



## **Optus Submission**

NBN Co's B2B Technical Specification, B2B Interaction  
Process Specification and NBN Product Definition  
Specification

**25 February 2011**

## Executive Summary

1. Optus welcomes the opportunity to respond to NBN Co's B2B Technical Specification, B2B Interaction Process Specification and NBN Product Definition Specification. These documents are beneficial to Optus' understanding of the NBN and support our high level design activities in preparation for use of the NBN. However additional information is required before Optus can proceed to implement a solution for the NBN.
2. Optus requests that NBN Co release the final details of its specifications and processes supporting the B2B as soon as possible.
  - 2.1 In order to assist Access Seekers in their planning and implementation of services over the NBN, Optus requests that NBN Co release as early as possible the schedule for the provision of this detail. This should include but not be limited to:
    - The timetable for completion of the Technical Specification for the B2B and Interaction Process Specifications
    - Test plans, details and schedules for the integration and test environments for interworking with the B2B
    - Schedules for planned updates and releases of the above and associated documentation
3. Optus has provided detailed comments on these documents in the feedback forms provided by NBN Co. In addition, Optus would like to make the following key observations:
  - 3.1 Optus requests that NBN Co also release details on the SLAs that will be provided by NBN Co in delivery of services to Access Seekers using the B2B. These include but are not limited to response times, volumes supported, availability etc.
  - 3.2 The documents do provide a good level of technical detail, however further information is necessary in order for Access Seekers to be able to implement workable solutions for the NBN. In particular Optus recommends that mapping of the end to end customer journeys is undertaken by NBN Co with Access Seekers in order to review in detail the B2B messages and attributes.
  - 3.3 Optus is concerned that a program that involves several rounds of incremental interface testing/on-boarding will add cost and complexity to the programs of both NBN Co and the Access Seekers and is likely to lead to delays in the provision of services to end customers. Optus recommends that NBN Co review its release schedule to minimise its impact on Access Seekers.
  - 3.4 Optus is concerned at the proposed use of the Internet as a medium for B2B communication between Access Seekers and NBN Co. Optus requests that this be reconsidered and the option of private

point to point VPN connectivity between Access Seekers and NBN Co is provided. This is standard practice across industry with multiple solutions available.

- 3.5 Whilst the processes and interfaces described in these documents represent the end-state/target integration solution between NBN Co and Access Seekers, Optus is also aware that interim processes supported by an interim portal are likely for initial NBN trials/services. Optus requests NBN Co provide details of the interim process and portal as soon as practical to prepare for the end user trials.
- 3.6 Further Optus recommends that the interim processes only differ from the end state process where absolutely necessary and that NBN Co adopts the principle of developing common processes irrespective of the delivery mechanism.
- 3.7 In addition, Optus would like to understand how NBN Co plans to transition between the interim and target state integration solution and the associated change management processes.
- 3.8 In November 2010, Optus provided feedback to NBN Co on its previous versions of the B2B documents. We request further feedback from NBN Co regarding the items that are still open following our November feedback.

**4.** Optus remains committed to assisting in developing the NBN. We encourage the ongoing open dialogue by NBN Co with industry in the development of the NBN.

- 4.1 Optus recommends that NBN Co put in place a mechanism to share (where feasible and practical) the feedback regarding the B2B specifications and processes received from Access Seekers in both collective and one on one engagements with NBN Co.
- 4.2 Where appropriate, Optus will provide further feedback on details regarding the NBN Co specifications and processes following receipt of updated information.