

Service activation

Introduction

NBN Co has established a Service Activation Centre that will support Access Seekers, for example Service Providers.

During initial customer trials on the mainland, the Service Activation Centre help desk will answer customer enquiries and be the main dedicated channel for assisting Access Seekers with front line resolution of issues.

The Service Activation Centre help desk phone number is 1800 626 662 (press 2 for activation) and email address is nsoc@nbnco.com.au

The Service Activation Team will be progressively built up as the volume of customer orders increases in line with network build. In keeping with the Network Services and Operations Centre (NSOC) and data centre strategies, the activation functions will be split over at least two sites to provide business continuity in the event of an incident. In order to concentrate resources and simplify management and cross-training for resilience, there is a strong preference to house the activation functions with the primary and secondary NSOCs.

Non-standard activation services

It is probable that NBN Co will, over time, develop a range of services which, by their nature, require a higher level of manual intervention than NBN Co's general services. These services might include point-to-point protocol services for business and large bandwidth users, and services to Multi Dwelling Units (MDUs).



Inside a Fibre Distribution Hub in Kiama, New South Wales, one of the First Release Sites.

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Ordering NBN Co products

There are two main types of orders for NBN Co products, which can be made once Access Seekers are authorised and certified to order products from NBN Co:

- Engineering Infrastructure Orders to establish the Access Seekers' Fibre Serving Area Footprints. This involves the Access Seeker raising NBN Co Connectivity Orders to establish technical matters; and
- Access Orders to deliver access services to individual end-user premises. This involves the Access Seeker ordering individual Access Virtual Circuits (AVC) to provide services to a nominated end-user premises, and agreeing appointment times for installation of, and co-ordinating the installation and testing of, end-user premises equipment.

Once rollout in a Fibre Serving Area Module (FSAM) Region is at a stage when NBN Co is able to commence supplying services to premises in that FSAM Region, NBN Co intends to provide a notice to all Access Seekers (including Service Providers) that the FSAM Region is 'Ready for Service'.

It is the Access Seekers who will 'complete' the installation of the service to the customer and manage their service from that point.

Effective planning and forecasting of service demand and availability will be critical to NBN Co being able to efficiently support anticipated volumes of connections throughout the NBN Co rollout.

NBN Co proposes to support Access Seeker planning by making both short and long-range forecasts of construction activity available on its public website. This will enable Access Seekers to plan for availability of NBN Co infrastructure in different locations over time. In return, NBN Co will require forecasts of service demand from Access Seekers to enable it to plan for the required resources to service end-user connections effectively.

Further information will be provided to Access Seekers as NBN Co begins customer trials and full volume activation.



A typical Premises Connection Device, Kiama, New South Wales, one of the First Release Sites.

Contact

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