	16	Open		
3	25/02/2011	Are these operations synchronous or asynchronous in nature? For example, is "Transaction Type Pattern" request/response for the "requestSingleSiteQualification" operation? Can an access seeker choose integration style(Sync/Async) for each transaction depending on the requirement and design the solution accordingly? Also, which section covers acknowledgement of the request message in asynchronous mode?	4.2	8	Open		
4	25/02/2011	Do access seekers need to implement the "notifyPlannedChange/Hazard" operation under "Business Service : Trouble Administration" to obtain a notification service? Will NBN Co's B2B Gateway be able to send out this kind of communication/notification to access seeker's authorized email distribution list?	4.2	9	Open		
5	25/02/2011	The implementation of the module for message orders is optional for access seekers. This means if this module is not implemented, then access seeker's ebXML Gateway receiving message service handler cannot guarantee the message receipt. In that case, how will NBN Co determine that message is not lost in transit?	5	16	Open		
6	25/02/2011	Please supply the End-to-End Business Process flow diagram & service level agreement requirements for each transaction. Also, please supply information about the Technical Environment plan. For example, if the primary production system is unavailable, how will NBN Co guarantee supply of B2B services?	General	General	Open		
7	25/02/2011	There is no mention about message/transaction storage or auditing requirement.	General	General	Open		
8	25/02/2011	Some notification messages are critical. What happens if the access seeker does not acknowledge a Notification and the message is lost in transit?	General	General	Open		
9	25/02/2011	It is also critical that the lead times for changes in the content of interfaces (such as new product features or versions) and interface definitions (such as billing data interface format changes) provide enough time for access seekers to plan, design and deploy the consequential changes on their sides of the NBN Co interfaces.	General	General	Open		

A	Document Title	NBN B2B Interaction Process Specification
B	Document Number	NBN-TE-CTO-140
C	Document Version	v0.10
C	Document Type	Technical Specification - Industry Review

Specific Feedback

Id	Area	Response/Comments	
1	Do the state models provide sufficient details?	See Below	
2	Are the Business Rules understood? Is it clearly identified where they fit into the interactions?	See Below	
3	Are the Workflow descriptions useful in helping to understand the different paths an interaction may take?	See Below	
4	Is it clear which messages are required in each interaction?	See Below	

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Id	Date of Comments/Review	Comment Received	Section	Page	Status	Changes Made/Comments	Date Actioned
1	25/02/11	In-scope / out of scope should just reference sections 3.1 & 3.2	1	5	Open		
2	25/02/11	There is a design question regarding NBN Co's involvement in the churn transfer process. It is not clear from the design documentation how this will occur.	1.2	17	Open		
3	25/02/11	Please define the end-user.	1.3.1	18	Open		
4	25/02/11	Please use plain English where possible. For example replace "idempotent" with more accessible language.	1.5.3	21	Open		
5	25/02/11	Is it correct in Figure 4 to assume match is in the order of State, Postcode, Suburb, Street	2.1.1	23	Open		
6	25/02/11	How are multiple SAPs identified if they are at the same address id? Will it be through multiple address ID fields, or through a more complex Address ID structure?	2.1.1		Open		
7	25/02/11	As per the statement "Identification of a location through the co-incident service ID or NTU ID will provide the greatest certainty of accuracy" will NBN Co provide details of other services or the NTU identifier, prior to querying an address to minimise response time and ensure accuracy?	2.1.1	23	Open		
8	25/02/11	How are 'named locations' handled in situations where they don't have an exact address id. such as between addresses like a utility pole	2.1.2		Open		
9	25/02/11	How are multiple address matches handled? Is the first one automatically selected?	2.1.2		Open		
10	25/02/11	What is the maximum error rate for address queries?	2.1.2	23	Open		
11	25/02/11	Are vertical addresses supported? It is understood that a Cadastral address plus the NTU provides a unique address where multiple dwellings are present at a single cadastral address. How will the address be unique?	2.1.2		Open		
12	25/02/11	Please provide the rules and policies used when a close match is provided. Time spent analysing NBN Co's address response will be a cost to the access seeker.	2.1.2	23	Open		
13	25/02/11	How will sub address be expressed by NBN Co?	2.1.2	23	Open		
14	25/02/11	Qualification Batch specifies the approach to technology, which is not relevant to the B2B process but more relevant to the B2B Technical Specification.	2.1.3	25	Open		
15	25/02/11	In the SQ flow, what level of detail will be provided for the ports? If it includes physical port Ids, will this information be required on the resource order?	2.1.3	24	Open		
16	25/02/11	Will NBN Co Address ID be part of the Address the RSP can provide? It is not listed in address types.	2.1.3	25	Open		
17	25/02/11	Will the mechanism 'appointment required' simply be a flag, or will it contain Tasks/Jobs (or a representation of those) for handing off to the appointment process?	2.1.3	25	Open		
18	25/02/11	What is the purpose of the requested date of service? Is this to allow the possibility of forward dated orders?	2.1.3	25	Open		
19	25/02/11	"This qualification type does not indicate which products may be delivered to a specified location but provides information to assist Access Seekers to determine which service can be offered to their End-users." How does Telstra relate these service definitions to NBN Products?	2.1.3	24	Open		
20	25/02/11	Please confirm that an SQ on the same port will pick up that an order that has reserved this port is already in progress. Alternatively will another port be returned?	2.1.3	24	Open		
21	25/02/11	If the qualification fails for fibre will there be an indication of when it will be available if at all? This will avoid connecting a customer to an alternative technology when their preference is fibre and it will be available soon.	2.1.3	24	Open		

22	25/02/11	Are we required to provide any data or input to the NBN Co Database for use as part of the <u>Location and Product qualification?</u>	2.1.3	25	Open		
23	25/02/11	Where there are requests of details (GNAF, GPS, SA or NTU id) it is not clear if submission is 1 or, multiple or all details	2.1.3	25	Open		
24	25/02/11	Does the statement "able to order one or more products" mean that a single order can contain more than one MOLI? If it can, will SQ be smart enough to know that the MOLIs are related? For instance, if an RSP SQs for two UNI-Ds and sends one resource SQ with both MOLIs in the same object, will NBN Co understand the need for two ports at that address or will it process each MOLI independently? The concern is, if there is only one UNI-D left, and the RSP enquires in a single SQ for both - will the answer be yes for the first processed MOLI, and no for the second processed MOLI, OR will the answer be YES and YES as both MOLIs were queried <u>independently?</u>	2.2	29	Open		
25	25/02/11	The in-flight Amend is not well explained. We heard in the Briefing session that any in-flight amendments would be soft changes only, such as comments. The amend process will also need to include the allowance of appointment reschedules, and plan changes etc - otherwise little benefit and costly if an order and associated appointment has to be withdrawn for every <u>minor order change</u>	2.2	32	Open		
26	25/02/11	Please clarify "Connect New" service. During the construction period does migration of existing copper/HFC service to NBN fibre constitute a new service and can NBN B2B gateway distinguish <u>a new service installation from a migration of existing service?</u>	2.2	29	Open		
27	25/02/11	What are the order lifecycle/time frames by product?	2.2	29	Open		
28	25/02/11	There is no mention of reversing an order and do we assume that cancelling an in-flight order is the same as a withdrawal of an order? Is there a roll back of the order on <u>withdraw/cancellation?</u>	2.2	29	Open		
29	25/02/11	There appears to be no mention of move orders.	2.2	29	Open		
30	25/02/11	What is the frequency of order progress updates?	2.2	29	Open		
31	25/02/11	The rudimentary nature of the "Order Management" interface will force the Access Seekers to develop all the business level interactions (eg Move, Churn, Port). Is there an intent for the <u>design to incorporate more complex business process interactions?</u>	2.2	29	Open		
32	25/02/11	How many amend orders on the same in-flight order can be placed at one time? Telstra would prefer no more than one. If the answer is one, then how are subsequent amend orders blocked while the first amend order is in play?	2.2	29	Open		
33	25/02/11	The update with "requested information" interaction is missing from the list in the business <u>processes.</u>	2.2	29	Open		
34	25/02/11	The "Order Status" should not be combined with the "Fulfilment Process Status"?	2.2	29	Open		
35	25/02/11	Most submitted orders will be "Pending" rather than "In Progress", given the definition of "Pending". Is the "Pending" state really required to be available to an RSP?	2.2.1.1	30	Open		
36	25/02/11	Will a reason be provided in the response for "Rejected"?	2.2.1.1	30	Open		
37	25/02/11	Clarification is required when an order is rejected. Does rejected that mean the order has <u>reached an end stage and can not be amended or re-use or resubmitted?</u>	2.2.1.1	30	Open		
38	25/02/11	Figure 10 depicts the allowable service actions on the products that NBN offers, not the Order Types. Order Types are Create, Modify, Cancel. Service Actions are Connect, Disconnect, <u>Modify. Please correct.</u>	2.2.2	31	Open		
39	25/02/11	Will SQ results provide an indication of dependent services that NBN knows about?	2.2.2	31	Open		
40	25/02/11	How does NBN Co propose to manage cases where there are cross dependencies?	2.2.2..2	31	Open		
41	25/02/11	How are "Target Elapsed" times for "Jeopardy Notification" determined and published to RSPs? <u>Is the SLA criteria based on Standard Provisioning Time?</u>	2.2.4	31	Open		
42	25/02/11	Do service level agreements include availability of appointment slots to ensure that the Retailer can meet their Customer Service Obligation? (e.g. What happens when Telstra has a CSG obligation to provide a phone service within 5 days but no NBN Co appointment is available?)	2.2.4 Figure 11	32	Open		
43	25/02/11	Can it be assumed that the availability slots incorporate Public Holiday calendars where appointments / physical installs are involved?	2.2.4 Figure 11	32	Open		
44	25/02/11	What is the service level agreement for an appointment? Must the work be done in the time slot allocated? If the Appointment is rescheduled for an NBN Co caused reason, and the subsequent appointment misses the service level agreement is this counted as a missed service level <u>agreement?</u>	2.2.4 Figure 11	32	Open		
45	25/02/11	Please specify the backward compatibility of the "Product Catalogue Enquiry" service? How will it be <u>accommodated?</u>	2.3	32	Open		
46	25/02/11	Are other types of field (or exchange) activities supported? Eg field activities not requiring <u>customer site visits.</u>	2.4		Open		
47	25/02/11	Telstra requires a short term (e.g. 1 hr) reservation of the resource/port from SQ.	2.1		Open		

48	25/02/11	Is the CSV file supported in the B2B Technical specification?	2.4		Open		
49	25/02/11	What are the lead times for appointments?	2.4		Open		
50	25/02/11	What are the lead times for products?	2.4		Open		
51	25/02/11	What guarantees will there be about service levels?	2.4		Open		
52	25/02/11	How will service level agreements and customer service guarantees be handled when NBN initiates reschedules? E.g. assume the clock keeps ticking?	2.4		Open		
53	25/02/11	Please distinguish between "mandatory completion date" and "customer requested date".	2.4		Open		
54	25/02/11	Medical priority must have a higher priority than other customer types in relation to workforce reservations.	2.4		Open		
55	25/02/11	Partial complete includes scenarios like network fault and no indoor access. Is this communicated as a "Complete" status, and if so is there any indication on the response that the work is partially completed only and another appointment is required, or is a separate "notifyInformationRequired" sent?	2.4		Open		
56	25/02/11	Telstra requires the ability to reschedule and withdraw appointments before orders are submitted.	2.4		Open		
57	25/02/11	How are appointments for jeopardy handled?	2.4		Open		
58	25/02/11	How are appointments for joint testing handled?	2.4		Open		
59	25/02/11	Are field activities going to drive different prices?	2.4		Open		
60	25/02/11	Are field activities scheduled against real resources, or are they simply 'consuming capacity'?	2.4		Open		
61	25/02/11	Are targeted searches supported? Eg next day 10am or the morning 'slot'.	2.4		Open		
62	25/02/11	Do different workforces incur different charges?	2.4		Open		
63	25/02/11	Is the workforce preference in the request mandatory? If no availability is found for the requested workforce, is no workforce returned?	2.4		Open		
64	25/02/11	How is the appointment linked to the order/ticket?	2.4		Open		
65	25/02/11	How is the new 'time window' for NBN initiated reschedules going to be stated? Are only "Forward" reschedules supported?	2.4		Open		
66	25/02/11	If there is no availability for the rescheduled appointment, what's the fallout process?	2.4		Open		
67	25/02/11	What is the process for NBN reschedule of appointments? Create new appointment and cancel old?	2.4		Open		
68	25/02/11	Is the appointment id unique and permanent for the lifecycle of the appointment?	2.4		Open		
69	25/02/11	What is the requirement of OHSE? Are instructions captured in the order for special instructions to access sites?	2.4		Open		
70	25/02/11	How are appointment time slots guaranteed? What prevents the time slot being allocated to another access seeker during the 2 step booking process? Will the timeslots selected from the returned slots of the query be guaranteed in the reserve of that same slot?	2.4		Open		
71	25/02/11	The "request re-schedule notification" has to be very carefully thought through. The RSP has made an appointment commitment to the customer, and has possibly included a separate appointment for their own work as part of the commitment. NBN Co need to provide additional information to justify requests for reschedules and business rules need to be agreed with regards to when these requests can be provided to RSPs. RSPs can reject these requests.	2.4.1	33	Open		
72	25/02/11	If the access seeker cancels an appointment will they be charged for that cancellation?	2.4.1	33	Open		
73	25/02/11	How long will the system hold the appointment slot for the RSP before the appointment is confirmed?	2.4.1	34	Open		
74	25/02/11	To minimise transactions and maximise customer satisfaction, appointments should be able to be booked in real time so that the customer can be informed of their appointment immediately	2.4.1	33	Open		
75	25/02/11	Please clarify what is a priority order.	2.4.1	33	Open		
76	25/02/11	Please clarify what is an escalated order.	2.4.1	33	Open		
77	25/02/11	"Note that a request for a reschedule can also be initiated by NBN Co, for example: if there is a resource shortfall or if there is a potential delay, the Access Seeker will be notified that the appointment is required to be rescheduled. The new slot would need to be provided, which would be confirmed and linked to the appointment. The original slot, if valid, would be released back into the availability pool." Why will the appointment slot be released back into the general pool for someone else to use when there is a resource shortfall or delay inhibiting the use of that time slot?	2.4.1	33	Open		
78	25/02/11	Is there a "notes" object for "Appointment completion" where info can be provided, like	2.4.2	34	Open		
79	25/02/11	Figure 14 - the state model is not modelling the appointment. This could be simplified by NBN adopting the patterns of OSS/J OM JSR-264 standards.	2.4.3	35	Open		

80	25/02/11	What is the appointment status when it is waiting for a reschedule, after a notification from NBN?	2.4.3	35	Open		
81	25/02/11	"Note that a request for a reschedule can also be initiated by NBN Co, for example: if there is a resource shortfall or if there is a potential delay, the Access Seeker will be notified that the appointment is required to be rescheduled. The new slot would need to be provided, which would be confirmed and linked to the appointment. The original slot, if valid, would be released back into the availability pool." In this scenario will this order be given preferential treatment or higher priority due to rescheduling?	2.4.3	35	Open		
82	25/02/11	"State indicating that the appointment has been cancelled as it was no longer required. If cancellation occurred but an appointment is still required to complete any fulfilment processes Access Seeker would be required to rebook." Please describe a scenario when an appointment is cancelled because it was no longer required but an appointment is still required to complete another fulfilment process?	2.4.3	35	Open		
83	25/02/11	Why is there no Jeopardy status?	2.4.3.		Open		
84	25/02/11	The 'missed' status is a form of "Incomplete" status. Is there only one type of Incomplete status?	2.4.3.		Open		
85	25/02/11	Is there no association between assurance and field activities?	2.5		Open		
86	25/02/11	What is the mechanism for isolation of a Ticket Resolution? How does one determine what stage a "Ticket Resolution" is at?	2.5	36	Open		
87	25/02/11	An event outbound service for all network events is required in a format such as SNMP traps. The event lifecycle could be managed via a separate the ticket.	2.5.3	37	Open		
88	25/02/11	Will reschedule of an appointment missed by NBN be given a higher priority or preferential treatment than access seeker or customer re-schedules?	2.5.4	39	Open		
89	25/02/11	Further clarification is required on what constitutes a billing event.	2.6	41	Open		
90	25/02/11	What are the available / scheduled bill cycles?	2.6	41	Open		
91	25/02/11	The BEF does not contain the RSP order numbers for cross referencing with the invoice.	2.6.1	41	Open		
92	25/02/11	What are the time windows for sending the BEFs?	2.6.1	41	Open		
93	25/02/11	What are the service level agreements for the BEFs?	2.6.1	41	Open		
94	25/02/11	RSPs will need reports on Port Ids by category (UNI D or V, TC, CVC)	2.6.3	42	Open		
95	25/02/11	Please be more specific about the frequency of invoices.	2.6.4	42	Open		
96	25/02/11	The dispute resolution process is not sufficiently outlined. For instance what is the turnaround time for addressing an enquiry and a dispute? When will the adjustment of a dispute resolved in RSPs favour be acknowledged and received?	2.6.4	42	Open		
97	25/02/11	The detail for "Network Testing, Performance and Diagnostic Overview" lack even high level detail for event diagnosis, connectivity and service tests. What are the expectations for usage from an RSP?	2.7.2	44	Open		
98	25/02/11	What are the "Ticket Resolution isolation" protocols?	2.7.2	44	Open		
99	25/02/11	How is service quality tested generally and for through put contention?	2.7.2	44	Open		
100	25/02/11	How up to date will the "Enhance Metrics" report be? Could this be an operational status check or at least the parameters returned in the operational status check via a request/reply interaction?	2.7.3	45	Open		
101	25/02/11	"As an extension of Trouble Ticket management process, Access Seekers will have the ability to convert an unresolved Billing Enquiry into a dispute with an appropriate reason, and business rules will be applied." Can Billing Dispute be added (or linked) to the trouble ticket management for escalation of an unresolved dispute?	2.7.3	45	Open		
102	25/02/11	The bulk ordering status model looks different to the standard order status model. For instance the use of the "Pending" status. "Pending" in order is a wait state between processes, "Pending" in the bulk order is when a batch has been accepted. Because the RSP systems are likely to be one and the same for both, these status events need to align.	2.8.1	48	Open		
103	25/02/11	Bulk orders are decomposed into separate orders, managed separately with individual status updates and then re-consolidated again for the final completion status update. If the process separates them for milestone events then the completion should also be presented by individual order.	2.8.1	49	Open		
104	25/02/11	What is the process model for "Location and Product" Service Qualification in the section "Single Site Qualification"?	3.1.1	49	Open		
105	25/02/11	If the location has an NTU at full capacity, what will be the response: Request Appointment for new NTU, or "no resource available"?	3.1.1	49	Open		
106	25/02/11	Non-functional requirements (response times for peak and average load) and throughput (volume of orders per day, volume of orders per hour) and resiliency (availability) will be critical for Telstra. Which document will contain the non-functional requirements?	3.1.1	49	Open		

107	25/02/11	Failed order responses need to identify the line items that failed with the reason code relevant to the line item to simplify access seeker's error handling and resubmission processes.	3.2.1	57	Open		
108	25/02/11	Where is the catalogue of error reason codes?	3.2.1	57	Open		
109	25/02/11	How will the error catalogue be designed, developed and distributed?	3.2.1	57	Open		
110	25/02/11	What are minimum and maximum lines or file size for batch transaction (also Business rule PO-BR02)	3.1.3	54	Open		
111	25/02/11	Please confirm that you won't reject an entire batch due to individual order errors.	3.1.3	54	Open		
112	25/02/11	Will the status updates be order level based or alternatively MOLI based (assuming an order can have 1:N MOLIs)?	3.2	55	Open		
113	25/02/11	If the status updates are at order level, and the order had two MOLIs on it, and one MOLI succeeded and one failed, is the outcome complete fail for the order and rollback?	3.2	55	Open		
114	25/02/11	If an order is validated, confirmed and successfully acknowledged, and the order goes to a fail state, will the RSP see that state, and will NBN Co rectify it until the order is successful, or alternatively will NBN Co send back the failed order to the RSP?	3.2	55	Open		
115	25/02/11	Appointments need to be placed outside the order process to allow a customer to negotiate for a time period before committing to an order. It cannot be part of the confirmation of the order placement. However, an appointment required trigger would be useful for "Complete But" scenarios such as "Customer Not in Attendance and needs a new appointment", "Incorrect equipment and new appointment required", "Health and Safety issues, and new appointment required"	3.2	55	Open		
116	25/02/11	What if an appointment can't be created? E.g. an appointment availability indicates the slot is available, then in between the CSR booking the appointment the slot is filled, and so the booking fails. What message is returned?	3.2		Open		
117	25/02/11	How will Telstra determine the correct Demand Type value? Will this be in the Product Catalogue or returned by Service Qualification?	3.2.1	57	Open		
118	25/02/11	Will "notifyKeepCustomerInformed (Appointment Complete)" include the capability to indicate a change of product, e.g. an Outdoor NTU was ordered but the customer requested an Indoor NTU which was subsequently installed. Please confirm if this is an allowed scenario? NOTE: There is also a customer relationship aspect to this as Telstra would normally allow the customer to change their products at a site visit.	3.2.1	56	Open		
119	25/02/11	"Alt: If an appointment timeslot has not been provided..." How could this situation occur? Service Qualification would need to be incorrect.	3.2.1	56	Open		
120	25/02/11	How long does it take NBN Co to cease the billing? If it take more than a day is the bill end date back dated to the date of the request for cancellation?	3.2.2	60 (Point11)	Open		
121	25/02/11	Please clarify this section. The order to disconnect a service is a new order. The term cancel should be restricted to an order action such as a cancel on an amend and a disconnect on a service.	3.2.2	59	Open		
122	25/02/11	An appointment trigger for a Modify service would be expected to be flagged by an SQ on the service - NOT by the confirmation of the order because this requires negotiation with the customer.	3.2.3	63	Open		
123	25/02/11	In the statement on amend flow - "If demand type is incorrect NBN Co sends an information required notification and requests the Access Seeker to arrange a different appointment..." What state is the order in after this notification?	3.2.4	66	Open		
124	25/02/11	The statement in step 2 is "If an order amendment for product attributes has been rejected. NBN Co will cancel the order and send..." Could this statement be updated to "Cancel the amendment order" rather than the "cancel the order" because there is no reason to cancel an order that has already been rejected? Does the RSP see the Cancelled state or is this just internal and the last state before the amendment order was rejected?	3.2.4	67	Open		
125	25/02/11	When an amendment was rejected because a new appointment was required, would that notification come back with the rejected amendment order?	3.2.4	67	Open		
126	25/02/11	For a migration of customer from copper or HFC to NBN Fibre, how will the system determine that the RSP has the appropriate rights to request a migration of this customer.(Reference pre-condition)	3.2.4	64	Open		
127	25/02/11	For a change of resource (e.g. bandwidth) for an existing in-flight order, does the access seeker have to re-run SQ or will NBN Co do this as part of their validation.	3.2.4	66	Open		
128	25/02/11	What constitutes a PoNR?	3.2.4	65	Open		
129	25/02/11	If an access seeker requests more time and NBN Co rejects this request, why should the order be cancelled? This is a poor outcome for the customer.	3.2.7	73	Open		
130	25/02/11	What is the maximum number of times an access seeker can request more time and notification reminders, and how long is the allowable delay window between interactions?	3.2.7	74	Open		

131	25/02/11	How long is X Months?	3.2.8	75	Open		
132	25/02/11	In alternative flow: "Order Cancel Reject" point 1 "NBN Co rejects the order amendment request and sends a notification to the Access Seeker with a reason/s code, for example: order does not exist, order has past point of no return, order has been completed, etc." The handling of rejected order appears to be inconsistent compare to the alternative flow: "Order Amend Reject "	3.2.8 ,3.4.3		Open		
133	25/02/11	Product catalogue updates need to have a formalised advisory approach rather than a automatic notification. It needs agreement, effective from/to dates etc.	3.3.1	81	Open		
134	25/02/11	Please clarify that under "requestAppointmentAvailability" NBN Co will provide a range of appointment times to Telstra to select from to provision the lead-in and/or NTU for the customer?	3.4	85-92	Open		
135	25/02/11	There needs to be a more formalised process for cancelled appointments by NBN Co rather than just NBN Co sending a notification that an appointment has been cancelled because there could be a critical dependent commitment to a customer at the other end.	3.4.1	83	Open		
136	25/02/11	What is the purpose of an NBN Co initiated notification of "book appointment" as result of cancellation. It would be simpler to reject the cancellation.	3.4.1		Open		
137	25/02/11	What are the NBN Co driven cancellation scenarios?	3.4.1		Open		
138	25/02/11	Only a "confirmed Appointment can be rescheduled". When is an appointment confirmed? Is it upon the reservation of the appointment or when the order process has confirmed the appointment? Rescheduling should be able to occur anytime after the initial appointment has been reserved and before field workforce are dispatched.	3.4.2	86	Open		
139	25/02/11	Is there a cost associated with the cancellation of an appointment? If so, at what stage?	3.4.2	86	Open		
140	25/02/11	What is the search window? What is the maximum search window and can it be defined in the request message?	3.4.2		Open		
141	25/02/11	How is CRD (Customer Required Date) taken in to account? Is there any priority in providing resource slots?	3.4.2		Open		
142	25/02/11	Is there a Mandatory Completion Date?	3.4.2		Open		
143	25/02/11	How many search iterations can be performed?	3.4.4.		Open		
144	25/02/11	How is medical priority handled?	3.4.4.		Open		
145	25/02/11	Are dependent appointments supported?	3.4.4.		Open		
146	25/02/11	Are only scheduling dependencies supported?	3.4.4.		Open		
147	25/02/11	Are hard dependencies supported?	3.4.4.		Open		
148	25/02/11	Is recall of communication technicians supported?	3.4.4.		Open		
149	25/02/11	Are the communications technicians details passed back to the access seeker?	3.4.4.		Open		
150	25/02/11	Are after hours appointments supported?	3.4.4.		Open		
151	25/02/11	How is the scenario handled of an order / appointment 'amend' that changes the skill set required of the technician required and the same time slot can't be preserved?	3.4.4.		Open		
152	25/02/11	Is coordinated testing between Telstra and NBN supported?	3.4.4.		Open		
153	25/02/11	Are time zones supported for appointment scheduling?	3.4.4.		Open		
154	25/02/11	Can an appointment request be rejected?	3.4.4.		Open		
155	25/02/11	Please confirm that the queries of appointment, order status and order details are only provided to the authorised RSP. Please confirm the process of validation of authority.	3.5.1	94	Open		
156	25/02/11	Should Step 10 be Step 12 in the main work flow step 11 "Receive request. Access Seeker test with End-user and confirm that the issue has been restored. If incident is cleared progress to Step 10 of the main workflow, otherwise refer to the alternate workflow."	3.5.1	95	Open		
157	25/02/11	Is it possible to introduce the "requestMoreTime" transaction into the work flow Business Rules TT-BR02?	3.5.1	95	Open		
158	25/02/11	Why would there be a PoNR for a "ticket Cancel" request?	3.5.2	96	Open		
159	25/02/11	NBN Co should not refuse an escalation request for an open ticket?	3.5.4	99	Open		
160	25/02/11	An event being raised as an incident ticket must be machine readable - not free format text.	3.5.8	107	Open		
161	25/02/11	Please clarify what details the "request service information" will return.	3.5.9	109	Open		
162	25/02/11	What events (and makeup) will be in the billing event file?	3.6	111	Open		
163	25/02/11	What level of detail will the invoice have? The detail needs to be machine readable.	3.6.3	113	Open		
164	25/02/11	The Invoice ID is required to request a previous billing invoice. How is the Invoice ID determined? If it is not part of a regular pattern for the service then Telstra will not have a way to determine the ID, so will not be able to request a previous Invoice.	3.6.3	158	Open		

165	25/02/11	What is the procedure if NBN Co clears a disputed ticket but the access seeker doesn't agree?	3.6.6	117	Open		
166	25/02/11	The reasons for a Test being rejected needs to be included as part of the notification.	3.7.1	121	Open		
167	25/02/11	Is the request Test both synchronous and asynchronous?	4.10.1	153	Open		
168	25/02/11	Should "notifyInformationRequired" be a notification pattern as the name suggests. If it is a request/response interaction then it is probably more appropriately named as "requestInformationRequired".	4.2	9	Open		
169	25/02/11	There may be a misspelling of "nottifyProductCatalogueUpdated".	4.2	9	Open		
170	25/02/11	Should "requestAppointmentAvailability" be "queryAppointmentAvailability"?	4.2	9	Open		
171	25/02/11	Should "requestTicketStatus" be "queryTicketStatus"?	4.2	9	Open		
172	25/02/11	Why do we have a request and a response for "Ticket Clear" transactions? Should it just be a "requestTicketClear" with a request / response pattern?	4.2	10	Open		
173	25/02/11	Should "typerequestPerformanceData", "requestServiceInformation" and "requestMinorServiceIndicator" be query interactions?	4.2	10	Open		
174	25/02/11	Please clarify which transactions can be repeated (such as time out scenarios) without consequence?	4.2	10	Open		
175	25/02/11	Interface specifications need service level agreements especially for services such as Service Qual and Appointments, where synchronise response timings are critical to an Access Seeker.	4.2/4.6	127	Open		
176	25/02/11	Although "notifyKeepCustomerInformed" is under the "Manage Appointment" section, one would normally expect to see this message returned as part of "Manage Product Order" instead. If this is correct, please delete it from this section? The same applies to "notifyInformationRequired" 4.6.2.	4.6.1 & 4.6.2	137	Open		
177	25/02/11	"ResponseAppointmentBook" needs to be synchronous not asynchronous.	4.6.4.1	138	Open		
178	25/02/11	How will the information flow be able to be reconciled between the RSPs orders and billing. For example there is no ability to cross reference the RSPs purchase order numbers with the NBN order for quick reconciliation.	4.9	151	Open		
179	25/02/11	What sections will the invoices contain? It would be helpful to see a layout to assess the ease of use.	4.9	151	Open		
180	25/02/11	Please provide an executive summary of each transaction.	ALL	ALL	Open		
181	25/02/11	Can Service Identifiers (S / C Tags, CVC Ids, AVC Ids) change over time due to network reconfiguration/augmentation? If so will Telstra be informed, and if so when and how?	General		Open		
182	25/02/11	Is there a preferred structure to the S&C Tags (TBD)? Please confirm that if Telstra manages the S&C tags and the service churns to another provider new Tags are created.	General		Open		
183	25/02/11	Does NBN Co's B2B "Product Order" service disallow activation of a service on a date in the future (scenarios with no appointment). I.e. as soon as the order is received the activation is performed regardless of the due date. If so, please state this more clearly in the document.	General	General	Open		
184	25/02/11	Is there a standard provisioning time where no workforce is involved. I.e. Electronic only activation?	General	General	Open		
185	25/02/11	Will there be an activity timer or function in the database that provides visibility of time to completion on an in-progress order?	Overall		Open		
186	25/02/11	Telstra requires real time responses for any SQ or Appointment actions.	Overall		Open		
187	25/02/11	Will NBN Co connect to fibre, premises where customers request to make their premises ready for NBN Co fibre but won't commit to ordering fibre services because they want to keep their home wireless?	General	General	Open		
188	25/02/11	Please confirm that assurance tickets will not be closed if the request for response is not answered. The ticket should be Held if no response is received.	General	General	Open		
189	25/02/11	How will CVCs be ordered via the B2B interface?	General	General	Open		
190	25/02/11	Please provide a clear state transition for Order status, MOLI status, OLI status and messages to be sent on state transitions.	General	General	Open		
191	25/02/11	These specifications and processes are not being used for NBN Co as a buyer of Telstra products and services.	General	General	Open		
192	25/02/11	The document doesn't indicate which touch points are chargeable and which aren't.	General	General	Open		
193	25/02/11	Clarify how “simultaneous and linked” transactions are supported through the interface. For example, a customer moving house will request disconnection and connection orders at two different premises both provisioned at a date in the future.	General	General	Open		

A	Document Title	NBN B2B Product Definition Specification
B	Document Number	NBN-TE-CTO-210
C	Document Version	v0.8
D	Document Type	Technical Specification - Industry Review

Specific Feedback

Id	Area	Response/Comments	
1	Is NBN Co's proposal for product description clear ?	See Below	
2	Is it useful in informing the integration work/impact?	See Below	
3	Does it provide sufficient information to commence impact analysis and high level design activities?	See Below	
4	Does it inform you of your integration needs : How orderable products are published and described?	See Below	
5	Does it inform you of your integration needs: How product orders can be placed?	See Below	
6	Does it inform you of your integration needs: How a new NBN Co product can be used?	See Below	
7	Does it inform you of your integration needs: How a change to a product will be managed?	See Below	
8	Is the Product Specification Schema basics understood?	See Below	
9	Is the Product Specification Schema elements, attributes and rules understood?	See Below	

Reviewer Opens - NBN Co Closes						NBN Co will update	
Id	Date of Comments/Review	Comment Received	Section	Page	Status	Changes Made/Comments	Date Actioned
1	25/02/11	When a version is changed, is just the product in the catalogue changed or is the product or service also changed to align with the new definition of the product?	3.1 requirement 12	11	Open		
2	25/02/11	For the product instance to align with the new version product / service does a network activation event need to occur?	3.1 requirement 12	11	Open		
3	25/02/11	Shouldn't a major version change, which is not backward compatible, be a new product?	3.1 requirement 12	11	Open		
4	25/02/11	Would prefer atomic level versioning. I.e. at the level of the characteristic that is changing.	3.1 requirement 12	11	Open		
5	25/02/11	Regarding the statement that product offering can be described by one or more product specifications, this doesn't comply to SID and is not desirable. A product offering should relate to only one Product Specification. Manually maintaining alignment will be another unnecessary burden on RSPs.	4.1 Table 2 Or Table 4??	17	Open		
6	25/02/11	The table should include product & characteristic specification to specification association.	4.1 Table 2 Or Table 4??	17	Open		
7	25/02/11	This should include the status and "valid for" range.	4.2.1	19	Open		
8	25/02/11	NBN Co should define characteristics, attributes and rules of a product in a consistent and machine-readable manner. The difference between characteristics and attributes is unclear?	3	7	Open		
9	25/02/11	How do RSPs obtain a list of service and service definitions as returned by Single Location Qualification? Are these in the product catalogue?	General	General	Open		
10	25/02/11	Is the Product Version geographically sensitive? If so, the service qualification by location will need to only return available products and versions.	General	General	Open		
11	25/02/11	Please explain the MOLI level product further. If this is a directly provisionable product, then what are the OLIs? Are they features of the MOLI product?	General	General	Open		
12	25/02/11	Please provide a product specification for CVC orders.	General	General	Open		
13	25/02/11	When will product rules on billable features be available?	2.2	29	Open		
13	25/02/11	This table needs to include Port ID/number.	3.1 table 1	8	Open		
14	25/02/11	What is the process by which version changes will be determined , considering there is an impact on the RSP product constructs and associated IT solutions and interfaces? What are the lead times and consultation processes?	4.3	27	Open		
15	25/02/11	What criteria constitutes a minor and a major version release? What criteria constitutes or triggers recertification?	4.3	27	Open		
16	25/02/2011	Where a UNI-D service is being ordered please explain how two multiple traffic classes can be set over one port eg for voice and data from the home gateway.	General	General	Open		