

## Terms of Reference

### WC53 NBN Access Transfer Working Committee

Objective of the **NBN Access Transfer** (C647:2017) Industry Code (the 'Code') and the revision.

The objectives of this Code are:

- (a) specify operational principles which will enable the Transfer of an active NBN Service between RSPs;
- (b) establish minimum operational requirements on RSPs, Access Seekers and Access Providers, in the Transfer of an active NBN Service between RSPs; and
- (c) minimise Customer impacts during the Transfer of an active NBN Service between RSPs.

Processes covered by this Code are:

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

The **WC53: NBN Access Transfer** Working Committee is to perform an area of work identified in the scheduled review of the C647:2017 **NBN Access Transfer** Code and consider all submissions received in relation to the scheduled review.

This Committee in carrying out the specific Code revision and the terms below shall observe the following guidelines, as appropriate:

- ensure that the Code to be registered with the ACMA complies with Part 6 of the Telecommunications Act 1997 including the identification of:
  - the sections of the industry that are to be covered by the Code, as per s.110 of the Act; and
  - the telecommunications activities to be covered by the Code, as per s.109 of the Act.



In revising the Code, the working committee shall consider the following:

- development of enhanced solutions and the appropriate processes /tools required to accurately identify the correct service at the point of submitting a service transfer, including consideration of complex business transfers, other complex scenarios, complex addresses or multiple services;
- process improvements involving the updating and validity of the RSP contact list provision in the Code and associated escalation contacts;
- the management of downstream retail service provider (RSP) relationships and improvements to the contact list, and development of downstream SLA processes if necessary;
- process development or enhancements concerning invalid, unauthorised or repeat transfers;
- potential improvements to the service qualification process as it relates to service transfers and reversals;
- impacts on RSPs that have already built to Code requirements and NBN Co functionality;
- editorial corrections or updates to references within the Code;
- submissions received and comments made during the Code review period. Noting some comments may be outside the scope of the Code but may assist in the discussions for improving overall customer satisfaction.

### ***Deliverables***

- a revised edition of the **NBN Access Transfer** Industry Code (C647:201X).

### ***Terms of Reference Exclusions***

Issues related to:

- service qualification processes which are outside of service transfers or reversals.