

**COMMUNICATIONS
ALLIANCE LTD**



INDUSTRY CODE

C647:2023

NBN ACCESS TRANSFER

C647:2023 NBN Access Transfer Industry Code

First published as C647:2017

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EXPLANATORY STATEMENT

Background

The NBN Access Transfer Code (C647:2023) is designed to describe the minimum processes between Customers, RSPs, Access Seekers and NBN Co for the Transfer of internet access services over the NBN network.

Industry recognises that the Access Transfer processes need to provide all parties with clear responsibilities and requirements and to protect end users throughout the Transfer of services. A robust and effective Service Transfer process is critical for the protection of consumers, and good customer experience.

Current Regulatory Arrangements

The current NBN access Transfer process is driven primarily by Customers providing their address and service location to determine which NBN Service/s may be Transferred. As an interim solution until a longer-term and more strategic solution could be developed as per the changes within the 2023 version of the Code, the working committee implemented a voluntary trial process based on the NBN Access Transfer – Transfer Validation Trial (G662:2021) Industry Guideline. This trial aimed to test and establish a procedure that would provide an extra level of safeguarding for critical services and other specified impacted services. The purpose of this initiative was to ensure the protection of these services while concurrently developing a more comprehensive longer-term strategic solution.

This voluntary arrangement provides RSPs with an ability to nominate specified services on a 'flagged list'. Transfer requests for flagged services are delayed until the relevant Gaining and Losing service providers can liaise to confirm the correct service had been nominated, remove the service from the flagged list and proceed with the Transfer. It is recognised this process is not suitable as a long-term strategic solution.

How the Code Builds on and Enhances the Current Regulatory arrangements

The Working Committee has been developing enhancements to the access Transfer processes to prevent the occurrence of invalid, unauthorised or repeat Transfers. Whilst a majority of Transfer Requests are placed by RSPs and Access Seekers successfully and efficiently with a smooth customer experience, where these orders are placed incorrectly, the impact to those Customers whose service have been incorrectly identified and Transferred can be significant.

The percentage of invalid Transfers, whilst low in relation to the number of Transfers transacted per month, is still higher than what the industry would expect to be occurring. Invalid Transfers are seen across a variety of nbn access services and within those residential, small to medium and large corporate sectors that take up internet services provided over NBN Co's ethernet services. Invalid service Transfers can be caused by the wrong NBN Service being nominated for Transfer where there are multiple active services present at an address or human error (either by agent or end user) in selecting an address that doesn't belong to the Customer, or due to an address mismatch between that recorded by the RSP and NBN Co.

As the nbn migration is largely completed and industry moves into a switcher environment, the proposed changes to the Code and supporting system implementation across the industry, where an expected increase in Transfer volumes occurs, will provide an additional point of authentication and protection for Customers and service providers to use to ensure the correct NBN Service is Transferred.

Customers supplied with failover backup services may not initially identify instances where an NBN Service has been invalidly Transferred. In order to support Customers and RSPs to detect and address incorrect access Transfers, the Code introduces an extension to the Reversal Period. The Reversal Period, which previously lasted for 5 working days, is now extended to 20 working days. This longer timeframe provides RSPs with the opportunity to identify any incorrect access Transfers and utilise the Reversal Transfer process for resolution. After the expiration of the Reversal Period, a new Transfer request will be necessary.

What the Code will Accomplish

The Code will enable Customers to receive their AVC IDs, which they can then provide to service providers in order to facilitate the Transfer of their NBN Service. The AVC ID serves as a clear and definitive identifier for the NBN Service being Transferred.

The Working Committee anticipates this enhancement to the access transfer process will significantly reduce instances of NBN Services being inadvertently or incorrectly Transferred.

The Code will support enhancements to NBN Co's SQ and ESQ to quality an additional means of authentication, the AVC ID, to determine the Customer's service may be requested to be Transferred.

How the Objectives will be Achieved

Proposed Transition Plan

To allow for RSPs, Access Seekers and NBN Co to enhance their ordering and customer service systems and progressively interact with each other to facilitate the new enhancements to the service Transfer process, the Code rules and accompanying processes are intended to be implemented in a phased manner.

This approach will provide a 'transition' period for all parties to test the additional capability in the production environment. To assist RSPs and Access Seekers implement their own IT solution development, NBN Co is working to provide its relevant IT specifications to Access Seekers as soon as possible after the final Code is approved and published by Communications Alliance.

During this 'transition' phase, and prior to the relevant Code rules commencing, once the AVC ID can be obtained by the GRSP from the Consumer, the AVC ID can be matched using NBN Co's ESQ process and included in a Service Transfer request on an optional basis. If no identifier is included in a Service Transfer Request prior to the final implementation date, the order will still proceed.

Industry members may voluntarily comply with the additional Code clauses on an optional basis before the nominated commencement dates, but they are not compelled to.

Once the final commencement date has been reached, all requirements of the Code must be followed. Failure to do so will mean a Transfer for an NBN Service cannot successfully progress.

Anticipated Benefits to Consumers / Customers

The Code aims to reduce the issues associated with incorrect or unauthorised Transfers of a Customer's NBN Service. The provision of an AVC ID, whilst being a new process for telecommunications consumers should further promote an efficient and accurate service Transfer which will ultimately give consumers a smoother Transfer experience and provide confidence in the services they are Transferring.

The introduction of an AVC ID will provide an additional layer of authentication for Customers and additional protection in ensuring the correct NBN Service is chosen when performing a Transfer.

There is no anticipated cost to consumers/Customers as a result of this Code change. RSPs must provide an AVC ID to their Customers on media that is already offered as part of their retail service. The AVC ID simply forms an additional piece of information to be added with their other NBN Service information.

Industry intends for there to be a Customer communication period prior to the provision of an AVC ID to ensure their Customers are aware of the new Transfer process. The accessibility of the AVC ID is proposed to be as easy as possible for Customers to locate, similar in terms of how a Customer might access their meter ID in the energy sector. The obligation will still sit within industry to ensure Customers are able to access and provide their AVC ID at the time of a Transfer with as little inconvenience as possible.

Anticipated Benefits to Industry

The main benefit to the industry from the implementation of the Code will be a more robust and efficient approach to ensuring the correct service can be identified and authenticated prior to a Transfer request being initiated. This in turn will facilitate a reduction in the number of potential escalations and investigations of invalid service Transfers.

Anticipated Cost to industry

There are costs associated with the establishment / development of IT systems to accommodate the provision of the AVC ID to Customers and in supporting the new Service Transfer process, implemented in new provisions in the Code.

These costs are borne by industry so that the anticipated benefits for Customers, and industry, are fully recognised.

The expected efficiencies resulting from a decrease in invalid Service Transfers are projected to outweigh the financial costs of establishing IT systems to provide the AVC ID to Customers and support the new Service Transfer process.

2023 Revision

The 2023 revision of the Code includes:

- the introduction of industry wide processes to enable the use of an AVC ID in the Transfer of Customer services between providers on the NBN;
- obligations relating to the display, access and availability of the AVC ID;
- timeframes for the proposed commencement of clauses relating to the development, display and mandatory use of AVC IDs across industry;
- updates to Appendix A relating to new Response Codes for SQ, ESQ or Transfer Order requests.

Craig Purdon
Chair

WC53 NBN Access Transfer Working Committee

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1 GENERAL

1.1 Introduction

- 1.1.1 Section 112 of the Telecommunications Act 1997 (the Act) sets out the intention of the Commonwealth Parliament that bodies and associations representing sections of the telecommunications industry develop industry codes relating to the telecommunications activities of participants in those sections of the industry.
- 1.1.2 The development of the *NBN Access Transfer Code (C647:2023)* (the Code) has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry and Government regulatory agencies.
- 1.1.3 The Code should be read in conjunction with related legislation, including:
- (a) the Act;
 - (b) the *Telecommunications (Consumer Protection and Service Standards) Act 1999*;
 - (c) the *Telecommunications (Backup Power and Informed Decisions) Service Provider Determination 2014* (when applicable);
 - (d) the *Telecommunications Numbering Plan 2015*;
 - (e) the *Competition and Consumer Act 2010* (Cth); and
 - (f) the *Privacy Act 1988* (Cth).
- 1.1.4 The Code should be read in the context of other relevant Codes and Guidelines, including the:
- (a) *Local Number Portability Industry Code (C540)*;
 - (b) *Telecommunications Consumer Protections (TCP) Industry Code (C628)*;
 - (c) *Connect Outstanding Industry Code (C617:2017 Incorporating Variation No.1/2023)*;
 - (d) *Customer Authorisation Industry Guideline (G651)*;
 - (e) *Switchless Multi-basket Billing Redirection Industry Guideline (G567)*; and
 - (f) *Allocation of Eligible Party Identification Codes Industry Guideline (G600)*.
- 1.1.5 For Access Seekers, the Code should also be read in conjunction with the NBN Co Wholesale Broadband Agreement and other agreements as relevant per Clause 3.1.5.

- 1.1.6 If there is a conflict between the requirements of the Code and any requirement imposed on a Supplier by statute or by a Regulator, the Supplier will not be in breach of the Code by complying with the statute or the requirements of the Regulator.
- 1.1.7 Compliance with this Code does not guarantee compliance with any legislation or the requirements of any Regulator. The Code is not a substitute for legal advice.

1.2 Registration with ACMA

The Code will be submitted to the Australian Communications and Media Authority (ACMA) for registration pursuant to section 117 of the Act.

1.3 Scope

- 1.3.1 The Code applies to the following sections of the telecommunications industry under section 110 of the Act.
- (a) Carriers; and
 - (b) Carriage Service Providers (CSPs).

NOTE: Carriage Service Providers include Retail Service Providers (RSPs) and Internet Service Providers (ISPs).

- 1.3.2 The Code deals with Carriers and CSPs in relation to the telecommunications activities of Suppliers, as defined in section 109 of the Act, including the following:
- (a) carrying on business as a Carrier; or
 - (b) carrying on business activities as a CSP.

1.4 Out of Scope

The following technologies are considered to be out of scope for this version of the Code.

- 1.4.1 Over-The-Top services

NOTE: Some Over-The-Top services may be unaffected by a Transfer whilst others may require the gaining Party or Customer to coordinate the reinstatement of the relevant Over-The-Top service.

- 1.4.2 NBN enterprise ethernet

1.5 Objectives

- 1.5.1 The objectives of the Code are to:
- (a) specify operational principles which will enable the Transfer of an active NBN Service between RSPs;

- (b) establish minimum operational requirements on RSPs, Access Seekers and NBN Co, in the Transfer of an active NBN Service between RSPs;
- (c) minimise Customer impacts during the Transfer of an active NBN Service between RSPs;
- (d) ensure an AVC ID is used during the SQ and Transfer order process for an address to validate the service requested for Transfer; and
- (e) ensure the current AVC ID is made readily available to Customers seeking to Transfer their NBN Service between RSPs.

1.5.2 Processes covered by this Code are:

- (a) Customer Authorisation;
- (b) Service Qualification and Enhanced Service Qualification;
- (c) Transfer;
- (d) Cutover; and
- (e) Reversal.

1.6 Commencement Date

1.6.1 This Code commences upon registration with the ACMA, except for:

- (a) the following clauses which will commence 6 months after registration:
 - (i) 6.1.6 – matching of the AVC ID or return an appropriate Response Code;
 - (ii) 6.7.2 – 6.7.3 - provision of Response Codes for unsuccessful ESQ AVD ID match requests;
 - (iii) 6.7.4 – Access Seeker consultation with NBN Co where mismatch is found; and
- (b) the following clauses which will commence 12 months after registration:
 - (i) 4.1.12 – 4.1.13 and 5.5.1 (c) - provision of the AVC ID to a Customer;
 - (ii) 4.1.14 - 4.1.15 – display of the latest AVC ID on the Customer's bill and other information provided by the RSP; and
 - (iii) Section 8 – AVC ID display requirements for RSPs; and
- (c) the following clause which will commence 15 months after registration:

- (i) 6.5.2 & 7.3.2(c)(v)– supply of an AVC ID in the Service Transfer order process; and
- (ii) 7.6.2 (d) – any reasons for rejecting the Transfer as per Appendix A, related to incorrect AVC IDs or an AVC ID not being provided.

1.7 Code Review

The Code will be reviewed after 5 years of the Code being registered by ACMA and every 5 years subsequently, or earlier in the event of significant developments that impact on the Code or a chapter within the Code.

1.8 Powers of the Telecommunications Industry Ombudsman to handle complaints under the Code

Upon registration of the Code, under section 114 of the Act and subject to the consent of the TIO, the Code confers on the TIO the functions and powers of:

- (a) receiving;
- (b) investigating;
- (c) facilitating the resolution of;
- (d) making determinations in relation to;
- (e) giving directions in relation to; and
- (f) reporting on

complaints made by the end users of a Carriage Service about matters arising under or in relation to the Code, including compliance with the Code by those industry participants to whom the Code applies.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

For the purposes of the Code:

ACCC

means Australian Competition and Consumer Commission

ACMA

means the Australian Communications and Media Authority

AVC ID

means Access Virtual Circuit Identifier

CA

means Customer Authorisation

CSP

means Carriage Service Provider

EPID

means Eligible Party Identification

ESQ

means Enhanced Service Qualification

FTTB

means Fibre to the Building

FTTN

means Fibre to the Node

FTTP

means Fibre to the Premises

GRSP

means Gaining Retail Service Provider

HFC

means Hybrid Fibre Coaxial network

LNP

means Local Number Portability

LRSP

means Losing Retail Service Provider

NBN

means National Broadband Network

NTD

means Network Termination Device

PRI

means the NBN Co Product Instance identification number

POI

means Point of Interconnection

PSTN

means Public Switched Telephone Network

RFS

means Ready for Service

RSP

means Retail Service Provider

SQ

means Service Qualification

UNI

means User Network Interface

VoIP

means Voice over Internet Protocol

2.2 Definitions

For the purposes of the Code, the following definitions apply:

Access Seeker

is the Party requesting services direct from NBN Co.

Act

means the *Telecommunications Act 1997 (Cth)*.

Access Virtual Circuit Identifier

means the set of 15-characters and numbers that represents the NBN Access Virtual Circuit that identifies the unique Customer service. This identifier is made up of the characters 'AVC' followed by 12 numerical digits.

For example, an RSP will display the AVC ID as 'AVC123456789100'

Business Day

means any day from Monday to Friday (inclusive) other than a National Public Holiday or as otherwise agreed in Bilateral Agreements.

Carriage Service

has the meaning as given in the Act.

Carrier

is the holder of a carrier licence in accordance with the Act.

Completion Advice

means a notification from NBN Co to the Access Seeker on completion of a Transfer, where the Access Seeker is the gaining Party.

Connect Outstanding Transfer

has the meaning given by the Connect Outstanding Industry Code (C617:2017 Incorporating Variation No.1/2023).

Customer

is the end user or the end user's authorised agent or representative, in whose name the account is established, or will be established, with the gaining RSP for the supply of products or services for which the gaining RSP requires the NBN.

Customer Authorisation

means a written or electronic authorisation which is executed by or on behalf of a Customer for the purpose of authorising a Transfer.

NOTE: minimum requirements for a Customer Authorisation are set out in the Customer Authorisation Industry Guideline (G651).

Cutover

means the action taken by NBN Co and, where relevant, installation technicians to complete the Transfer Request.

Device

means a piece of equipment at a point beyond the network boundary connecting the Customer to the network. Such Devices may include, but not be limited to, home network gateways, DSL modems, and satellite modems.

Eligible Party Identification

means an alpha or numeric code as allocated and stored in the EPID List on the Communications Alliance website.

Enhanced Service Qualification

is a process requested by the Access Seeker as described in section 6 of this Code.

Enhanced Service Qualification Confirmation

means an advice from NBN Co to the Access Seeker that a SQ transaction has been successful.

Fibre to the Building

means the fibre network to an NBN Co FTTB Node, which includes the NBN Co side MDF and any jumper cables but does not include any common MDU site equipment, a pre-existing Carrier side MDF, a Customer side MDF, or any Voiceband Pass Through cables or any central splitters.

Fibre to the Node

means a fibre network to an NBN Co FTTN Node together with the NBN Co copper pairs, but does not include any common MDU site equipment, a pre-existing Carrier side MDF, a Customer side MDF, central splitters or any Voiceband Pass Through cables.

Fibre to the Premises

means a fibre network that is owned or controlled by or operated by or on behalf of NBN Co, other than a FTTB network and a FTTN network.

Fixed Wireless

means a wireless network that is owned or controlled by NBN Co.

Hybrid Fibre Coaxial

means a Network Access service delivered by network equipment delivered by Hybrid Fibre Coaxial technology.

Invalid Request

means a Transfer Request which:

- (a) resulted from a processing error;
- (b) was made without the authorisation of the Customer; or
- (c) is the result of a Customer rescinding or cancelling a Transfer Request within the cooling off period in accordance with the applicable fair trading legislation.

Local Number Portability

has the meaning given by the *Local Number Portability Code (C540)*. Port, Ported and Porting have corresponding meanings.

Loss Advice

means a notification from NBN Co to the Access Seeker on completion of a Transfer or Reversal, where the Access Seeker is the losing Party.

National Broadband Network

means NBN Co's superfast broadband network with National coverage that is offered on a wholesale basis, and includes fibre, wireless, HFC and Satellite network elements.

National Public Holiday

means a day on which a public holiday is declared by all States and Territories, or any other day as agreed in bilateral agreements.

NBN Co

is the only wholesale fibre access service provider of the NBN, and the only Access Provider in the context of this Code.

NBN Identification Number

means the PRI.

NBN Location ID

means the unique identifier for a Premises in the NBN Co address database.

NBN Port ID

means any of up to UNI V1, UNI V2, and UNI D1- D4 on technologies that support multiple ports.

NBN Service

means an access service supplied by NBN Co to an Access Seeker over FTTP, FTTB, FTTN, FTTC, HFC, Satellite, Fixed Wireless or other wireless infrastructure via virtual circuits, supporting a variety of speeds and traffic classes to one or more UNIs.

Network Termination Device

means a network termination device that is owned, operated or controlled by NBN Co.

Over-the-Top service

means communications delivered by an application that is run over the top of another Carriage Service and can be accessed using any compatible internet access device.

Party

means a participant or participants in the section(s) of the telecommunications industry to which this Code applies. The word Parties has a corresponding meaning.

Personal Information

has the same meaning given by the *Privacy Act 1988*.

Port (and Porting)

see Local Number Portability.

Prominently Displayed

means conspicuously presented in clear font and in a prominent and visible position that is in close proximity to other service identifiers used by the RSP to identify the NBN Service.

Reject Advice

means the notification of a rejection of a Transfer which includes a coded explanation of the specific reason for that reject.

Response Code

means the codes outlined in Appendix A.

Request ID

means a unique identification number allocated by an Access Seeker to an individual SQ, Transfer or Reversal.

Request Receipt

means a transaction from NBN Co to acknowledge receipt of a transaction from the Access Seeker.

Retail Service Provider

is the Party supplying services direct to the Customer. In some cases, the RSP will also be the Access Seeker.

Reversal

means a request from a losing Access Seeker to NBN Co for a Reversal of a Transfer to reinstate the same or similar products or services provided over the NBN prior to the Invalid Request. Reversed and Reverse have corresponding meanings.

Reversal Period

means a period of 20 Business Days from the date of Transfer completion.

Satellite

means the Satellite network that is owned or controlled by NBN Co.

Service Qualification

is a process requested by the Access Seeker as described in section 6 of this Code.

Service Qualification Confirmation

means an advice from NBN Co to the Access Seeker that a SQ transaction has been successful.

Standard Hours of Operation

means 8 a.m. to 5 p.m. (Standard Time) on Business Days, or as otherwise agreed in bilateral agreements.

NOTE: Except for times associated with installation work, which are specified as 'local time' at the place where the work is taking place, all times specified in this Code are based on Australian Eastern Standard Time, or on Australian Eastern Daylight Time, for NSW.

<https://www.australia.gov.au/time-zones-and-daylight-saving>

Transfer

means the activity required to complete a Transfer Request.

Transfer Request

means a request from an Access Seeker to NBN Co for a Transfer of an NBN Access Service to itself.

User Network Interface

means a physical port or socket to which NBN Co supplies the NBN Service in respect of a premises.

Voiceband Pass Through

refers to a Customer maintaining the voiceband component of their legacy service when migrating to an FTTB/N service.

2.3 Interpretations

In the Code, unless the contrary appears:

- (a) headings are for convenience only and do not affect interpretation;
- (b) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (c) words in the singular includes the plural and vice versa;
- (d) words importing persons include a body whether corporate, politic or otherwise;
- (e) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (f) mentioning anything after include, includes or including does not limit what else might be included;
- (g) words and expressions which are not defined have the meanings given to them in the Act; and
- (h) a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

3 BILATERAL AGREEMENTS

3.1 General Principles

- 3.1.1 The Code sets minimum acceptable practices, which do not unnecessarily limit industry's ability to improve on the minimum level.
- 3.1.2 The Code does not constrain two or more individual industry participants agreeing to different arrangements provided that those arrangements meet the minimum acceptable practices defined in the Code.
- 3.1.3 Parties to the Code recognise that two or more individual participants will, as provided for under the *Competition and Consumer Act 2010* (Cth) enter into bilateral agreements in relation to matters covered by the Code.
- 3.1.4 Parties to the Code recognise that such bilateral agreements should include, but are not limited to, the following matters:
- (a) operational arrangements;
 - (b) service reviews;
 - (c) systems requirements;
 - (d) product related issues/cross impacts;
 - (e) Customer related issues;
 - (f) billing arrangements;
 - (g) contractual requirements;
 - (h) Porting arrangements;
 - (i) contact and escalation procedures; and
 - (j) forecasting and volume management.
- 3.1.5 It is expected that most transactions between RSPs and Access Seekers, where they are different parties, will be dealt with in bilateral agreements between the parties.

4 TRANSFER PRINCIPLES

4.1 General Principles

- 4.1.1 The Transfer of products and services over NBN will be treated in a non-discriminatory manner.
- 4.1.2 A Transfer Request can only be made if it is supported by a valid Customer Authorisation (CA).
- 4.1.3 A CA can only be completed by the Customer and the GRSP must manage all Customer requirements pertaining to Transfer and any other relevant Communications Alliance Codes (e.g., LNP).

NOTE: This includes situations where the gaining and losing Party are the same RSP (e.g., migrating between different Access Seekers).

- 4.1.4 Access Seekers must manage all transaction and interface requirements pertaining to Transfer with NBN Co and manage any other activity for other relevant Communications Alliance Codes (e.g., *Local Number Portability (C540)*; *Telecommunications Consumer Protections Code (C628)*).
- 4.1.5 All timeframes included in this document are to be read as within Standard Hours of Operation on a Business Day unless otherwise stated.
- 4.1.6 Customer inconvenience, disruption and delay must be minimised.
- 4.1.7 Costs should be minimised for all participants in the delivery chain, including Customers.
- 4.1.8 GRSPs are responsible for providing any changed Customer equipment, adapters, connectors or cabling that is necessary to cut their service over during a Transfer.
- 4.1.9 Address confirmation capability is available from NBN Co for utilisation by Customers, RSPs, and Access Seekers.
- 4.1.10 Under fair trading legislation GRSPs must manage all cooling off period requirements.
- 4.1.11 When a RSP or Access Seeker agrees to acquire NBN Services, it is also deemed that the RSP or Access Seeker has agreed to participate in the NBN Access Transfer process outlined in the Code and ensure they have processing capabilities in place to support the provision of a Loss Advice as a minimum.
- 4.1.12 The AVC ID must be made readily available to a Customer;
 - a) on request to the RSP by the Customer, in a timely manner;
 - b) for self-service access via at least one of the following methods;

- a. Customer invoice / bill;
 - b. web portal;
 - c. Customer toolbox;
 - d. Web chat function;
 - e. RSP app
- c) following Customer Authentication via a Customer contact centre or instore enquiry.
- 4.1.13 Information must be made available to Customers on where to find, and the use of the AVC ID.
- 4.1.14 Where an AVC ID changes, the RSP must present the most up to date AVC ID for a Customer to access (as per clause 4.1.12);
- a) no later than 2 Business Days of the change to the AVC ID; and
 - b) on the next available bill generated for a Customer following a change to the AVC ID.
- 4.1.15 The AVC ID should be displayed adjacent to any other information, provided by an RSP, relating to the specific NBN based service. If multiple services are available, display adjacent to the supplier's service ID (e.g. telephone number, internet username, broadband identifier etc).

5 CUSTOMER AUTHORISATION

5.1 General

- 5.1.1 Before submitting a Request, it is a mandatory requirement that the Customer has authorised the Transfer of an NBN Service to the GRSP.
- 5.1.2 It is the responsibility of the GRSP to obtain a valid CA as specified in the Code and a CA must be obtained by the GRSP in relation to every Transfer Request for the Transfer of an NBN Service.

5.2 CA Validation

- 5.2.1 The GRSP must advise NBN Co of the CA signed date.
- 5.2.2 The CA must have a CA signed date that is not a future date.
- 5.2.3 A CA must be revalidated with the Customer by the GRSP if an order is not submitted to NBN Co within 45 calendar days from the CA signed date.
- 5.2.4 If the CA does not meet these requirements, the corresponding request must be rejected.
- 5.2.5 The sighting of the CA by NBN Co is not required for a Transfer Request to be processed except in cases subject to clause 5.3.2.
- 5.2.6 NBN Co must only request to sight a CA if NBN Co believes on reasonable grounds that a valid CA has not been given by the Customer.
- 5.2.7 NBN Co must advise the GRSP of the reasonable grounds on which a CA is requested. (For e.g. to assist in a TIO investigation).

NOTE: This also applies for the sighting of a CA by the gaining Access Seeker where the Access Seeker and RSP are not the same.

5.3 Retention and Supply of Authorisation

- 5.3.1 A GRSP must be able to recover and supply a copy of the CA upon reasonable request for dispute resolution purposes.
- 5.3.2 If any Party believes on reasonable grounds that a Transfer Request may be an Invalid Request, NBN Co or the LRSP (as the requesting Party) may request a copy of the CA and other relevant documents and materials evidencing the CA from the GRSP.
- 5.3.3 Upon receipt of such request, the GRSP must provide a copy of the CA to the requesting Party within two Business Days of the request being made.

NOTE: If the documents are not provided, then the Transfer Request is deemed to be an Invalid Request.

- 5.3.4 Where the relevant CA is in electronic form, the CA must be provided to the Requesting Party's nominated operational contact via email.
- 5.3.5 An Invalid Request may result in a Reversal (noting that the wishes of the Customer must take first priority) if within the Reversal Period.
- 5.3.6 Reversals are in accordance with section 10 of the Code.

5.4 Information to be provided to the Customer

- 5.4.1 Before a Customer authorises a CA, and where relevant, the GRSP must advise:
 - (a) that the incumbent RSP will continue supply of services until the time of Transfer;
 - (b) that Transfer from a voice service to a broadband only service will cancel the voice service and may put any associated telephone numbers into quarantine;
 - (c) that any open faults on the service will be closed as part of the Transfer process;
 - (d) if any access to the Customer's premises is required to effect the Transfer; and
 - (e) if it offers a battery backup option.

5.5 Information to be captured from the Customer

- 5.5.1 The GRSP must as a minimum, collect the following information:
 - (a) the service address of the Customer's existing NBN Service address details that they wish to Transfer (e.g. street number, street name, suburb, post code, etc.);
 - (b) the Customer's contact phone number; details of the NBN Service(s) to be Transferred;
 - (c) the Customer's AVC ID for the NBN Service(s) to be Transferred; and
 - (d) for FTTP services, the Customer's requested option for NBN provided battery backup.

5.6 Privacy and Use of Information

Personal information: This clause applies to NBN Co, Access Seekers and RSP's in circumstances where they are not required to comply with the Australian Privacy Principles contained in Schedule 1 to the *Privacy Act 1988*.

- 5.6.1 NBN Co, Access Seekers or RSPs must ensure that a Customer's or former Customer's Personal Information is protected from unauthorised use or disclosure.

- 5.6.2 NBN Co, Access Seekers or RSPs must take the following actions to enable this outcome:
- (a) **Storage:** have robust procedures for storing Customers' Personal Information in its possession which are followed by its staff;
 - (b) **Security:** have robust procedures to keep its Customers' Personal Information in its possession secure and restrict access to personnel who are authorised by NBN Co, the Access Seeker or the RSP; and
 - (c) **Breach:** ensure its staff understand that they may face disciplinary action if they breach NBN Cos, the Access Seeker's or the RSP's privacy procedures, the *Privacy Act 1988* or other privacy laws.
- 5.6.3 Information provided for the purposes of Transfer must only be used in accordance with the following:
- (a) transactions that are provided between NBN Co, Access Seekers and RSPs must only be used for Transfers, Reversals, and for Customer and network fault management and complaint handling but must not be used for any other purposes. Any other purposes include but are not limited to marketing purposes.
 - (b) the disclosure of incumbent Access Seeker on a Transfer Service Qualification is provided for the purposes of identifying the correct AVC to Transfer on a multi-UNI NTD but must not be used for any other purposes. Any other purposes include but are not limited to marketing purposes.
 - (c) the disclosure of the gaining Access Seeker on a Loss Advice is provided for the purposes of Reversals but must not be used for any other purposes. Any other purposes include but are not limited to marketing purposes.
- 5.6.4 Where there is any inconsistency between the Code and Part 13 of the Act or the *Privacy Act 1988*, Part 13 or the *Privacy Act 1988* prevails.

6 SERVICE QUALIFICATION

6.1 General

- 6.1.1 Service Qualification (SQ) is an assessment of the technologies, infrastructure capacity, products and services that may be available at an NBN Location ID.
- 6.1.2 There are two types of Service Qualification:
- Service Qualification (SQ); and
 - Enhanced Service Qualification (ESQ).
- 6.1.3 A Service Qualification is a general check of the location and doesn't require a valid CA.
- 6.1.4 An Enhanced Service Qualification can be performed where an end user has authorised the Access Seeker to gain additional relevant information for the purpose of performing a Transfer.
- 6.1.5 When the Access Seeker's SQ or ESQ has been received, NBN Co must provide a response to the Access Seeker indicating existing UNI utilisation at the specified NBN Location ID.
- 6.1.6 An Enhanced SQ where an AVC ID has been provided will show the matching of the AVC ID at the specified location or return an appropriate contextual Response Code where matching was unsuccessful.
- 6.1.7 SQ or ESQ must be performed for all Transfer Requests received by NBN Co from the Access Seeker.

6.2 NBN Co's Responsibilities

- 6.2.1 In terms of the management of SQ or ESQ NBN Co must provide the Access Seeker:
- (a) system response times in near real-time;
 - (b) service levels;
 - (c) an assurance that all data is up-to-date and accurate;
 - (d) sufficient system availability inclusive of access, platforms, software and systems;
 - (e) details of any fair use policy;
 - (f) any specific details of restrictions during and outside Standard Hours of Operation;
 - (g) an agreed response to an SQ or ESQ request; and
 - (h) the ability to successfully undertake an SQ or ESQ through NBN Co's web portal or via NBN Co's B2B solution.

6.3 Service Qualification Confirmation

6.3.1 For a SQ, if successful, NBN Co must provide the Access Seeker an SQ Confirmation containing, as a minimum:

- (a) whether the requested products can be supported;
- (b) UNI availability;
- (c) battery backup capable power supply service existing or not (if relevant); and
- (d) the battery installation date (if relevant).

NOTE: The presence of multiple UNIs and the availability of battery back-up is dependent on the underlying infrastructure.

6.4 Unsuccessful Service Qualifications

6.4.1 NBN Co must provide the Access Seeker a contextual Response Code for all unsuccessful SQ requests.

NOTE: SQ may be unsuccessful for the Response Codes outlined below:

- (a) location address cannot be located on the NBN address database;
- (b) invalid/incomplete input data.

6.4.2 In the event of a SQ being unsuccessful as a result of an NBN Location ID mismatch, Access Seekers must be able to consult NBN Co to review the address and associated NBN Location ID and obtain the correct data, if possible, for a re-submission.

NOTE: This consultation process should be automated and provide near real-time responses including NBN Co location address suggestions.

6.4.3 A manual process to support NBN Location ID mismatch assessment must also be in place for all Access Seekers and NBN Co in the event the automated solution is unavailable or does not provide a suitable location address suggestion.

6.4.4 All manual actions on NBN Location ID mismatches must be completed within one Business Day of the manual action being initiated, unless otherwise agreed.

6.5 AVC ID Matching

6.5.1 RSPs may elect to provide an AVC ID in the ESQ process to validate the address requested for Service Transfer is correct.

6.5.2 RSPs must supply an AVC ID in the Service Transfer order process to ensure the correct address is being requested for Service Transfer which corresponds with the AVC ID.

NOTE: If an AVC ID is not supplied or does not match the selected UNI provided with the Service Transfer order process a Response Code will be returned. (This does not apply to Reversal or Connect Outstanding Transfer requests.)

6.6 Enhanced Service Qualification Confirmation

- 6.6.1 For an ESQ, if successful, NBN Co must provide the Access Seeker an ESQ Confirmation containing all of the information in 6.3, and as a minimum:
- (a) any linkages between UNI-V and UNI-D ports (if relevant);
 - (b) the EPID of the current Access Seeker(s); and
 - (c) providing the matched UNI (where relevant).

6.7 Unsuccessful Enhanced Service Qualifications

- 6.7.1 NBN Co must provide the Access Seeker a contextual Response Code for all unsuccessful ESQ requests.

NOTE: ESQ may be unsuccessful for the reasons outlined below:

- (a) location address cannot be located on the NBN address database;
- (b) invalid/incomplete input data.

- 6.7.2 NBN Co must provide the Access Seeker a contextual Response Code for all unsuccessful ESQ AVC ID match requests.
- 6.7.3 In addition to clause 6.7.1, the ESQ AVC ID match request may be unsuccessful and not return a match for the reasons outlined below:
- (a) the AVC ID to be validated is active at another location (only applicable if the full AVC ID is input); or
 - (b) the AVC ID to be validated is active against another UNI at the same location; or
 - (c) the AVC ID to be validated was active at the inputted location but has been disconnected within the past 6 months (only applicable if the full AVC ID is input); or
 - (d) the AVC ID to be validated was disconnected at another location within the past 6 months (only applicable if the full AVC ID is input); or
 - (e) the AVC ID to be validated does not exist or has been disconnected for longer than 6 months; or
 - (f) the AVC ID to be validated is invalid (check for possible data entry error).

- 6.7.4 In the event of an ESQ AVC ID match request being unsuccessful as a result of an NBN Location ID mismatch, Access Seekers must be able to consult NBN Co to review the AVC ID match results and determine the appropriate path to progress the connection.

NOTE: Prior to raising a request to NBN Co to query an unsuccessful matching request, the Access Seeker should check the address and AVC ID details with the Customer.

6.8 SQ Availability and Performance

- 6.8.1 SQ availability and performance parameters require that:
- (a) the SQ must be accessible via NBN Co's Portal (website) and via NBN Co's Business to Business (B2B) tool;
 - (b) the SQ must be available between 06:00 EST and 22:00 EST Monday to Sunday;
 - (c) NBN Co must complete SQ requests on average within 5 seconds, and 95% within 10 seconds of receipt, unless otherwise agreed;
 - (d) for bulk SQ, NBN Co must complete all SQ requests by the end of the next Business Day of the request being submitted; and
 - (e) NBN Co must provide the Access Seeker monthly metrics on its SQ including average SQ Response Time and the percentage of SQ completed within 10 seconds.

7 TRANSFER

7.1 Access Seeker Transfer Contact List

- 7.1.1 All Access Seekers who participate in the NBN Access Transfer process must ensure that they have supplied the information specified in Appendix B to Communications Alliance.
- 7.1.2 Access Seekers who participate in the NBN Access Transfer process must ensure that the information specified in Appendix B is maintained for currency and accuracy.

7.2 Types of Transfer transactions

The two types of Transfer related transactions are:

- (a) Transfers; and
- (b) Transfer Reversals.

7.3 Transfer Process

- 7.3.1 The Transfer from the losing Access Seeker to the gaining Access Seeker involves:
 - (a) provision of the logical Transfer of an NBN Service/s that is delivered over a UNI port/ports from the losing Access Seeker to the gaining Access Seeker;
 - (b) provision of the logical Transfer of an NBN Service/s that is delivered over a UNI port/ports to a different and available UNI port/ports from the losing Access Seeker to the gaining Access Seeker;
 - (c) confirmation from NBN Co of the completion of the Transfer to the gaining Access Seeker; and
 - (d) provision of a Loss Advice by NBN Co to the losing Access Seeker.
- 7.3.2 Transfer Request requirements are:
 - (a) the GRSP must advise the gaining Access Seeker of the request to Transfer a NBN Service;
 - (b) the gaining Access Seeker must advise NBN Co of the Transfer Request; and
 - (c) the gaining Access Seeker must provide to NBN Co:
 - (i) NBN Co Location ID;
 - (ii) CA signed date;
 - (iii) UNI/s to be activated;

- (iv) UNI/s to be deactivated (if applicable);
- (v) AVC ID of the NBN Service to be Transferred;
- (vi) Priority Assistance indicator (if applicable);
- (vii) products to apply; and
- (viii) an informed consent indicator for optional battery backup, applicable to FTTP only (if applicable).

7.3.3 Transfers can occur using the same UNI or between different UNIs and this must be advised to NBN Co in accordance with 7.3.2 (c) (iii) and (iv) above.

7.3.4 Responsibilities

- (a) The GRSP is responsible for all coordination with the Customer required to effect the Transfer of their products and services over the NBN, and any additional activity, e.g. to Port a telephone number or install / swap CPE.
- (b) The GRSP is responsible for all coordination required with the relevant Access Seeker to effect (a) above.
- (c) The gaining Access Seeker is responsible for all coordination with NBN Co to effect the Transfer.
- (d) NBN Co is responsible for all coordination with the Access Seeker to effect the Transfer.

7.4 Transfer Service Qualification

7.4.1 Service Qualification for Transfer (in accordance with section 6.1) must be performed by the GRSP/gaining Access Seeker prior to initiating a Transfer.

7.5 Receipt and Initial Validation

7.5.1 Upon receipt of a Transfer Request from the GRSP, the Access Seeker must check and validate the details of the GRSP's request.

7.5.2 A Transfer must include, as a minimum, the information contained within clause 7.3.2 above.

7.5.3 If a Transfer Request from the GRSP passes all validations it must be accepted by the Access Seeker and sent to NBN Co.

7.5.4 If a Transfer Request from the GRSP does not pass all validations it must be rejected back to the GRSP by the Access Seeker with the reason for rejection.

NOTE: If a Transfer is rejected for a pending order and that pending order was a modify order, the GRSP should be able to resubmit the Transfer Request as soon as that pending order has been completed by NBN Co.

- 7.5.5 If the Access Seeker's request is in the correct format and passes validations, NBN Co must accept the request and provide a Request Receipt.
- 7.5.6 If the Access Seeker's request has been rejected in accordance with clause 7.6.2 the Access Seeker may re-submit as a new Transfer in the correct format or with corrected data.
- 7.5.7 Access Seekers must pass on results to the requesting GRSP and seek responses if applicable.

7.6 NBN Co's procedure to advise Request results

- 7.6.1 NBN Co must provide the following information in a Request Receipt, as a minimum:
 - (a) the Access Seeker Request ID;
 - (b) the NBN Identification Number;
 - (c) the date that the validation was performed.
- 7.6.2 NBN Co must provide the following information in a Reject Advice, as a minimum:
 - (a) the Access Seeker Request ID;
 - (b) the NBN Identification Number;
 - (c) the date that the validation was performed; and
 - (d) any reasons for rejecting the Transfer if Transfer is unavailable or the requested NBN product is not suitable, in the form of a Response Code as per Appendix A.
- 7.6.3 NBN Co must provide a rejection advice within 10 minutes of receiving a Transfer Request, in 95% of cases where a Transfer has been rejected.

NOTE: A list of Response Codes is included in Appendix A.

7.7 Transfer Cutover

- 7.7.1 On receipt of a valid Transfer Request from the Access Seeker, Transfer Cutover must be completed by NBN Co, who:
 - (a) completes a Transfer by Transferring a product or products on one or more UNIs on a pathway to the gaining Access Seeker on the same or different UNI/s of 50% within 30 minutes, and 95% within 1 hour.
 - (b) confirms completion of Transfer provisioning to the gaining Access Seeker of 50% within 30 minutes, and 95% within 1 hour of completion of Transfer Cutover; and

- (c) forwards a Loss Advice to the losing Access Seeker of 50% within 30 minutes, and 95% within 1 hour of completion of Transfer Cutover containing:
 - (i) the cancelled PRI number;
 - (ii) the effective time and date of the Transfer; and
 - (iii) the EPID of the gaining Access Seeker.

7.7.2 Where the new UNI/s is the same as the UNI/s being cancelled, the previous UNI/s must be cancelled before the new UNI/s is activated.

7.7.3 Where the new UNI/s is different from the UNI/s being cancelled:

- (a) and a non-zero-time period has been specified, the new UNI/s must be activated first and the previous UNI/s must be automatically cancelled 4 hours, or the time period specified within the order, after the new UNI/s is activated.
- (b) and a zero-time period has been specified, the previous UNI/s may be cancelled before the new UNI/s is activated.

7.7.4 Where the Transfer is a FTTN or FTTB associated with a copper voice pass-through, the pass-through must not be altered in any way.

NOTE: Change of end user 'Device' to one compatible with the gaining RSP offering may be required upon Transfer cutover either by:

- the end user, in the case of BYO or self-installs; or
- the RSP technician, in the case of a professional install.

7.8 Non-Infrastructure Type Transfers

7.8.1 Where the Transfer is associated with the Transfer of services as a result of a commercial arrangement (including an acquisition, merger or similar transaction), the gaining Access Seeker must:

- (a) notify NBN Co and get approval to process as a Non-Infrastructure Type Transfer
- (b) ensure a minimum of 100 Transfers in the single request, unless otherwise agreed, and
- (c) follow all requirements under this document.

NOTE: SQ, ESQ and AVC ID match validation are not required for Non-Infrastructure Type Transfers.

7.9 Downstream RSP Transfers

7.9.1 Access Seekers and RSPs who have downstream RSPs must ensure Customers of those providers also have access to a means of Transferring between providers, even where such activities do not involve NBN Co.

NOTE: This Code does not define the processes and timeframes required for a Transfer between providers that do not involve NBN Co, however the basic principles of Customer Authorisation and Transfer should apply.

8 AVC ID DISPLAY REQUIREMENTS

- 8.1.1 RSPs must ensure the AVC ID is Prominently Displayed
- 8.1.2 RSPs must ensure the identifier begins with the alphanumeric characters 'AVC'.
- 8.1.3 RSPs must display the full 12 numeric digits following the lead alphanumeric AVC ID characters.
- 8.1.4 RSPs must display the AVC ID in similar size font as the service ID (if used).
- 8.1.5 If a service ID is used, RSPs must ensure the corresponding AVC ID is Prominently Displayed adjacent to each service ID.
- 8.1.6 RSPs must ensure the AVC ID is readily available for Customers to access as per clause 4.1.12.
- 8.1.7 In the event that the AVC ID is updated / changed, the new AVC ID must be made available for a Customer to access, within two Business Days, and if applicable, on the next available bill generated for a Customer following a change to the AVC ID.

NOTE: The AVC ID may require updating:

- *as part of the Transfer process;*
- *as part of a Reversal;*
- *in the event of a disconnection and reconnection of the service,*
- *due to a non-infrastructure type Transfer; or*
- *in a change of access technology.*

- 8.1.8 If there is a discrepancy / dispute and a Customer contacts their LRSP for the AVC ID then the LRSP must be able to provide the most current AVC ID and the service address/LOC ID to the Customer.

9 DISPUTED REJECTS

9.1 General Principles

- 9.1.1 The Access Seeker may query the reason for a rejection by contacting NBN Co, and such query must include the details of the Service Qualification or Transfer and an explanation of the actual query.
- 9.1.2 NBN Co must investigate the query and respond within one Business Day of receipt of such query.
- 9.1.3 Where a reason for rejection is found to be in error, NBN Co must correct the error and the Transfer Request may be resubmitted by the Access Seeker.

NOTE: Where the Access Seeker disagrees with NBN Co's investigation results, the matter must be escalated via the contact list (see Appendix B) to be further investigated.

10 INVALID REQUESTS AND REVERSALS

10.1 Invalid Request

- 10.1.1 If a GRSP or Access Seeker becomes aware of an Invalid Request, it is the responsibility of the Party who becomes aware to advise the other Parties that an Invalid Request has been received. Such advice must include:
 - (a) the relevant details including the order identification number; and
 - (b) the date and/or time the Invalid Request was received.
- 10.1.2 The GRSP to whom the Invalid Request applies must investigate the matter and respond within four Standard Hours of Operation of the receipt of such advice.
- 10.1.3 If there is no response from the GRSP rejecting that there has been an Invalid Request within two Business Days of the receipt of the advice under clause 10.1.1, it will be deemed an Invalid Request.

10.2 Reversals

- 10.2.1 If an order is reasonably confirmed by the GRSP as being an Invalid Request or deemed to be an Invalid Request under clauses 5.3.3 or 10.1.3 and is at the status of complete, and within the Reversal Period, then the losing Access Seeker may submit a Reversal.
- 10.2.2 If a LRSP, via the relevant Access Seeker, wishes to Reverse a Transfer, the Access Seeker must lodge a new Reversal request.

NOTES: 1. NBN Co will not require the AVC ID to be passed with the Reversal request for validation for the Reversal request to be successful.

2. Once a Reversal has completed, subsequent Reversals will be blocked. RSPs should directly contact each other to resolve.

- 10.2.3 Once the Invalid Request, as identified in clause 10.2.1, has been Reversed, the Customer should be able to access the same products and services as enjoyed prior to the Invalid Transfer.

NOTE: Where previous products and services have been discontinued or pricing has changed, the RSP should liaise with the Customer to agree similar or alternate products and services.

11 APPOINTMENTS

11.1 Appointment responsibilities

- 11.1.1 Access Seekers and GRSP's may need to create appointments at Customer premises for technical installation work when Transferring a NBN Service between Access Seekers. The GRSP and Access Seeker need to coordinate any such activity, including number portability, as required in parallel with the Transfer Request to NBN Co.

12 LNP AND NBN TRANSFER CONSIDERATIONS

12.1 General

The LNP Code specifies operational processes between Customers and CSPs and between Carriers for LNP. It defines the processes for Porting of telephone numbers and any restrictions that apply to Ported telephone numbers. It is anticipated that many Carriers and CSPs may also be NBN Access Seekers and/or RSPs.

- 12.1.1 The LNP Code must be used in conjunction with the Code where Porting is required. It should be noted that only "active" telephone numbers can be Ported.
- 12.1.2 GRSPs must ensure that service associated with the telephone number is not cancelled / disconnected before the LNP request is submitted.

12.2 LNP and NBN Transfer Considerations

NOTE: LNP scenarios need to be managed in parallel with NBN Transfer and in all cases where LNP is required a CA is required.

- 12.2.1 The GRSP must arrange for a Porting request to the Losing Carrier and coordinate the process with any Transfer on the required date.

NOTES 1: There is no reason why the requirements to authorise the LNP and NBN Transfer activity cannot be captured on the same CA.

2: It will be most important for the GRSP to ensure they align both the NBN Transfer activity with the timing of the LNP Cutover to ensure the best Customer experience.

3. The Transfer of an NBN Service or services may require either the simple or complex Porting process to be applied. Third Party Porting may also be required where the donor Carrier is neither the losing nor the gaining Carrier.

4. Where a VoIP or other over the top voice service is being supplied and is to be used with UNI-D after the NBN Transfer, a local number Port may not be required if the telephone number is not hosted by a Carrier for interconnection over the PSTN or not a portable local number.

- 12.2.2 The Losing Access Seeker or Losing Carrier must check for any outstanding Port out requests associated with Telephone Numbers previously attached to NBN Services lost to Transfer.

NOTE: This is necessary because if a service disconnection is processed, the Port out cannot be completed. Holding the disconnection will allow completion of the Porting of the Telephone Number.

- 12.2.3 If any confirmed Port out requests are detected, the Losing Access Seeker or Carrier must wait for five Business Days for the Port out to complete. If the Port out is still outstanding after five Business Days, the Port request can be deemed to be withdrawn and the service disconnection can be processed.

13 CONDUCT OF EMPLOYEES, AGENTS, CONTRACTORS AND DEALERS

13.1 Conduct standards

- 13.1.1 Each Party must use reasonable efforts to achieve compliance by its employees, agents, contractors and dealers with the provisions of the Code.

- 13.1.2 Each Party must undertake reasonable measures to develop a culture of compliance with the Code in their employees, agents, contractors and dealers.

- 13.1.3 If a Party becomes aware of any activities which are in contravention the Code by its employees in the course of their employment or by its agents, contractors or dealers in the course of performing their functions as agents, contractors, dealers, the Party, as the case may be, must take such action which may be reasonably available to it to prevent or discourage continuation of the breach of the Code.

14 REFERENCES

Publication	Title
Industry Codes	
C540	Local Number Portability Industry Code
C617:2017 (Incorporating Variation No.1/2023)	Connect Outstanding Industry Code
C628	Telecommunications Consumer Protections Industry Code
Industry Guidelines	
G567	Switchless Multibasket Billing Redirection Industry Guideline
G651	Customer Authorisation Industry Guideline
G600	Allocation of Eligible Party Identification Codes Industry Guideline
Legislation	
<i>Privacy Act 1988 (Cth)</i>	
<i>Telecommunications Act 1997 (Cth)</i>	
<i>Telecommunications (Consumer Protection and Services Standards) Act 1999 (Cth)</i>	
<i>Telecommunications (Backup Power and Informed Decisions) Service Provider Determination 2014</i>	
<i>Telecommunications Numbering Plan 2015 (Cth)</i>	
<i>Competition and Consumer Act 2010 (Cth)</i>	

APPENDIX

A RESPONSE CODES

The following Response Codes may be provided by NBN Co in response to the relevant SQ, ESQ or Transfer Order requests.

Please note the final text received from NBN Co may differ from the below and can be referenced in the relevant NBN specifications and may be amended from time to time.

Response Code	Description	Applicable Outcome(s)
Transaction does not comply with NBN Co interface specifications	The transaction was processed as an exception by NBN Co because it was not compliant with NBN Co interface specifications.	<ul style="list-style-type: none"> • SQ/ESQ exception • Transfer Order Rejection
NBN Location ID Not Found	Invalid NBN Location ID / not present on NBN Co systems	<ul style="list-style-type: none"> • SQ/ESQ exception • Transfer Order Rejection
Inactive UNI	NBN Service has been Disconnected	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
Pending Disconnection	NBN Service is Pending Disconnection or pending part B of a cross port Transfer	<ul style="list-style-type: none"> • Transfer Order Rejection
Incomplete Service	Associated UNI V not specified for cancellation	<ul style="list-style-type: none"> • Transfer Order Rejection
NBN Location Id is not serviceable by NBN Co	NBN Location ID is not serviceable by NBN Co	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
No UNI present	No NBN UNI exists for the requested Transfer at NBN Location ID.	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
Pending Order	A modification or connection order is pending	<ul style="list-style-type: none"> • Transfer Order Rejection
Service already allocated to Access Seeker	NBN Service requested for Transfer already with same Access Seeker	<ul style="list-style-type: none"> • ESQ Response • Transfer Order Rejection
No POI for RFS area	No Access Seeker POI for service at requested NBN Location ID	<ul style="list-style-type: none"> • Transfer Order Rejection
Invalid NBN Co Product	Product configuration selected is invalid for the transaction.	<ul style="list-style-type: none"> • Transfer Order Rejection
Invalid CA signed date	CA signed date is future dated, or greater than 45 calendar days, or contains otherwise invalid characters	<ul style="list-style-type: none"> • Transfer Order Rejection
Priority Assist or Battery Backup not valid	Not available for NBN Location ID, or technology requested for Transfer	<ul style="list-style-type: none"> • Transfer Order Rejection

AVC match	The AVC ID supplied matches a UNI provided in the ESQ response or supplied with the Transfer Order.	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
AVC disconnected	The AVC ID was active at the supplied location but has been disconnected within the last 6 months.	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
AVC active at another location	The AVC ID to be validated is active at another location (only applicable if the full 15 digit AVC ID is input)	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
AVC disconnected at another location	The AVC ID to be validated is active at another location (only applicable if the full 15 digit AVC ID is input)	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
AVC does not exist	The AVC ID to be validated does not exist or has been disconnected for longer than 6 months	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
AVC invalid	The AVC ID to be validated is invalid (check for possible data entry error).	<ul style="list-style-type: none"> • SQ/ESQ Response • Transfer Order Rejection
AVC not provided	Service Transfer order cannot progress without AVC	<ul style="list-style-type: none"> • Transfer Order Rejection

B ACCESS SEEKER TRANSFER CONTACT LIST

Access Seekers must complete this matrix and provide to Communications Alliance. Access Seekers must maintain and keep the contacts current. Communications Alliance will maintain the contact matrix on its website – www.commsalliance.com.au, with updates on a weekly basis (Monday) of notification of the change. The contact list is password protected.

Carrier Name	Transfer Query Type	Phone	Email	Technical Contact	1st level Escalation	2nd level Escalation
	CA Requests/Invalid Transfer					

PARTICIPANTS

The Working Committee responsible for the revision of the Code consisted of the following organisations and their representatives:

Organisation	Membership	Representative
ACCC	Non-voting	Darren Kearney
ACMA	Non-voting	Chris Wong
Aussie Broadband	Voting	Eric Erickson
Macquarie Telecom	Voting	Jamie Morse
NBN Co	Voting	Xanthe Corbett - Jones
NBN Co	Non - voting	Mark Duke
NBN Co	Non - voting	Kim Summers
Optus	Voting	Mark Kubale
Optus	Non-voting	Andrew Cassetti
Telstra	Voting	David Fabbian
Telstra	Non-voting	Tas Filippou
TPG Telecom	Voting	Alexander R. Osborne
TPG Telecom	Non-voting	Annie Leahy
Vocus	Voting	John Sexton

Craig Purdon of Communications Alliance provided project management support.

Communications Alliance was formed in 1997 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the *Telecommunications Act 1997* - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.



**Published by:
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Care should be taken to ensure the material used is from the current version of the Standard or Industry Code and that it is updated whenever the Standard or Code is amended or revised. The number and date of the Standard or Code should therefore be clearly identified. If in doubt please contact Communications Alliance