



Community Fibre Operations Manual

Wholesale Residential

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Table of Contents

Community Fibre Operations Manual.....	1
1 Introduction.....	7
1.1 Definitions.....	8
2 Phase One: Pre-Sales	15
2.1 Eligible Retail Service Providers.....	15
2.2 Pre-Sales Workshop	15
2.2.1 Workshop Logistics	17
2.2.2 Agenda	17
2.2.3 Outcome	20
2.3 Agreements.....	20
3 Phase 2 RSP Onboarding and Solution Definition	21
3.1 Solution Definition Workshop.....	21
3.1.1 Logistics	21
3.1.2 Agenda	22
3.1.3 Outcome	23
3.2 Interoperability Test.....	24
3.2.1 Establish Community Fibre ENNI and Sandpit Connectivity	24
3.2.2 Network Interoperability Testing	26
3.2.3 IT Interoperability Testing.....	27
3.2.4 Outcomes of Interoperability Testing	27
4 Phase 3 Operational Onboarding	29
4.1 Phase 3.1 Operational Onboarding.....	29
4.1.1 Operations Acceptance Testing	29
4.1.2 Deployment and Acceptance.....	34
4.1.3 Hyper Care.....	34
4.1.4 Post Acceptance Review	34
4.2 BAU Deployment and Ongoing Operations.....	37
4.2.1 Network Connectivity	37
4.2.2 Activation Product Components (OVC)	39

4.2.3	Ordering Product Components OVC	42
4.2.4	Appointment management	45
4.2.5	Order or appointment status.....	47
4.2.6	Installation.....	47
4.2.7	Assurance.....	49
4.2.8	Scheduling Appointments	53
4.2.9	Fault Management (fault rectification)	54
4.2.10	Closure of a Trouble Ticket.....	54
4.2.11	Notification of Community Fibre Maintenance	55
4.3	Invoicing.....	56
4.3.1	Period and Frequency of Invoicing.....	56
4.3.2	Format of Invoice	56
4.3.3	Invoicing Queries	59
4.4	Governance.....	60
4.4.1	Complaints Management	60
4.4.2	Performance Review	60
4.4.3	Escalation Process.....	62
5	Appendix A - Related Documents, Templates, and Forms	63
5.1	Related Documents and Templates.....	63
5.2	Forms	64
6	Appendix B Service Level Supporting Documentation	66
6.1	Introduction	66
6.2	Scope.....	66
6.3	Getting Started	66
6.4	External Network to Network Interface Activations.....	66
6.4.1	Service Levels for ENNI Activations	66
6.5	End User Activations.....	67
6.5.1	Service Levels for End User Activations	67
6.5.2	Performance Objectives for End User Activations	67
6.5.3	Conditions	68
6.5.4	Not in Attendance	68

6.6	Fault Investigation	68
6.6.1	Initial Diagnosis of Fault by RSP	68
6.6.2	No Fault Found Truck Rolls	68
6.6.3	Not in Attendance	68
6.6.4	Service Levels for End User Fault Rectification	69
6.6.5	Service Levels for Network Fault Response and Rectification.....	69
6.7	External Network to Network Interface Modifications and Cancellations	70
6.7.1	Service Levels for ENNI Modifications	70
6.7.2	Service Levels for External Network-to-Network Interface Cancellations.....	71
6.8	End User Connections Modifications and Cancellations	71
6.8.1	Service Levels for Modifications	71
6.8.2	Service level for Cancellation.....	72
6.9	Network Performance and Availability	72
6.9.1	Performance Objective for Network Availability	72
6.9.2	Calculating Network Availability	72
6.9.3	Conditions for Network Availability	73
6.10	Reporting	73
6.11	Interpretation and Exclusions.....	73
6.11.1	Compliance with Community Fibre Operations Manual.....	74
6.11.2	Service Levels apply in Operational Hours	74
6.11.3	Events outside of Community Fibre Reasonable Control	74
6.11.4	Performance against Appointment Time	74
6.11.5	End User Activation in a Held State.....	74
6.11.6	Access	74
6.11.7	Planned Outages	74
6.11.8	Power Outages	74
6.11.9	Force Majeure	74
6.11.10	Realignment of Service Levels and Performance Objectives	75

1 Introduction

This Community Fibre Pty Ltd (Community Fibre) Operations Manual outlines how Retail Service Providers (RSPs) will operationally engage with Community Fibre as a provider of wholesale access connectivity services. The engagement will be within the framework provided by the suite of documents under the WA.

The manual is structured around the wholesale RSP life cycle and is divided into the phases below and is also represented in Figures 1 and 2 below.

- **Phase 1: Pre Sales**
 - **Phase 1.1:** RSP eligibility
 - **Phase 1.2:** Pre-Sales workshop
 - **Phase 1.3:** Agreements
- **Phase 2: RSP Onboarding and Solution Definition**
 - **Phase 2.1:** Solution Definition Workshop
 - **Phase 2.2:** Interoperability Testing
- **Phase 3: Operational Onboarding**
 - **Phase 3.1:** Operational Onboarding
 - **Phase 3.2:** Business as Usual (Ongoing Operations)

The document will outline the operational engagement at each of the phases.

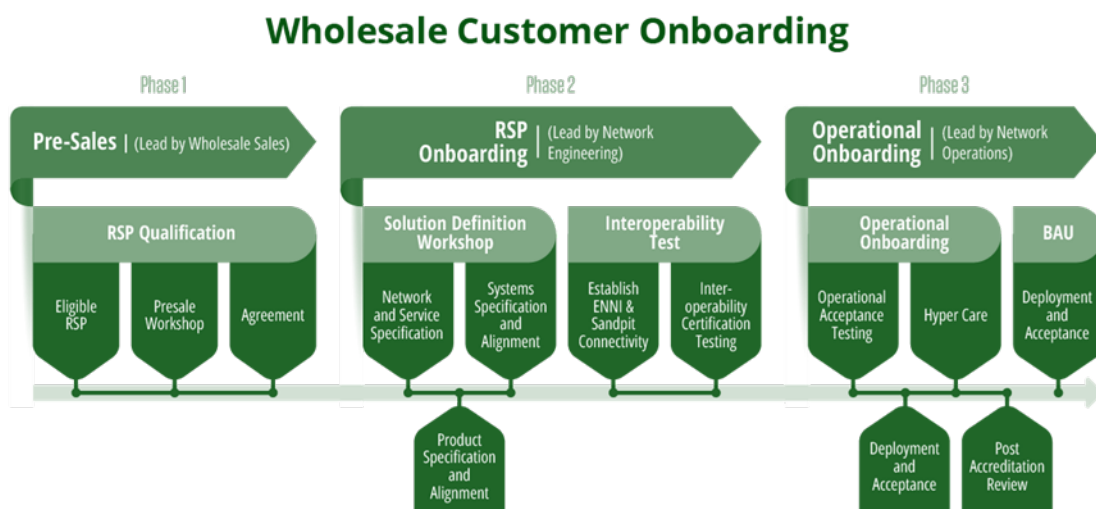


Figure 1 : RSP Onboarding Life Cycle

BAU – Ongoing Operations

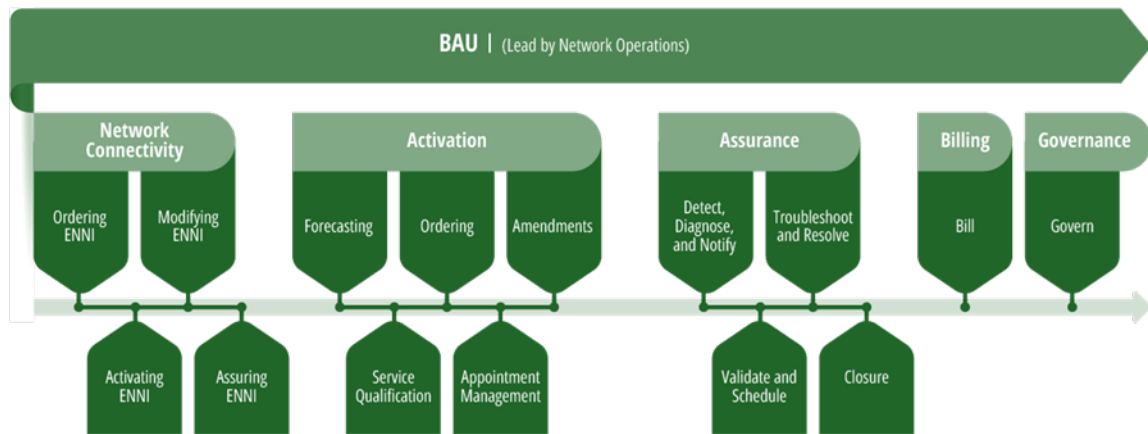


Figure 2: Business as Usual

1.1 Definitions

Capitalised terms used but not defined in this manual have the meaning given in the Definitions Table below. If a capitalised term used in this document is not defined in the table below, then that term has the ordinary meaning commonly accepted in the industry.

Terms	Definitions
Acceptable Use Policy	means the Service Provider's Acceptable Use Policy in Schedule 1 of the Wholesale Agreement, as updated from time to time.
Account Manager	means the Community Fibre person who manages RSPs and is the main liaison between Community Fibre and the RSPs.
Activation	means the activation of an address to Community Fibre at the User Network Interface to enable the address to be supplied with a working Community Fibre Access Service.
Appointment Calendar	means the system nominated by Community Fibre that sets out the timing and location of appointments where Community Fibre field technicians will enter the EUP and perform work on the Community Fibre network. Community Fibre retains the right to change the Appointment Calendar through the Change Management process in the WA.
Authority	means an authority which the RSP must obtain from the End User to drill for FTTP installations.

Terms	Definitions
BAU	means business as usual and refers to the mode of operation once the RSP has successfully completed the onboarding process as outlined in the Operations Manual.
Business Day	means a day which is not a Saturday, Sunday, bank holiday or public holiday in the State or Territory in which the Services are located.
BSS	means the Business Support System which is a suite of software applications that manages customer interactions, service delivery, and billing.
Carrier	Carrier has the same meaning as in section 7 of the Telecommunications Act.
Carriage Service Provider	Carriage Service Provider has the same meaning as in section 87 of the Telecommunications Act.
Closure Request	means that when a fault that has been raised with Community Fibre by a RSP has been resolved, Community Fibre will request verification by a Closure Request that the RSP agrees the fault has been resolved. Upon receipt of agreement to that Closure Request the fault will be marked as resolved and closed.
CPE	means customer premises equipment and is the term used for the End User equipment used to connect to the UNI, also referred to as the Customer Router or Residential Gateway.
Diagnostic Check List	means the technical investigation to be completed before an RSP lodges an End User Service fault with Community Fibre.
End User	means any person to whom the RSP on-sells, re-sells or re-supplies one or more services derived from a Community Fibre service.
EUP	means end user premises and is property owned, leased or licensed by the End User which is the address to which a Community Fibre service will be supplied (for an RSPs Product to an End User).
ENNI	means the external network-network interface, the physical interface through which the RSP connects their core network infrastructure to the Community Fibre network and is located at a POI.

Terms	Definitions
ENNI Bearer	means a single physical port on the ENNI router is used to physically connect the RSP and Community Fibre networks. ENNI bearers are grouped together to become an ENNI Bearer Group.
ENNI Bearer Group	means a group of physical ports operating as a bundle using LACP. End user services are configured on an ENNI Bearer Group.
Force Majeure	<p>means any event, act or cause (except lack of funds) which is beyond the reasonable control of the party, including, without limitation:</p> <ol style="list-style-type: none"> an act of God, including lightning, storm, fire, flood, earthquake or other action of the elements. explosion, riot, insurrection, civil commotion or disorder, sabotage, act of public enemy, war (declared or undeclared), blockade, rebellion or revolution. pandemic (including COVID-19) or epidemic, which prevents the performance of any obligation and which: <ul style="list-style-type: none"> was not caused or contributed to by the party which is seeking to rely on the event. could not have been prevented by reasonable precautions or remedied by reasonable expenditure by the party which is seeking to rely on the event; and could not reasonably be circumvented through alternate sources (including through business or service continuity planning).
Go to Market Strategy	means the RSP strategy for the migration of existing services to the Community Fibre Network and how they plan to acquire and connect new services.
Hyper Care	means the initial period of operational deployment following the completion of Operational Acceptance Testing that is characterised by a heightened period of monitoring and care “Hyper Care” by both Community Fibre and RSP network operations teams.
In-Flight	means service orders that are currently active or are in the process of being fulfilled.

Terms	Definitions
In Progress Activation	means that an order has been received and validated by Community Fibre sales team, has an agreed date for connecting and has been transferred to Community Fibre's network operations team.
IP Transit	means a networking service that allows networks to connect to the rest of the internet. In this instance it enables the passage of network traffic from the Community Fibre network to the RSP's network before reaching every part of the global internet.
IOT	means the Interoperability Testing completed during onboarding to establish that the Community Fibre and RSP networks and systems have the necessary compatibility and interconnectivity to enable the RSP to resell Community Fibres products and services.
LACP	means the Link Aggregation Control Protocol which lets devices send Link Aggregation Control Protocol Data Units to each other to establish a link aggregation connection. This will be the first step in ENNI and sandpit connectivity.
MTU	means maximum transmission unit which is a measurement in bytes of the largest data packets that an Internet-connected device can accept.
MDU	means a multi dwelling unit, for example a commercial or residential building with multiple offices or apartments.
Network Fault Response time	means the response time taken from the point a fault is raised to the commencement of a response and initial fault investigation.
Network Fault Rectification time	means the rectification time taken from the point a fault is raised to the point a fault is rectified.
Network Boundary Point	means the demarcation point between the Community Fibre network and End User's network. At the POI, this is the ENNI. At the EUP, for FTTP services this is the UNI port on the NTD, and for FTTdP (g.fast) services this is defined as the network side of the copper main distribution frame, where the Community Fibre network is first connected into the building wiring to access the EUP. Note that the demarcation between Community Fibre network and the RSP network is the UNI port on the NTD.

Terms	Definitions
NSOC	means the Network and Services Operations Centre, the central network monitoring facility that is operated by both the RSP and Community Fibre network operations.
NTD	means the network termination device and is the G.fast or FTTP modem terminating the Community Fibre service at the EUP.
Onboarding and Onboarding life cycle	means the process outlined in the Operations Manual that a RSP must complete to be become a reseller of Community Fibre services.
Onboarding Manager	means the Community Fibre manager responsible for guiding the RSP through the onboarding process.
OAT	means operational acceptance testing and is the testing process used to confirm the two organisations' processes are compatible and working end to end. Successful completion of OAT is a prerequisite that must be completed before commencing Hyper Care.
Operations Manual	means the document titled 'Operations Manual' (this document) made available to the RSP.
OSS	means the Operations Support Systems, a suite of software applications and tools used to manage and maintain network infrastructure
OVC	means the virtual circuit connecting these two interfaces which is referred to as the Operator Virtual Circuit.
Performance Objective	means for each service level there is a performance objective defined in the Service Levels outlined in Appendix B which is represents the percentage of total events covered by that Performance Objective that Community Fibre forecasts will meet the performance target in meeting that service level.
Performance Target	means for each service level outlined in the Appendix B there is a non-binding performance target for that service level.
Peering	means the process by which two internet networks connect and exchange traffic.
Planned Outage	means a planned outage on the Community Fibre network, when Community Fibre services are partially or fully impacted due to network

Terms	Definitions
	maintenance or upgrades. The service levels for planned outages are outlined in the Service Levels in Appendix B.
POI	means a point of interconnection between the Service Provider network and the RSP network to exchange traffic.
Project Plan	means a milestone plan developed for the onboarding process defined.
RG	means residential or router gateway and is the gateway device in the EUP that connects to the Community Fibre G.fast or FTTP NTD.
RSP	means Retail Service Provider companies that contract with Community Fibre to access the Community Fibre data network and sell internet plans to consumers and businesses.
Region	means a geographical area where Community Fibre is able to provide services. There can be one or more Wholesale Service Areas within a Region.
Sandpit	means the test capability that is set up by Community Fibre for RSPs so that all the aspects of Community Fibre's Wholesale service offerings can be tested for compatibility. Importantly this constitutes a portion of Community Fibre's network that is quarantined from Community Fibre's production network.
Serviceable	means an address that is ready for service.
Service Class	means a number that indicates the status of a premise's serviceability, when it will be available, and the type of technology used to connect to that premise.
Solution Definition Phase	<p>means the onboarding phase that defines the following specifications that are required to establish connectivity and delivery of wholesale services by the RSP.</p> <ul style="list-style-type: none"> • Network and service specifications and alignment between Wholesale and RSP networks and services • Product specifications and alignment between Wholesale and RSP products • System specifications and alignment between Wholesale and RSP systems

Terms	Definitions
Trouble Tickets	means a trouble ticket, which is a record and notification of a fault that a RSP raises with Community Fibre. When the RSP notifies Community Fibre of a reportable fault, Community Fibre will issue a trouble ticket.
Unplanned Outage	means an unplanned outage, a network event that affects RSP end user services that was not part of a planned outage.
UNI	means the user network interface, a physical Ethernet interface that is located at the EUP and used to connect CPE to the Community Fibre network.
WA	means the Community Fibre Wholesale Agreement.
Wholesale Service Area	means the Community Fibre network divided into specific groups of addresses in Wholesale Service Areas that have a dedicated POI. To act as a RSP for Community Fibre services within a Wholesale Service Area the RSP must establish a POI with Community Fibre for that service area.

2 Phase One: Pre-Sales

Outlines the preconditions that need to be in place prior to commencement of onboarding. The process includes the development of a milestone level project plan to manage the completion of onboarding.



Figure 3 - RSP Qualification

2.1 Eligible Retail Service Providers

The process for RSP qualification is outlined in the Retail Service Provider Qualification Process document which can be accessed via the link in Appendix A.

2.2 Pre-Sales Workshop

Pre-Sales workshop will confirm alignment at the following levels.

- **Commercial Alignment:** RSP marketing strategy including whether existing services are to be migrated.
- **Product:** Proposed services to be offered by the RSP to confirm they can be supported by the Community Fibre network. This will include an outline of products and pricing structures for Community Fibre equivalent products.
- **Layer 2:** Community Fibre will only offer a Layer 2 service for re-sale, as part of the pre-sales process it is important to determine what level of service offering the RSP is looking to acquire.

A Layer 2 RSP looks to acquire network services and take responsibility for putting these services together to create products for their product base. This will include establishing connectivity to the Community Fibre network via an ENNI and managing their own internet connectivity (via Peering and IP Transit) to connect their users to the global internet.

For RSPs looking to acquire a Layer 2 service Community Fibre will need to establish network compatibility between the Community Fibre network and the RSP network.

- **Network Boundary Point:** This is defined at the following levels:

- ENNI the demarcation point at the network layer is the point where traffic is handed from the Community Fibre network to the RSP network. The ENNIs will be located at each of the nominated POI.

The UNI on the NTD is the demarcation point for the devices in the EUP. Beyond this is the home network which includes the RG, and any network device accessed via Wi-Fi (e.g. Laptop). The above definitions are represented in the diagram below.

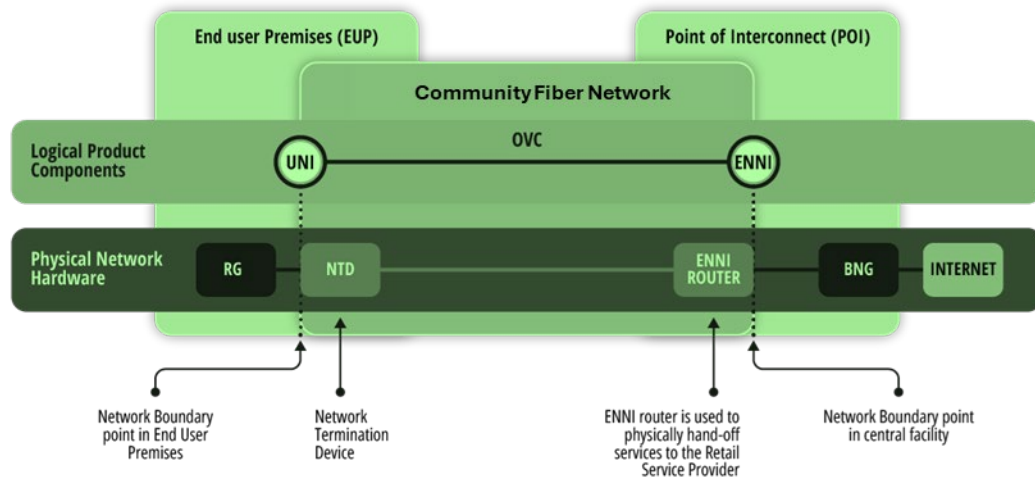


Figure 6 Network Boundary Point

- **Point of Interconnect:** A POI is a physical site, dedicated to a Wholesale Service Region, at which the RSP connects their network to the Community Fibre network. This interconnect is performed within a POI site using one or more ENNI instances. Each Wholesale Service Region has a minimum of one POI. In future, additional POI may be added.

The current POI locations for each Wholesale Service Area are detailed in the table below.

Wholesale Service Region	POI
Sydney-METRO	Equinix SY4 - A200 Bourke Rd, Alexandria, NSW, 2015
Melbourne-METRO	Equinix ME1 - 578 Lorimer St, Port Melbourne VIC 3207
Brisbane-METRO	Next DC B2 – 454 St Pauls Terrace, Fortitude Valley QLD 4006

- **Acceptable Use:** The terms and definition of the Acceptable Use Policy are outlined in Schedule 1 of the WA. The implementation and operation of these components and how “Acceptable Use” will be applied will be outlined in the workshop.

- **Interconnection at the OSS/BSS Level:** An RSP may interact at the operational level with Community Fibre via either an API based B2B interface or by the wholesale web portal. The options and RSP preference along with the requirements to establish connectivity such as IP addresses and passwords will be established at the pre-sales workshop.

The pre-sales workshop will have the following structure:

2.2.1 Workshop Logistics

Below is an example of required logistics.

Workshop Logistics	
Accountability for Logistics	Community Fibre Sales
Location	Community Fibre Head Office or other location as agreed.
Date	To be confirmed
Duration	9:00am to 5pm – lunch to be provided.
Chair	Community Fibre General Manager
Attending	Community Fibre and RSP representatives in the following roles <ul style="list-style-type: none"> • Sales • Products • Network Operations • IT • Network Engineering • Network Deployment

2.2.2 Agenda

Below is an example agenda.

Topic	Presented by	Start/Finish	Duration
Introduction and welcome	Joint Community Fibre and RSP Sales Managers	TBC	TBC

Topic	Presented by	Start/Finish	Duration
Alignment with RSP business strategy (RSP Sales Manager provides high level overview of company)	RSP Sales Manager	TBC	TBC
RSP “Go to Market” strategy including: <ul style="list-style-type: none"> • Migration of existing services. RSP will need to provide details of services to be migrated (including volumes by product type location and high-level timeline targets). • New Services. Approach for engaging including forecast by product type and region. 	RSP Sales Manager	TBC	TBC
Product <ul style="list-style-type: none"> • Community Fibre products including pricing structure. • Proposed services to be offered by RSP (to confirm products can be supported by Community Fibre network). 	Product Managers from Community Fibre and RSP	TBC	TBC
Layer 2 – Network: Outline end to end network solution to confirm compatibility to RSP network.	Community Fibre Network Engineering	TBC	TBC
Network Boundary Point Outline the Network Boundary Points.	Community Fibre Network Engineering	TBC	TBC
Wholesale Service Areas Outline the Wholesale Service Areas.	Community Fibre Products	TBC	TBC

Topic	Presented by	Start/Finish	Duration
Points of Interconnect Outline the location of POI and high-level process for connecting to Community Fibre Network.	Community Fibre Network Engineering	TBC	TBC
End to end service and OVC Outline the end-to-end service offering.	Community Fibre Network Engineering	TBC	TBC
Acceptable Use Outline how Community Fibre will manage reasonable use on the Network.	Community Fibre Network Engineering and Product	TBC	TBC
Interconnection at the OSS/BSS level Outline the option to connect to Community Fibre via either an API based B2B interface or by the wholesale web portal.	Community Fibre IT Manager	TBC	TBC
Training and education Outline what is required for end user support personnel and timeline for delivery.	Community Fibre Onboarding Manager	TBC	TBC
Review Onboarding Project Plan Milestone level plan needs to be completed using the template accessed via the link in Appendix A.	Community Fibre Onboarding Manager	TBC	TBC
Review of actions and decisions.	All	TBC	TBC
Conclusion	Joint Community Fibre and RSP Sales Managers	TBC	TBC

2.2.3 Outcome

Outcome	Owner	Due Date
Milestone level project plan Plan for the completion of onboarding is drafted (note this will need ongoing refinement).	Joint Community Fibre and RSP Sales Managers	TBC
Points of incompatibility Any areas that are not operationally compatible are defined with action plan to resolve.	Joint Community Fibre and RSP Sales Managers	TBC
Establish network connectivity Plan to establish connecting the RSP to the Community Fibre Sandpit ENNI to allow interoperability testing to commence.	Joint Community Fibre and RSP Network Engineering Managers	TBC
Establish IT connectivity This will differ depending on whether access is done via wholesale web portal or API but will be the relevant information such as IP address, passwords and other relevant information to establish connectivity between Community Fibre and the RSP.	Joint Community Fibre and RSP IT leads	TBC
Community Fibre Agreement: Outlined in Agreement section below.	Joint Community Fibre and RSP Sales Account Managers	TBC

2.3 Agreements

Assuming successful outcome of the presales workshops the WA (or other to be determined document) is signed and is a prerequisite for the next stage of the RSP Onboarding Life Cycle.

3 Phase 2 RSP Onboarding and Solution Definition

Having confirmed high level operational compatibility in the pre-sales workshop and with a signed WA in place the RSP has passed the gate to enter the Solution Definition Phase of the Onboarding Life Cycle.

3.1 Solution Definition Workshop

This phase will be managed by a workshop that covers the items listed in Figure 7 below.

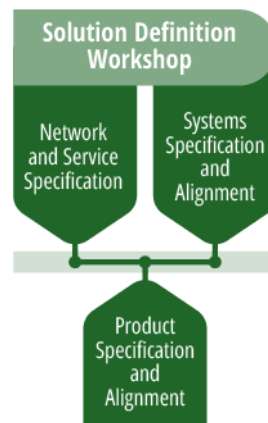


Figure 7 - Solution Definition

The workshop will have the following structure:

3.1.1 Logistics

Below is an example of logistics required.

Workshop Logistics	
Accountability	Community Fibre Onboarding Manager
Location	Community Fibre Head Office or other location as agreed
Date	To be confirmed
Duration	9:00am to 5:00pm. Lunch to be provided
Chair	Community Fibre Head of Engineering
Attending	Community Fibre and RSP representatives in the following roles <ul style="list-style-type: none">Sales

Workshop Logistics	
	<ul style="list-style-type: none"> • Products • Network Operations • Network Engineering for network and service specifications • IT for OSS/BSS systems specification and alignment

3.1.2 Agenda

Below is an example of the agenda for the workshop.

Topic	Presented by	Start/Finish	Duration
Introduction and Welcome	Community Fibre Head of Engineering	TBC	TBC
Network and service specification including the pre-certification testing in Sandpit. This covers the ENNI and the end-to-end OVC service.	Community Fibre Head of Engineering	TBC	TBC
IT solution for interfacing via API based B2B, or Wholesale Web Portal.	Community Fibre IT Lead	TBC	TBC
Mapping of RSP products and services to Community Fibre products and services including: <ul style="list-style-type: none"> • Product features • Process integration • Product development • Pricing 	Community Fibre and RSP Product Leads	TBC	TBC
Design of product templates.	Community Fibre Product Lead	TBC	TBC

Topic	Presented by	Start/Finish	Duration
Review of actions and decisions.	All	TBC	TBC
Conclusion	Joint Community Fibre and RSP Sales Managers	TBC	TBC

3.1.3 Outcome

Outcome	Owner	Due Date	Comment
Project plan including timeline is updated for outcomes of workshop.	Community Fibre Onboarding Manager	TBC	
Define any product gaps and action plan for resolution.	Community Fibre Onboarding Manager	TBC	
Define any IT development that is required by either party and the chosen mode of interaction e.g. via APIs or the wholesale web portal.	Community Fibre Onboarding Manager	TBC	
Define requirements to establish network to network connectivity commencing with the sandpit. Initially this will take the form of providing a fibre cross connect at the nominated Data Centre.	Community Fibre Network Engineering Manager	TBC	
Set dates for interoperability testing and agree the tests to be completed.	Community Fibre Onboarding Manager	TBC	

3.2 Interoperability Test

This has two phases as outlined in Figure 8. The first phase to establish ENNI and Sandpit connectivity is network centric. The second phase of interoperability testing will have two components, network interoperability testing and IT interoperability testing. The network interoperability testing is outlined below and is supported by the Community Fibre Retail Service Provider Technical Testing and Interoperability Program Networks document which can be accessed via the link in Appendix A.

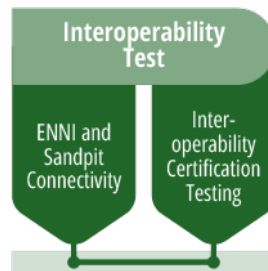


Figure 8 - Interoperability Test

3.2.1 Establish Community Fibre ENNI and Sandpit Connectivity

This phase will establish physical connectivity between the wholesale network and the RSP network. Establishing this connectivity is a prerequisite to the commencement of interoperability testing.

Community Fibre have established a Community Fibre Sandpit environment that is available for RSP interoperability testing and supports:

- Network interoperability functional testing
- Service interoperability functional testing

The first step in onboarding an RSP is to establish ENNI connectivity. Once established and verified as working, the detailed Interoperability Testing can commence.

Step 1 - Establish ENNI and Sandpit Connectivity: Planned duration of 2 Business Days

- Installing a physical optical link connecting the RSP Network to the Community Fibre sandpit network
- Confirming physical ENNI and logical LACP connectivity including optical light levels and physical port state
- Checking for layer 2 control protocols and broadcast/multicast traffic

3.2.1.1 Outcomes

Successful completion of this phase is based on the outcomes listed in the table below.

Outcome	Owner	Due Date	Comment
Documented physical test results as proof of ENNI connectivity.	Community Fibre Onboarding Manager	TBC	
Define target dates for network interoperability testing.	Community Fibre Onboarding Manager	TBC	
Update milestone project plan with any outcomes.	Community Fibre Onboarding Manager	TBC	

3.2.2 Network Interoperability Testing

This will include:

- Establishing end to end network interoperability to ensure end to end compatibility including RSP RRG equipment.
- Product and service interoperability to confirm all services that the RSP is proposing to operate over the network are working as specified.

The format and approach for IOT are as follows:

3.2.2.1 Booking Community Fibre Sandpit and Engineering Test Manager for interoperability testing

The first step to the commencement of IOT will be to book a Sandpit time allocation based on Sandpit availability. This is done by contacting the Community Fibre Onboarding Manager. While every endeavour will be made to meet the requested time, the facility can only be used by a single RSP at a time, and you may not be able to get your first requested date.

3.2.2.2 Duration and Test Requirements

The planned duration, steps required and tests to be completed during each of the phases is outlined below. Noting that the test duration is 10 business days but may vary depending on issues encountered. Each of the phases must be completed to enter the next phase. An example of the time allocation is outlined below.

Step 1 - Basic ENNI and OVC Service Interoperability: Planned duration 5 business days

Establishing end-to-end service interoperability and operation with the Community Fibre default CPE Router Gateway or with the RSP provided CPE Router Gateway.

Product and service interoperability, including:

- Circuit-ID and Remote-ID visible in DHCP setup packets
- CPE Router Gateway IP address allocation and internet access via the RSP's network
- RSP service shaping and policing to ensure optimal service performance
- RG throughput testing to confirm Gigabit speed performance
- ENNI port error checks
- MTU and packet fragmentation checks

Step 2 – Protected ENNI and OVC Service Interoperability (where required): Planned duration 2 Business Days

Repeating the Step 1 interoperability tests across the diverse ENNI link, including:

- Failing over to the backup ENNI and repeating step 1 tests
- Testing failover connectivity to confirm failover operation

- Testing failover connectivity to confirm failover time

Step 3 – Router Gateway interoperability: Planned duration of 2 Business Days

Additional testing of RSP specific CPE RG interoperability, including:

- CPE RG IP address allocation and Internet access via the RSP's network
- RG throughput testing to confirm Gigabit speed performance
- MTU and packet fragmentation checks

3.2.3 IT Interoperability Testing

OSS/BSS Interoperability: Planned Duration of 1 Business Days

At the OSS/BSS level interoperability will be via Community Fibre MEF defined APIs (Refer to the link to Community Fibre MEF API Definitions link in Appendix A) or the Community Fibre wholesale web portal. It is the responsibility of the RSP to develop and test the capability to interface with Community Fibre APIs.

This testing will be to ensure the APIs between Community Fibre and the RSP are interfacing as planned, for example all the necessary security protocols have been complied with. The full use case testing will be completed during the OAT.

3.2.4 Outcomes of Interoperability Testing

Successful completion of this phase is based on outcomes listed in Table below.

Outcome	Owner	Due Date	Comment
Completion of all requested tests as per IOT Testing Templates for Networks and IT	Community Fibre Onboarding Manager	TBC	Testing templates will be an outcome of the Solution Definition Workshop
Documented test results as proof of outcomes	Community Fibre Onboarding Manager	TBC	
Date for OAT workshops is set	Community Fibre Onboarding Manager	TBC	

Outcome	Owner	Due Date	Comment
Update milestone project plan with any outcomes	Community Fibre Onboarding Manager	TBC	

4 Phase 3 Operational Onboarding

This covers 2 phases

- Operational onboarding
- BAU (ongoing) Operations

4.1 Phase 3.1 Operational Onboarding

This covers the following areas in Figure 9 below.

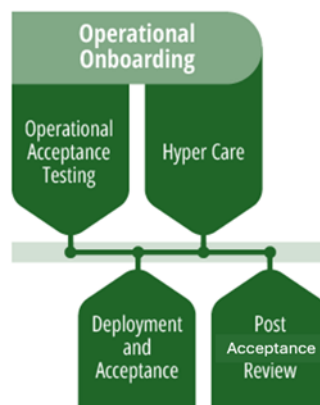


Figure 9: Operational Onboarding

4.1.1 Operations Acceptance Testing

Having established end to end technical connectivity the next steps are

- **Training:** Complete operational training and
- **Execution:** Conduct OAT to confirm the two organisations' processes are compatible and working end to end including points of contact and access via either wholesale web portal or APIs.

The training will take the form of a 1-day workshop to go through each of the sections outlined in the agenda below and will then be followed by 2 days of OAT.

To be representative of production, OAT testing will be conducted remotely, i.e. between Community Fibre and RSPs' respective offices.

4.1.1.1 Training

4.1.1.1.1 Logistics

Below is an example of the required logistics.

Workshop Logistics	
Accountability	Community Fibre Onboarding Manager

Workshop Logistics	
Location	Community Fibre Head Office or other location as agreed.
Date	To be confirmed
Duration	1 day 9:00am to 5:00pm
Lead	Community Fibre Onboarding Manager
Attending	<p>Community Fibre and RSP representatives in the following roles</p> <ul style="list-style-type: none"> • Sales • Activation • Assurance

4.1.1.1.2 Agenda

Topic	Presented by	Start/Finish	Duration
Introduction and welcome	Community Fibre Head of Operations		
Network Connectivity <ul style="list-style-type: none"> • Order ENNI • Activate ENNI • Assure ENNI • Modify ENNI • Cancel ENNI 	Community Fibre Operations Activations Lead		
Access Policy RSP to outline any access policies that Community Fibre is expected to comply with.	RSP		
Activation <ul style="list-style-type: none"> • Forecasting • Service Qualification (SQ) • Orders • Appointment • Installation 	Community Fibre Operations Activations Lead		
Assurance <ul style="list-style-type: none"> • Monitoring • Fault management • Fault rectification • Outages – planned and unplanned 	Community Fibre Operations Assurance Lead		
Billing <ul style="list-style-type: none"> • Bill format • Bill frequency 	Community Fibre Operations Billing Lead		

Topic	Presented by	Start/Finish	Duration
Governance	Community Fibre General Manager		
Other - TBC	TBC		
Review of actions and decisions	All		
Conclusion	Community Fibre Head of Operations		

4.1.1.1.3 Outcomes

Outcome	Owner	Due Date	Comment
Completing of all requested training	Community Fibre Onboarding Manager	TBC	
Update milestone project plan with any outcomes	Community Fibre Onboarding Manager	TBC	
Scheduled date for Operational Acceptance Testing	Community Fibre Onboarding Manager	TBC	

4.1.1.2 Operational Acceptance Testing

4.1.1.2.1 Logistics

Below is an example of logistics required.

Testing Logistics	
Accountability	Community Fibre Onboarding Manager

Testing Logistics	
Location	To be a true representation of the production network, testing is to be conducted remotely, i.e. between Community Fibre and RSPs' respective offices.
Date	To be confirmed
Duration	2 days 9:00am to 5:00pm each day
Lead	Community Fibre Onboarding Manager
Attending	Community Fibre and RSP representatives as required

4.1.1.2.2 Outcome

The tests to be completed are outlined in the OAT Template that can be accessed via the link in [Appendix A - Related Documents, Templates](#).

This is a **go/no go point** and moving to the next phase deployment is dependent on successful completion of this phase represented by the outcomes listed in table below.

Outcome	Owner	Due Date	Comment
Completion of all required tests as per OAT Template.	Community Fibre Onboarding Manager	TBC	OAT Testing template is included as a link in Appendix A - Related Documents, Templates
Documented test results as proof of outcomes.	Community Fibre Onboarding Manager	TBC	
Update milestone project plan with any outcomes.	Community Fibre Onboarding Manager	TBC	

Outcome	Owner	Due Date	Comment
Scheduled date for deployment and acceptance.	Community Fibre Onboarding Manager	TBC	

4.1.2 Deployment and Acceptance

The successful completion of this phase will be represented by the signoff of the OAT test results including any mitigation plans that have been agreed by Community Fibre Account Manager and the RSP contact.

The key outcomes to have been completed in this phase are:

- Successful completion of all prior phases in particular OAT
- Any solution gaps identified in OAT have mitigation plans agreed between both organisations
- Billing is in place

The successful completion of all three outcomes listed above indicate the commencement of business operations that begin with a period of Hyper Care.

If there are any gaps or disagreement in the processes that cannot be agreed the escalation process as defined the WA should be followed.

4.1.3 Hyper Care

Business operations commence with a period of Hyper Care covering a minimum of 20 Activations and at least one Billing Cycle.

The processes to be followed in this period are as defined in the BAU section of the Operations Manual. As part of this phase, there will also need to be monitoring of the performance of the network by both parties to ensure it is within parameters.

4.1.4 Post Acceptance Review

The post acceptance review (PAR) is the final step which signifies the completion of 'Hyper Care'. The goal of the PAR is to:

- Review operations over a representative period of service activation and assurance activities between Community Fibre and the RSP. The nominated period is a minimum of 20 Activations and at least one billing cycle.
- Identify any systematic issues in the interworking between the two organisations.
- Ensure network performance is within agreed parameters.

Completion of the PAR signifies agreement by both organisations to move to a BAU phase outlined in the next section of this document. This will be documented by the sign off of the PAR by Community Fibre Account Manager and the RSP contact person.

If there are any gaps or disagreement at the end of Hyper Care that cannot be agreed the escalation process as defined the WA should be followed.

4.1.4.1 Logistics

Below is an example of logistics that may be required.

Workshop Logistics	
Accountability	Community Fibre Onboarding Manager
Location	Community Fibre Head Office or other location as agreed.
Date	To be confirmed
Duration	1/2 day 9:00am to 12:00pm
Lead	Community Fibre Onboarding Project Manager
Attending	Community Fibre and RSP representatives in the following roles <ul style="list-style-type: none"> • Sales • Activation • Assurance

4.1.4.2 Agenda

Topic	Presented by	Start/Finish	Duration
Introduction and welcome	Community Fibre Onboarding Project Manager		
Step through each of the stages in the Operations Manual and identify issues for resolution using the PAR template accessed via the Community Fibre wholesale web portal.	Community Fibre Onboarding Project Manager and RSP Operations Lead		

Topic	Presented by	Start/Finish	Duration
Review of actions and areas for improvement and formulate plan for resolution	All		
Conclusion	Community Fibre Onboarding Manager		

4.1.4.3 Outcome

Outcome	Owner	Due Date	Comment
<p>Reviewing all tasks outlined in the PAR review template and documenting any areas for resolution along with the proposed solution.</p> <p>Where there are issues that cannot be resolved they should be escalated using the escalation process outlined in the WA.</p>	Community Fibre Onboarding Manager	TBC	PAR template is accessed via the Community Fibre wholesale web portal or link in Appendix A - Related Documents, Templates
Resolution of any identified issues	Community Fibre Onboarding Manager	TBC	

4.2 BAU Deployment and Ongoing Operations

The preconditions for deployment to BAU is the successful completion of Hyper Care and PAR as outlined in section 4.1.4 above.

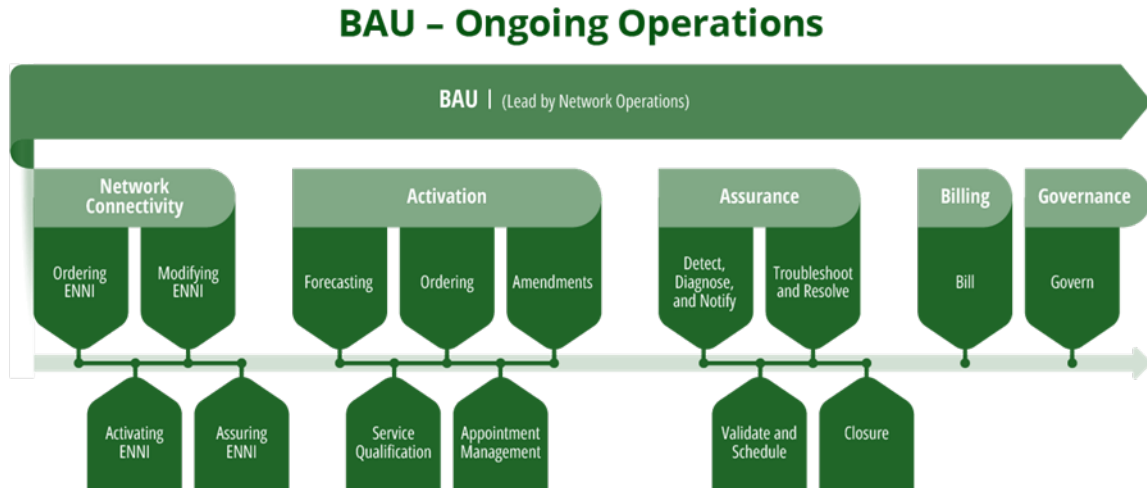


Figure 10: BAU

4.2.1 Network Connectivity

4.2.1.1 Ordering ENNI

To order an ENNI the RSP must complete the ENNI order form which can be accessed via the link in Appendix A.

The information to be uploaded on the order form will include

- POI location as outlined in the Product Description.
- The chosen interface type and rate (the available options are outlined in the Product Description).

The completed form should then be emailed to provisioning@communityfibre.com.au.

If an acknowledgement receipt is not received, please contact the sales support team via email at provisioning@communityfibre.com.au. The acknowledgement receipt returned to the RSP will include the following information:

- ENNI RSP ID – required for all OVCs to be ordered via this ENNI
- RSP ENNI Bearer ID – required for all OVCs to be ordered via this ENNI
- RSP S-Tag number
- Confirmed activation date

Orders with incomplete or missing information will not progress and Community Fibre sales team will work with the RSP to provide the missing information.

Once the order has been given the status “In Progress” by Community Fibre as per the activation process below no further changes to this order will be accepted. If further changes are required a reschedule will need to be requested following the process outlined in the activate ENNI section below.

Community Fibre will attempt to connect the ENNI on the requested date, but this may not always be possible. The service level for processing an order is outlined in Schedule 2 to the WA and in the supporting documentation in Appendix B to this document.

Where the activation date in the order acknowledgement is different to the date requested by the RSP and the confirmed date is not acceptable to the RSP, the RSP should contact Community Fibre operations support via email at the following address provisioning@communityfibre.com.au to agree an alternative date.

4.2.1.2 Activate ENNI

The activation of an ENNI involves the following steps:

- Order ENNI: As per order process above
- Establish physical connectivity which will be managed as follows
 - Community Fibre will provide the RSP with a letter of authority providing the ENNI rack details so that a cross-connect can be installed connecting the Community Fibre ENNI port to the RSP Network.
 - RSP organises for the cross-connect to be installed and shares the Community Fibre ENNI side optical port terminating the cross-connect, as provided by the data centre operator.
 - Community Fibre connects the cross-connect port to the Sandpit ENNI router so that testing can commence.
 - Community Fibre will confirm the port is up and operational and will work with the RSP to get the port in a working state. The RSP ENNI contact on the order form will be used as the contact to get the ENNI port operational as required.
 - Community Fibre will perform the stage 1 tests to confirm connectivity.
- Execute ENNI interoperability testing
 - Perform and document the tests as outlined in the Community Fibre Retail Service Provider Technical Testing and Interoperability Program Networks which can be accessed via the link in Appendix A.
- Upon completion of Sandpit testing, the RSP’s ENNI link will be moved to the production ENNI routers where a final end-to-end test will be run to confirm the correct configuration has been applied and the new ENNI port is operating as expected.
- The recorded test results will form the baseline specification including performance for the ENNI and will be the trigger to commence billing. The baseline specification will be used to compare performance against when fault monitoring is required.

4.2.1.3 Modify ENNI

The only modification that can be made on the ENNI is to add or remove a physical NNI link to an existing ENNI bundle or ENNI Bearer Group. To add or remove a physical link, an ENNI Modify order form is required to be completed. The template for this form can be accessed via the link in Appendix A.

The completed form will contain the following information and will be emailed to provisioning@communityfibre.com.au

- RSP Name
- ENNI Bearer and ENNI Bearer Group identification number where the additional link is being added or removed
- RSP technical contact details including name, email address and phone number

4.2.1.4 Assuring ENNI

Will be referenced in separate section on assurance.

4.2.2 Activation Product Components (OVC)

This module covers the following:

- Forecasting
- Service qualification
- Orders
- Appointment management
- Installations
- Rearrangement, removal and repair of connecting equipment.

The swim lane process for the typical activation from point of service qualification to installation is outlined in the figure below.

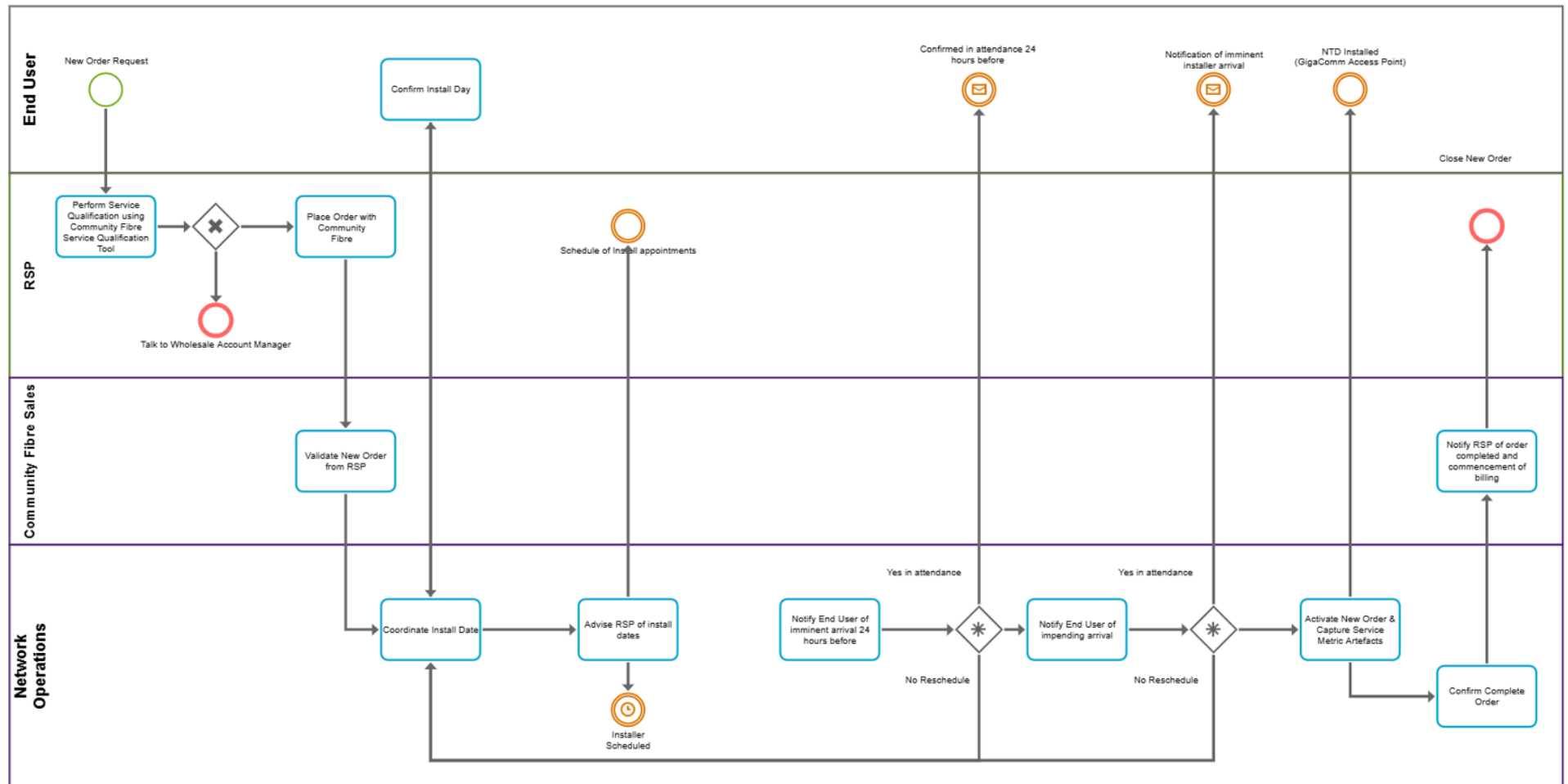


Figure 4: Activation Process

4.2.2.1 Forecasting

Forecasts will have two dimensions which are detailed in the sections below:

- Forecast issued by Community Fibre to RSPs
- Forecasts issued to Community Fibre from the RSPs

4.2.2.2 Community Fibre forecasts

On a quarterly basis Community Fibre will publish a one-year rollout plan that sets out at least the following information:

- A high-level graphical depiction of the Wholesale Service Area, for each Region, within which Community Fibre plans to deploy the Community Fibre network in the next 12-month period.
- The expected dates on which Community Fibre expects to commence work on the Community Fibre network in that Region.
- Forecast accuracy is managed to the following parameters:
 - 0 to 3 months +/- 25%
 - 4 to 6 months +/-50%
 - 7 to 9 months +/- 75%
 - 10 to 12 months +/- 100%

The forecast will be in the format defined in the forecasting template which can be accessed via the Community Fibre wholesale web portal as referenced in [Appendix A - Related Documents, Templates](#) of this document and will include sub-categories for the type of technology used to connect the premises.

4.2.2.2.1 RSP forecasts

RSP forecasts are required for Community Fibre to plan RSP's volume of orders for connection and activation in advance. This is required to enable Community Fibre to manage resources to meet RSP requirements.

Community Fibre will use reasonable endeavours to manage Community Fibre resources to meet RSP requirements based on the RSP forecasts.

The forecasts must be provided to Community Fibre in accordance with the requirements set out below, and any other requirements as may be notified to RSP by Community Fibre from time to time.

- Submitted through the Community Fibre Sales Account Manager via email to provisioning@communityfibre.com.au
- Frequency of Forecast: Rolling 12-month forecast issued quarterly with accuracy matching Community Fibre forecast.

The format for the forecast is as per the forecast template that can be accessed via Appendix A. As for the forecast provided by Community Fibre the RSP forecast will include sub-categories for the type of technology used to connect the premises.

4.2.2.3 Community Fibre Service Qualification

RSP can access the Community Fibre service qualification system through the Community Fibre wholesale web portal or the appropriate API. The Community Fibre service qualification system will enable RSP to determine:

- Whether a particular address is serviceable
- The service class applicable to that address
- What products can be ordered for that address

The service classes including service class ID and the service levels against those service classes are outlined in Appendix B. The service class ID will be returned as part of the SQ and is a mandatory input for the submission of a new order. Any orders without a validate service class ID that matches the product order will be rejected.

Requests for bulk service qualification can also be submitted in CSV format, but the process should be managed directly with the Community Fibre Sales Account Manager.

4.2.3 Ordering Product Components OVC

4.2.3.1 Preconditions and Exclusions

It is a precondition that before a RSP can order an OVC an ENNI has been established between Community Fibre and the RSP at the POI that covers the Wholesale Service Area containing the EUP address.

Additionally, the ordering process below does not cover the bulk migration of existing RSP customers to the Community Fibre network. Migrations of this type will be covered by bespoke project plans tailored to that migration process. If you have the need to conduct a bulk migration of services, please contact your Community Fibre Account Manager.

4.2.3.2 Order types

RSPs submit orders via the appropriate API or via the wholesale web portal.

for the following order types:

- Connect orders
- Modify orders
- Disconnect orders
- Cancel an in-flight order
- Query status of an in-flight order

The service levels and performance targets are outlined in Schedule 2 of the WA with supporting detail provided in Appendix B to this document.

4.2.3.3 Product order stages

The following table provides an explanation of each of the order stages.

The Order Status	Description
“New”	RSP has placed a new order. The order is awaiting acknowledgement.
“Acknowledged”	Community Fibre has received an order. Community Fibre will allocate a unique Order ID (Order Receipt).
“In Progress”	Order is valid and has been accepted by Community Fibre. Community Fibre is undertaking tasks necessary to provision the service including the installation of any cabling and equipment required to establish end to end connectivity.
“Completed”	The end stage of an order that has successfully completed. The order is now active, and charges will commence.
“Pending”	Community Fibre is awaiting further confirmation on details of an order before Community Fibre can progress the order. An example is where clarification of appointment information is required.
“Rejected”	Community Fibre has received and rejected an order because the order: <ul style="list-style-type: none">• is not submitted in accordance with this module• provides invalid information in the order• fails to meet the business rules in respect of the Product which RSP is ordering• is otherwise defective
“Cancelled”	RSP or Community Fibre has successfully cancelled an order during the “Acknowledged” or “In Progress” stages.

4.2.3.4 New orders

The RSP must submit a new order request with the information outlined in the table below via either the appropriate API or the wholesale web portal.

Upon receipt of order Community Fibre will provide RSP with an order acknowledgement including a unique order ID. Once the order has been accepted Community Fibre must book an appointment for the Community Fibre field installation technician to attend the end user premise to complete the necessary cabling works. Once the appointment has been booked the order will have the status “In Progress” and the RSP will be advised of the appointment details.

Transaction	Request Order
Initiator	Authorised RSP contact
Purpose	New order
Preconditions	<ul style="list-style-type: none">• A valid Community Fibre address has been supplied• The address must be serviceable and be within the Wholesale Service Area• Authorisation declaration including Authority to drill for FTTP installations.• Valid ENNI Bearer Group identification number must be supplied. Engineering infrastructure must be in place (ENNI) to support the order, if not, the order will be rejected.• A valid appoint slot is confirmed.
Data specifications	<ul style="list-style-type: none">• Address• Requested appointment• Product Template Inputs (To be defined under orderable categories)• End user contact information• RSP reference ID• Free text notes
Acknowledgement	An acknowledgement with the following data will be sent <ul style="list-style-type: none">• Community Fibre Order ID• Order Status “Order received”

Transaction	Request Order
Order “In Progress”	Once the order has been validated and the appointment accepted the status will be changed to “In Progress”.
Timing	Ad hoc, daily
Channel	API or Community Fibre wholesale web portal

4.2.3.5 Modify orders

RSP may place a modify order via either the wholesale web portal or via the appropriate API.

4.2.3.6 Disconnect orders

If RSP wishes to place a disconnect order in respect of an active service, RSP must place a disconnect order request via either the wholesale web portal or the appropriate API.

4.2.3.7 Amend or cancel orders

RSP can amend or cancel an in-flight order at any time before the “Point of No Return” by submitting a request via either the wholesale web portal or the appropriate API.

4.2.3.8 Point of No Return

The “Point of No Return” in respect of a request to cancel or modify an in-flight order is before the status of the order is “In Progress” (when order is accepted).

4.2.4 Appointment management

If the service qualification process confirms that a premise is serviceable and does not already have an NTD installed, Community Fibre must make an appointment for a Community Fibre field installation technician to attend the premises to perform an installation. The process for making an appointment is outlined in the New Orders section above and is managed by Community Fibre working with its field installation technicians to book an available appointment in the appointment calendar Appointment Calendar.

4.2.4.1 Appointment stages

For appointments requiring access to premises, the following table provides a high-level explanation of each appointment stage:

The Appointment Status	Description
“Reserved”	Community Fibre has reserved an appointment. Community Fibre allocates a unique appointment ID.
“Booked”	A “Reserved” appointment will become a “Booked” appointment once Community Fibre has confirmed the time with the end user.
“In Progress”	Community Fibre is undertaking necessary fieldwork for the appointment.
“Completed”	The end stage of an appointment that has completed.
“Incomplete”	Community Fibre notifies RSP that an appointment could not commence and/or could not be completed as scheduled.
“Cancelled”	RSP or Community Fibre has cancelled an appointment.

4.2.4.2 Rescheduling Appointments

RSP or Community Fibre (or an installer) may reschedule an appointment in circumstances including, but not limited to the following:

- The End User has informed the RSP that they wish to reschedule the appointment.
- Community Fibre (or an installer) reasonably considers that it would be dangerous to the health or safety of any person or property for Community Fibre (or an Installer) to attend the scheduled appointment and/or complete the installation within the appointment timeframe; or
- Community Fibre (or an installer) reasonably considers that weather conditions prevent Community Fibre (or an installer) from being able to attend the scheduled Appointment and/or complete the Installation within the Appointment timeframe.

The rescheduling request should contain the appointment details including appointment ID and be submitted via either the Community Fibre wholesale web portal or the appropriate API. Community Fibre will then confirm available appointment times with the End User and advise the RSP of the revised time.

4.2.4.3 Amending an Appointment

If RSP wishes to amend an appointment the RSP must provide Community Fibre with the relevant appointment ID and amendment details and be submitted via either the Community Fibre wholesale web portal or the appropriate API.

4.2.4.4 Cancelling an Appointment

RSP or Community Fibre may cancel an appointment by submitting a cancel request via either the Community Fibre wholesale web portal or the appropriate API. RSP agrees, irrespective of whether Community Fibre or RSP wishes to cancel an appointment, that RSP is responsible for communicating with the End User (or their authorised representative) in respect of a cancelled appointment.

Community Fibre will be responsible for notifying the Community Fibre field installation technician of the appointment cancellation. The RSP will be responsible for cancelling any activities associated with the installation of EUP equipment on the End User side of the Network Boundary Point. That is any equipment beyond the UNI Port on the NTD.

4.2.5 Order or appointment status

The status of an order or appointment can be determined via either the appropriate API or by using the Community Fibre wholesale web portal.

4.2.6 Installation

The installation will be completed by the Community Fibre installation technician in accordance with the Community Fibre In-Premise Installation Guide for each technology which is accessed via the link in Appendix A to this document.

4.2.6.1 Presence of adult at the time of installation

RSP must use reasonable endeavours to ensure that, at, and for the duration of, the scheduled appointment for the installation, the End User (or their authorised representative) is present and is 18 years or above.

RSP agrees that Community Fibre (or the installer) is not required to complete the installation if the above requirement is not satisfied.

4.2.6.2 Terms of use of Community Fibre Equipment

Community Fibre equipment will be installed at the EUP in line with Community Fibre's installation guide which can be accessed via the link in Appendix A to this document. The RSP must ensure that the End User does not modify the installation in any manner to ensure the equipment is:

- not be operated or stored outside the limits of the following environmental conditions:
 - temperature range of 0 – 40°C.

- relative humidity range of 0 – 95%; and
 - protected from moisture and dampness.
- not powered other than in the form specified in the relevant Product Technical Specification.
- not configured other than as specified through Community Fibre wholesale's on-boarding process.
- only be used to the extent that specific features of the Community Fibre equipment are supported by Community Fibre as specified in the relevant product technical specification.
- have cabling associated with Community Fibre equipment installed in accordance with the relevant product technical specification and the relevant Australian Standards.
- not be damaged, covered (e.g. by paint), enclosed, or have air circulation around it prevented (e.g. by placement in a box), be moved, relocated, rearranged or removed. The exception is with the InvisiLight Fibre used in the FTTP process which is designed to be painted over.
- not be labelled (e.g. with RSP tradenames or marks) or have any existing labels removed or tampered with.
- not be disposed of illegally or in an unauthorised manner (e.g. thrown away in general waste).
- not be disconnected from any equipment or other Community Fibre equipment (e.g. through the removal or disconnection of the optical connector from the Community Fibre equipment, or the power cable from the Community Fibre equipment, other than as instructed by Community Fibre in writing); and
- not dismantled or have unauthorised maintenance performed.

RSP agrees that:

- Community Fibre is not responsible for the operation of any equipment or applications connected to Community Fibre equipment that any party other than Community Fibre supplies; and
- Community Fibre equipment does not support extensions to buildings which are outside the Premises in which the Community Fibre equipment has been installed.
- Community Fibre may notify RSP of additional terms of use of the Community Fibre equipment from time to time.

4.2.6.3 Physical access policy

When visiting RSP sites and premises, Community Fibre will comply with the RSPs physical access policy. The RSP will need to provide the physical access policy as part of the onboarding process.

4.2.6.4 Rearrangement, removal and repair of connecting equipment

The RSP must:

- Use reasonable endeavours to ensure that the End User notifies RSP promptly if it is aware of any material damage to connecting equipment; and
- Promptly notify Community Fibre if it is aware of any material damage to connecting equipment.
- At the time of rearrangement, modification or removal, Community Fibre (or an installer) will:
 - Inform the End User of the requirement for a quote.
 - Determine the charges that will apply in connection with the rearrangement, removal or repair.
 - Provide the End User with a quotation for the charges for the rearrangement, removal or repair and advise the End User that RSP may bill them for these charges); and
 - Obtain End User consent before commencing the rearrangement, removal or repair.

If consent is not given to the details of the quotation for a rearrangement, removal or repair, then Community Fibre will not be required to complete the rearrangement, removal or repair and the Service Levels in the Service Levels Schedule will not apply (Community Fibre quotation for the works will remain valid for 10 business days).

4.2.7 Assurance

This module outlines the processes for:

- Fault investigation
- Scheduling appointments for fault rectification
- Fault rectification

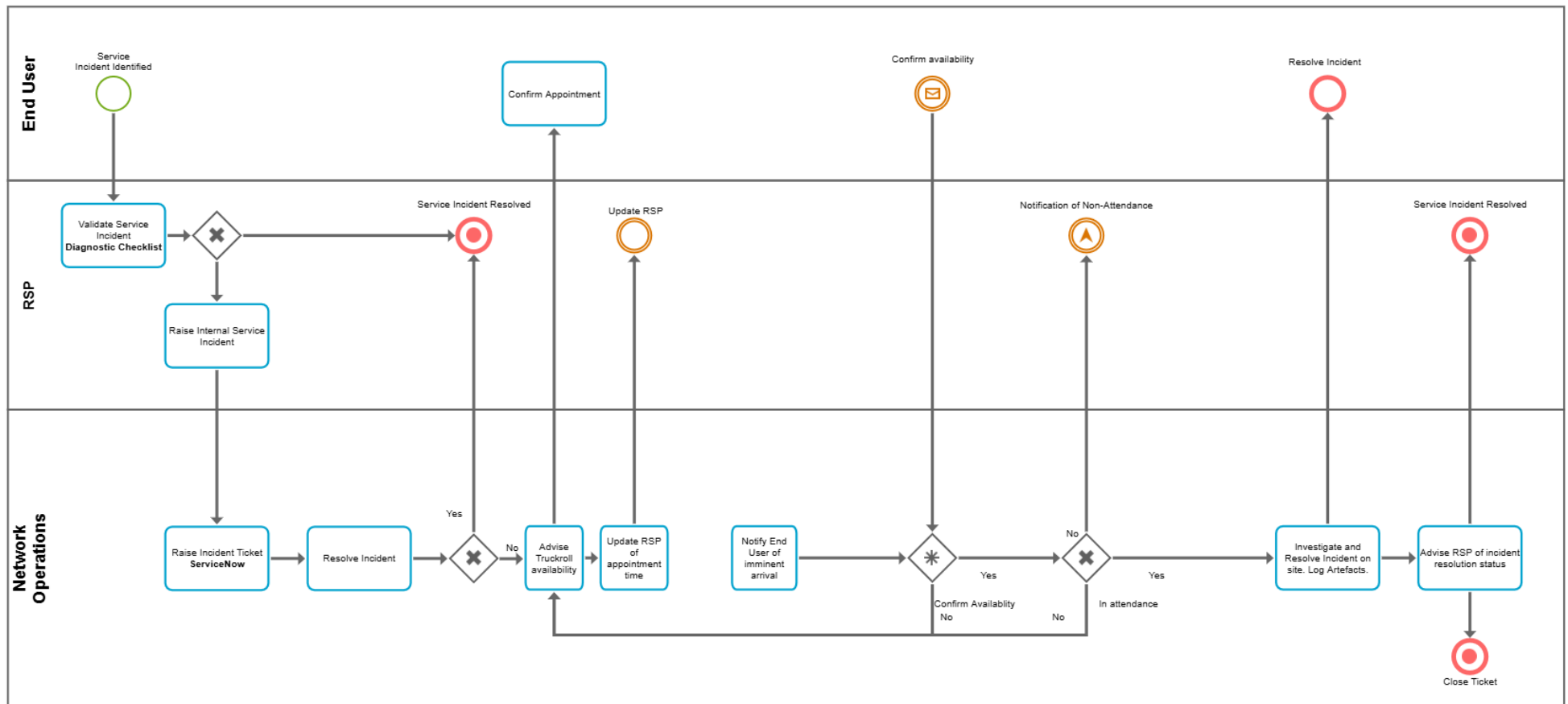


Figure 5: Assurance Process

4.2.7.1 Fault Investigation

4.2.7.1.1 Reporting faults to Community Fibre

Initial diagnosis of Fault by RSP

Prior to raising a fault with Community Fibre, the RSP must perform an initial diagnosis of the fault to ascertain whether it should be reported to Community Fibre. This needs to be conducted using the Diagnostic Check List which can be accessed via the link in Appendix A of this document. The completed check list is technology specific and will be one of the artefacts to be attached when reporting a fault to Community Fibre.

Reporting of Faults to Community Fibre

If RSP, after performing the required initial diagnosis determines that the fault is within any part of any Community Fibre related network (including the Community Fibre equipment), then the RSP must promptly report the fault to Community Fibre by raising a Trouble Ticket in line with the Trouble Ticket section below.

RSP must raise no more than one Trouble Ticket per fault, unless a previously resolved fault reoccurs.

If RSP uses any other method to report a fault, or delays or fails to report a fault, then the Service Levels in the Service Levels Agreement will apply from the time Community Fibre has issued a Trouble Ticket ID for the fault.

Trouble Tickets

RSP must submit a Trouble Ticket using the appropriate API or the Community Fibre wholesale web portal. The ticket must include the information in the table below and this will be validated at the time of submission. Once a completed ticket has been submitted an acknowledgement including a Trouble Ticket id will be returned to the RSP via either the appropriate API or the Community Fibre wholesale web portal. Any incomplete tickets will be rejected at the time of submission.

Trouble Ticket	Description
Diagnostic checklist	RSP analysis of fault completed and confirmed by attaching the completed fault Diagnostic Checklist which can be accessed via the link in Appendix A
Affected services and products	Attach list of affected services and products. This should include the <ul style="list-style-type: none">• Service ids• Product ids

Trouble Ticket	Description
	<ul style="list-style-type: none"> Address of impacted services List of impacted equipment including equipment ids
Fault description	Description of the fault including details of any related faults, and time and date of fault
RSP fault rectification	Outline any actions taken to date to resolve the fault
RSP fault owner	Contact details of the RSP representative responsible for fault
End User appointment details	If RSP believes the fault is at an End User Premise e.g. faulty NTD. Then the details of EUP to allow Community Fibre to book appointment and attend site must be included in the Trouble Ticket. Noting that the actual time of the appointment will be set by Community Fibre network operations
Other	Any other relevant information

Community Fibre will update the Trouble Ticket in line with the service levels and these updates will be available to the RSP via either the appropriate API or the Community Fibre wholesale web portal. Where the trouble ticket is linked to a network level fault detail will also be provided on the Community Fibre outage notification web page on the wholesale web portal.

Community Fibre may also issue a unique Trouble Ticket ID in respect of a relevant Trouble Ticket:

- in relation to a fault which is not a Community Fibre fault.
- if RSP has raised a Trouble Ticket in respect of an outage which has not been restored;
or
- RSP Products are being adversely affected following completion of Planned or Unplanned Community Fibre maintenance.

4.2.7.1.2 Reporting Community Fibre faults (or other faults) to RSP

If Community Fibre identifies a fault, then it will perform an initial analysis in respect of that fault to determine whether it is a Community Fibre fault.

If Community Fibre determines that the fault is a Community Fibre fault, Community Fibre will issue a Trouble Ticket to the RSP via either the appropriate API or the wholesale web portal.

If Community Fibre determines that the fault is not a Community Fibre fault, Community Fibre may also issue a Trouble Ticket to the RSP via either the appropriate API or the Community Fibre wholesale web portal.

The content of the Trouble Ticket is outlined in the table below.

Trouble Ticket	Description
Trouble Ticket Id	Unique Trouble Ticket Id
Affected services and products	Attach list of affected services and products. This should include the <ul style="list-style-type: none"> • Service id • Product ids • Address of impacted services • List of impacted equipment
Fault description	Description of the fault including details of any related faults, and time and date of fault
Fault rectification	Outline any actions taken to date to resolve the fault
End User appointment details	Where rectification requires attendance at an End User premise Community Fibre will provide appointment details for the RSP to confirm with the End User.
Other	Any other relevant information

Further for a Priority 1 or Priority 2 fault Community Fibre's NSOC may establish contact direct with the RSP's NOC to facilitate timely and seamless communication.

Community Fibre will update the Trouble Ticket in line with the service levels outlined in Schedule 2 of the WA and in the supporting documentation in Appendix B until the resolution of the Trouble Ticket or as agreed between the parties. Updates will be via the appropriate API or the Community Fibre wholesale web portal.

4.2.8 Scheduling Appointments

Where the faults are determined to be within the EUP Community Fibre will work with the RSP to schedule an appointment with the End User.

4.2.9 Fault Management (fault rectification)

4.2.9.1 Trouble Ticket updates

Community Fibre will provide continuous periodic feedback to RSP regarding changes to the status of each Trouble Ticket until resolved, within the applicable timeframes set out in Schedule 2 of the WA and the supporting documentation in Appendix B via appropriate API or the wholesale web portal.

In addition, for Priority 1 and Priority 2 faults Community Fibre may at its discretion establish direct communications between the Community Fibre NSOC and RSP's NOC to facilitate timely and effective communication.

4.2.9.2 Trouble Ticket queries

RSP may monitor the progress of a Trouble Ticket using the appropriate API or the Community Fibre wholesale web portal.

The Trouble Ticket ID is to be used in all communications regarding queries through the Community Fibre wholesale web portal or APIs. If a Trouble Ticket ID has not been provided (i.e. in the case of a new Trouble Ticket), the affected Service ID(s) or Product ID(s) and/or the RSP's own reference number may be used as notified by Community Fibre, acting reasonably.

4.2.10 Closure of a Trouble Ticket

After a Trouble Ticket has been "Resolved", Community Fibre will send a Trouble Ticket closure request (**Closure Request**) to the RSP via the appropriate API or the Community Fibre wholesale web portal to request the RSP to agree to close the ticket or alternatively to provide the reason to keep the ticket open. Community Fibre will only close a Trouble Ticket upon receipt of agreement to close from the RSP.

4.2.10.1 Escalation of an unresolved Trouble Ticket

If RSP wishes to escalate an unresolved Trouble Ticket; or does not consider that a Trouble Ticket should have been closed the RSP must give Community Fibre a written notice setting out:

- the reasons why it does not agree that the Community Fibre fault has been resolved properly.
- the steps that RSP has undertaken to investigate and verify whether the Community Fibre fault has been properly resolved.
- the specific services and/or products still affected by the Community Fibre fault.
- the service IDs and/or product instance IDs associated with the affected services and/or products; and
- a request for escalation of the Trouble Ticket.

The escalation will be submitted via the appropriate API or the Community Fibre wholesale web portal.

4.2.11 Notification of Community Fibre Maintenance

As required, the performance of Community Fibre maintenance may require a Network Outage. Those outages will be managed in accordance with the process outlined in this section of the Operations Manual.

4.2.11.1 Planned Community Fibre Maintenance

Community Fibre will provide RSP with notice via the Community Fibre wholesale web portal or the appropriate API in line with the service levels outlined in the Schedule 2 of the WA and supporting documentation in Appendix B.. The notice will include the information in the table below.

Outage Notification	Description
Unique ID	Unique reference number assigned to this outage
Date and duration	This will include forecast start and end time and the date for the outage
Impact of Outage	Outline the likely impact including <ul style="list-style-type: none">the geographic areaa list of Service ID's impacted by the outagewhere possible, the premises affected by the planned Community Fibre Maintenanceexpected service impacts for the affected premises

4.2.11.2 Planned Community Fibre Maintenance Queries

RSP may monitor the progress of planned Community Fibre maintenance notice by querying the status of the planned Community Fibre maintenance notice on the wholesale web portal or API.

Community Fibre will validate the query and provide the requested information in respect of the planned Community Fibre maintenance notice via the appropriate API or the Community Fibre wholesale web portal.

4.2.11.3 Unplanned Community Fibre Maintenance

In the event of:

- A fault requiring the performance of unplanned Community Fibre maintenance or

- An Emergency,

Community Fibre will use reasonable endeavours to notify RSP as soon as reasonably practicable after becoming aware of the event by, either:

- Sending a notification to RSP through the Community Fibre wholesale web portal or appropriate API.
- Contacting the relevant RSP contact person via phone or email or any other form of communication, as specified by RSP in the contact matrix.
- Making details of the outage and if known impacted services on the web portal or API.

4.2.11.4 SLA and Performance Targets for Unplanned Network Outages

For details on the Service levels and associated performance targets please refer to Schedule 2 of the WA and the supporting documentation in Appendix B.

4.3 Invoicing

Community Fibre will invoice the RSP for services utilised under the terms and conditions contained in the WA. This section will cover the period and frequency of your invoice, how to interpret your invoice and how to dispute a component of your invoice.

4.3.1 Period and Frequency of Invoicing

The invoicing period is based on each calendar month commencing on the first of the month and ending on the last day of the month. The invoice will be issued 5 business days after the end of the invoicing period.

4.3.2 Format of Invoice

The format of the invoice is outlined in the figures below.

TAX INVOICE



Colin Atkinson
Test Account - Wholesale
379 Centre Road
BENTLEIGH VIC 3024
Australia

ISSUED	28/07/2025
ACCOUNT NUMBER	GAC7777
INVOICE NUMBER	4612891

PREVIOUS BALANCE	0.00
PAYMENT RECEIVED	0.00
ADJUSTMENTS	0.00
NEW CHARGES	107.26

TOTAL DUE
11/08/2025

\$107.26
inc GST

To avoid disruptions to your service, please pay by 11/08/2025



DIRECT DEBIT

Hassle free, automatic bill payment.
Call 1300 004 442 to find out more.

Late payment may incur a fee of \$30 inclusive of GST

Proudly Australian Owned - Community Fibre Pty Ltd | ABN 20 675 296 910 | 1300 004 442 | communityfibre.com.au

Figure 6: Billing format - Page 1

Invoice and Payment History

Date	Description	Charges	Payments	Balance
------	-------------	---------	----------	---------

Figure 7: Billing Format - Page 2

New Charges Summary

High Speed Services

Monthly Charges	97.51
Total High Speed Services	97.51
GST	9.75
Total for New Charges	107.26

Service Summary

INH9999999

BSM 100/100 Mbps 4 Mbps	01 Jul 2025 to 24 Jul 2025	6.71
OVC FTTP 100/100 Mbps	01 Jul 2025 to 24 Jul 2025	36.30
BSM 100/100 Mbps 4 Mbps	25 Jul 2025 to 24 Aug 2025	8.50
OVC FTTP 100/100 Mbps	25 Jul 2025 to 24 Aug 2025	46.00
Total INH9999999		97.51

Figure 8: Billing format - Page 3

4.3.3 Invoicing Queries

Should you have a query with your invoice please contact the Community Fibre Account Manager assigned to your account. If you do not know the name of the Account Manager, email the Community Fibre sales support at billing@communityfibre.com.au. If an invoicing query

is unable to be resolved with the Community Fibre Account Manager, then the dispute resolution process outlined in the WA should be followed.

4.4 Governance

This section outlines the governance for the relationship between Community Fibre and the RSP covering:

- Complaint management
- Performance review
- Escalation process

4.4.1 Complaints Management

RSP must raise operational issues with Community Fibre via Community Fibre Account Manager. Community Fibre will acknowledge all complaints received and respond in writing to all complaints received from RSP within 20 business days.

4.4.2 Performance Review

This will be managed by a monthly meeting with the following agenda

4.4.2.1 Logistics

Below is an example of logistics required.

Workshop Logistics	
Accountability	Community Fibre Account Manager
Location	Community Fibre Head Office or other location as agreed.
Date	To be confirmed
Duration	2 hours
Lead	Community Fibre Account Manager
Attending	Community Fibre and RSP representatives in the following roles <ul style="list-style-type: none">• Sales• Products• Network Engineering• Network Operations

4.4.2.2 Agenda

Topic	Presented by	Start/Finish	Duration
Introduction and welcome	Community Fibre Account Manager		
Wholesale sales performance <ul style="list-style-type: none"> • Billing • Sale Volume • Forecasts 	Community Fibre Account Manager		
Operations performance <ul style="list-style-type: none"> • Operational performance of Community Fibre against SLAs • Not in attendance events • Reschedules of activation and assurance appointments • No fault found events • Review of Network faults with focus on P1 and P2 • Other points for discussion 	Community Fibre Network Operations Manager		
Other points for discussion	All		
Review of actions and areas for improvement	All		
Conclusion	Community Fibre Account Manager		

Outcome	Owner	Due Date	Comment
Minutes of meeting	Community Fibre Account Manager	TBC	

4.4.3 Escalation Process

Escalation Matrix

Level	Contact
1	Network Operations Team Leader
2	Head of Operations
3	Senior Account Manager
4	General Manager Wholesale
5	Group Executive Networks
6	Group Executive Wholesale

Where agreement cannot be met on any area of dispute the escalation process outlined in the WA should be followed.

5 Appendix A - Related Documents, Templates, and Forms

5.1 Related Documents and Templates

This Community Fibre Operations Manual must be read in conjunction with the following documents for a complete understanding of the end-to-end operations processes. The templates included in this section forms part of the various Community Fibre processes.

You may access the below documents from the Community Fibre wholesale web portal.

Document Name	Description	Owner
Community Fibre Wholesale Agreement	Legal agreement covering the relationship between the two organisations	Sales
Community Fibre Onboarding Project Plan Template	The Project Plan works on a gating structure each stage in the phase must be completed to move onto the next stage.	Sales
Community Fibre Retail Service Provider Qualification Process	This document outlines the preconditions that need to be in place to commence onboarding	Sales
Community Fibre Retail Service Provider technical Testing and Interoperability Program Networks	Test Plan to test technical connectivity and interoperability at the network and service Level.	Network Engineering
Community Fibre Operational Acceptance Testing Template	Test plan to test the processes and procedures for interactions between two organisations.	Network Operations
Community Fibre Post Acceptance Review (PAR) Template	Capture the outcomes from the end of the period of Hyper Care.	Network Operations
Community Fibre Forecasting Template	Templates to be used for providing forecasts between RSP and Community Fibre.	Wholesale Sales
Community Fibre G.Fast In-Premise Installation Guide	Guide for the physical installation of NTD in EUP.	Network Engineering
Community Fibre FTTP In Premise Installation Guide	Guide for the physical installation of NTD in EUP.	Network Engineering

Document Name	Description	Owner
Community Fibre RSP Fault Diagnosis G.FAST Template	Checklist to be used by RSP to ensure a fault is within the Network Boundary of the Community Fibre Network.	Network Operations
Community Fibre RSP Fault Diagnosis FTTP Template	Checklist to be used by RSP to ensure a fault is within the Network Boundary of the Community Fibre Network.	Network Operations
Community Fibre Contact Matrix	List of contacts which RSP may communicate with for various business support	Wholesale Sales
Community Fibre MEF API Definitions	Definitions of the MEF compliant APIs that will be used for B2B interactions	IT

5.2 Forms

This Community Fibre Operations Manual references several forms that must be completed for ordering modifying or cancelling an ENNI. You may access the forms from the Community Fibre wholesale web portal.

Form Name	Description
New ENNI Order	To be used to order an External Network to Network Interface (ENNI)
Modifying An ENNI – Adding New Bearers and Bearer Groups	To be used to Add new Bearers or Bearer Groups to the ENNI
Modifying An ENNI – Removing Bearers and Bearer Groups	To be used to Add new Bearers or Bearer Groups to the ENNI
New ENNI Order Acknowledgement	Acknowledge receipt
Modifying An ENNI – Adding New Bearer or Bearer Group Acknowledgement	Acknowledge receipt
Modifying An ENNI – Removing Bearer or Bearer Group Acknowledgement	Acknowledge receipt
Modifying An ENNI – Deleting Active ENNI Bearer or Bearer Group Acknowledgement	Acknowledge receipt

From Name	Description
Modifying An ENNI – Changing Operational State Acknowledgement	Acknowledge receipt

6 Appendix B Service Level Supporting Documentation

6.1 Introduction

The Community Fibre service levels are outlined in Schedule 2 of the Wholesale Agreement. The operational application of those service levels is outlined in this appendix to the Operations Manual.

Performance against service levels will be reported and managed in accordance with the governance process outlined in the Community Fibre Wholesale Operations Manual. Any disagreements between Community Fibre and a RSP on performance against service levels will be managed via the governance and escalation process outlined in the WA.

6.2 Scope

In the performance of its role as a provider of wholesale services Community Fibre has defined a set of service levels and performance objectives that will be applied as non-binding targets. This will include a performance objective for network availability and will cover the full End User life cycle including.

- End User activations
- Fault investigation and rectification
- Modification and disconnection of services

The full scope covered by the service levels is outlined in the diagram below.

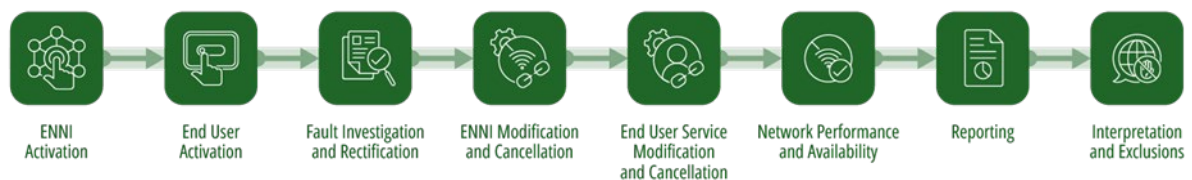


Figure 1 Structure of Agreement

6.3 Getting Started

The service levels captured in this document are for residential customers only and are based on the onboarding model outlined in this document.

6.4 External Network to Network Interface Activations

6.4.1 Service Levels for ENNI Activations

The performance objective is measured based on the service level for all ENNI activations in the specified month for all Community Fibre customers.

ENNI Activation	Service Level and Performance Objective
Service level from point Activation status is “in progress”.	15 Business Days
Performance Objective	90% or move

6.5 End User Activations

6.5.1 Service Levels for End User Activations

The service levels are for standard End User activations and will apply from the point the order status moves to being “In Progress” and will differ based on the service class.

Service Class ID		Service Class Definition	Service Level
FTTP	G.Fast		
0	0	Not currently planned for network.	N/A
200	210	Planned for the future.	N/A
201	211	Open for expressions of interest.	N/A
202	212	Refers to a premise in a building that still requires works to complete connectivity to the Community Fibre Network and to install the Network Termination Device in the end user premises.	4 weeks
203	213	Refers to a premise in a building that is connected to the Community Fibre network and the only works required to complete the installation is to install the Network Termination Device in the end user premises.	2 weeks
204	214	NTD is installed and is a logical connection only that does not require a truck roll.	5 business days

6.5.2 Performance Objectives for End User Activations

Community Fibre will aim to achieve the following Performance Objectives in connection with the Service Levels set out in this section. For a specified month Community Fibre will calculate the Performance Objective based on the Service Level achieved for all End User activations in that month.

Relevant Service Level	Performance Objective
Standard Connections	90% or more

6.5.3 Conditions

- a. The Service Levels for End User activations do not apply where the RSP has failed to comply with the order process set out in the Community Fibre Operations Manual.
- b. The Service Levels for End User activations the service levels apply from the time the order has the status “In Progress”

6.5.4 Not in Attendance

Where Community Fibre rolls a truck to the EUP to complete an activation and is unable to gain access to the premises because the End User is not in attendance, a not in attendance truck roll charge will apply. This will apply except where Community Fibre (at its discretion) elects not to apply that charge. The rate for a not in attendance truck roll is set out in the WA.

6.6 Fault Investigation

6.6.1 Initial Diagnosis of Fault by RSP

Prior to raising a fault with Community Fibre the RSP must perform an initial diagnosis of the fault to ascertain whether it should be reported to Community Fibre. This needs to be conducted using the diagnostic check list referenced in Appendix A.

6.6.2 No Fault Found Truck Rolls

Where Community Fibre rolls a truck to attend a fault at the EUP, and no fault is found, or the fault is located on the RSP side of the Network Boundary Point a no fault found truck roll charge will apply. This will apply except where Community Fibre (at its discretion) elects not to apply that charge. The rate for a no fault found truck roll is referenced in the Community Fibre Product Description.

6.6.3 Not in Attendance

Where Community Fibre rolls a truck to attend a fault at the EUP and is unable to gain access to the premises because the End User is not in attendance, a not in attendance truck roll charge will apply. This will apply except where Community Fibre (at its discretion) elects not to apply that charge. The rate for a not in attendance truck roll is referenced in the Community Fibre Product Description.

6.6.4 Service Levels for End User Fault Rectification

The Service Level for rectification of End User faults that do not require external or internal plant works other than attendance at the EUP is outlined below. Faults requiring external or internal plant work other than at the EUP are covered in the Network Fault section.

End User Fault Rectification [No Truck Roll required]	Service Level and Performance Objective
Service level	5:00pm next Business Day
Performance Objective	90%

Faults requiring attendance at EUP have the following SLA. Attendance at premises will be managed in accordance with the processes outlined in the Community Fibre Operations Manual.

End User Fault Rectification [Attendance at End User Premise Required]	Service Level and Performance Objective
Service level	1 to 5 Business Days
Performance Objective	90%

The performance objective is measured based on the total number of all Community Fibre's customers' Trouble Tickets in each category which are responded to or rectified by Community Fibre (as the case may be) in each month.

6.6.5 Service Levels for Network Fault Response and Rectification

- a. The Service Levels for Network Fault Responses and Rectification from the time a Network Fault Trouble Ticket is raised by Community Fibre, are outlined in the table below.

Incident Priority (see table in (b) below)	Service Level	
	Network Fault Response (hours)	Network Fault rectification (hours)
1	0.5	6
2	1	12
3	2	20
4	4	28

- b. Community Fibre will determine the incident priority for a network fault in accordance with the priority matrix below:

		URGENCY				
		Low	Medium	High	Critical	
		End-User services experience no impact or there is no impact to Supporting Systems	End-User services experience minimal impact or there is minor impact to Supporting Systems	End-User Services experience high impacts or there is medium impact to Supporting Systems	End-User Services experience sever impacts or there are critical impacts to Supporting Systems	
IMPACT	Minor Localised	Contained to single Site or Building <ul style="list-style-type: none">Minimal impacts on Service PerformanceWork arounds available to mitigate impacts	4	3	3	2
	Moderated Limited	Minor number of Sites or Services impacted <ul style="list-style-type: none">Impacts can be mitigated by rerouting trafficSmall number of End User ImpactedMinor impacts to Service Performance for End Users even with rerouting of traffic	4	3	2	2
	Significant Large	Medium number of Sites or Services impacted <ul style="list-style-type: none">Affecting medium number of End UsersEven with work arounds service performance is degradedEnd User services experience degraded speeds and delays	3	3	2	1
	Extensive Wide spread	High number of Sites or Services impacted <ul style="list-style-type: none">Outage or loss of service affecting high number of sites or servicesNo workarounds available to minimise impacts to End-UsersService levels for Network Availability are impactedCritical systems infrastructure connecting a range of services is impacted	2	2	1	1

- c. Community Fibre will aim to achieve the following Performance Objectives for Network fault response and rectification in connection with the Service Levels set out in this section:

Relevant Service Level	Performance Objective
Network Faults Responded to in accordance with the relevant Service Levels	90% or more
Network Faults Rectified in accordance with the relevant Service Levels	90% or more

- d. For a specified month the Performance Objectives will be based on the total number of all Community Fibre's Network Faults in that month.

6.7 External Network to Network Interface Modifications and Cancellations

6.7.1 Service Levels for ENNI Modifications

The service levels for modification of ENNI outlined below.

ENNI Modification [No Truck Roll required]	Service Level and Performance Objective
Service level	5:00pm next Business Day
Performance Objective	90%

ENNI Modification[Truck Roll required]	Service Level and Performance Objective
Service level	9 Business Days
Performance Objective	90%

The performance objective is measured based on the total number of all Community Fibre's customers' modification requests which are responded to or rectified by Community Fibre (as the case may be) in each month.

6.7.2 Service Levels for External Network-to-Network Interface Cancellations

The cancellation of an ENNI can be performed logically and the service levels are as follows from the agreed date of the cancellation.

ENNI Cancellations	Service Level and Performance Objective
Service level	5pm next Business Day
Performance Objective	90%

The performance objective is measured based on the total number of all Community Fibre ENNI cancellation requests which are responded to in the specified month.

6.8 End User Connections Modifications and Cancellations

6.8.1 Service Levels for Modifications

The Service Levels for modification that do not require attendance at premises are outlined below.

End User Modification [No attendance at premises required]	Service Level and Performance Objective
Service level	5:00pm next Business Day
Performance Objective	90%

Modifications requiring attendance at premises have the following SLA. Attendance at premises will be managed in accordance with the processes outlined in this manual.

End User Fault Modification [Attendance at premises required]	Service Level and Performance Objective
Service level	10 Business Day
Performance Objective	90%

For a specified month the performance objective for modifications is measured based on the total number of all Community Fibre modification requests for that month.

6.8.2 Service level for Cancellation

The cancellation of End User services does not require attendance at premises and the service levels are as follows.

End User Cancellation [No attendance at premises required]	Service Level and Performance Objective
Service level	5:00pm next Business Day
Performance Objective	90%

The performance objective is measured based on the total number of all Community Fibre's customers' cancellations responded to in that month.

6.9 Network Performance and Availability

6.9.1 Performance Objective for Network Availability

Community Fibre will aim to achieve network availability service levels outlined below.

Network Availability	Service Level and Performance Objective
Service level	99.90%
Performance Objective	90%

The Performance Objective is measured based on combined availability of Community Fibre Products within the Community Fibre Network Boundary Points in each 12-month period for all Wholesale Customers.

6.9.2 Calculating Network Availability

Network availability is calculated using the following formulae

$$\frac{\text{Measurement Period} - (\text{Unavailable Time})}{\text{Measurement Period}} \times 100$$

In calculating Network, availability any time the network is not available is measured in minutes and the following definitions are used in the calculation. **Note:** the conditions for network availability outlined in the section below must be considered in the measurement.

- Multiple faults:** If there are concurrent faults resulting in the network not being available the lost time is only calculated once.

- b. **Measurement Period:** The measurement period is the previous 12 months from the point the calculation is made.
- c. **Unavailable Time** means the time (in minutes) in the 12 months preceding the point at which the calculation is taken that the products ordered by the RSP covered by this service level were unavailable.
- d. **Unavailable** only relates to a total loss of connectivity within the Community Fibre Network Boundary points for a product ordered by the RSP covered by this agreement. The loss of availability will be caused by a fault which could have been raised by either Community Fibre or the RSP and is supported by a valid fault ticket that has been acknowledged and assigned an id number by Community Fibre.

6.9.3 Conditions for Network Availability

- a. The measurement of network availability only applies to the time the Community Fibre network, (as applicable) that is in active operation.
- b. Unavailable time for the purpose of calculating network availability is not included when it is due to:
 - (i) Excludes any time modifications, activations or installations are in progress
 - (ii) Planned Outages.
 - (iii) Any event occurring outside the Community Fibre network boundary points as defined in the Operations Manual.
 - (iv) Any power outage that affects a portion of the Community Fibre Network.
 - (v) Breach of the Acceptable Use Policy as outlined in the WA.
- c. The Performance Objective for network availability may be modified by Community Fibre following analysis of performance data gathered over time.

6.10 Reporting

Community Fibre will provide a report of performance against Service Levels and Performance Objectives. This report will be presented and discussed with the RSP at the monthly meeting as referenced in the Governance section of this manual.

6.11 Interpretation and Exclusions

The Service Levels in this document must be read in conjunction with the interpretations and exclusions in this section of the document and are supporting to the service levels outlined in Schedule 2 of the WA.

6.11.1 Compliance with Community Fibre Operations Manual

The Service levels in this schedule will only apply if the RSP has complied with the processes outlined in the Community Fibre Operations Manual.

6.11.2 Service Levels apply in Operational Hours

All references to time refer to Operating Hours from 0800 to 1700 local time on Business Days where the relevant activity is occurring.

6.11.3 Events outside of Community Fibre Reasonable Control

Where there is an event outside Community Fibre control that prevents it from achieving the service level target the relevant service level and performance objectives will not apply.

6.11.4 Performance against Appointment Time

Where an End User elects to select an appointment time for a connection or rectification of a fault that is not the earliest available time service levels and performance objectives will not apply from the time of the earliest available time to the appointment time selected by the customers.

6.11.5 End User Activation in a Held State

If an order for an end user activation is moved to a held status, then the service levels for End User activations will not apply.

6.11.6 Access

Where access to plant or site including common areas in MDU is restricted the performance objectives and service levels will not apply.

6.11.7 Planned Outages

Community Fibre will need to perform periodic maintenance and upgrades to its network. Service Levels and Performance Objectives will not apply during the time of a planned outage.

6.11.8 Power Outages

Where there is a general power outage that causes a loss service the service levels and performance objectives will not apply to the customers affected by the power outage.

6.11.9 Force Majeure

Where Community Fibre does not meet service levels and performance objectives due to a Force Majeure event this will be excluded from the calculation of the performance against the affected service level.

6.11.10 Realignment of Service Levels and Performance Objectives

The service levels and performance objectives in this document may be changed by Community Fibre based on analysis of performance data gathered over time.