



The business **nbn**TM Operations Centre

The business **nbn**TM Operations Centre enhances the 'right first time' connection experience for Australian businesses by providing specialised connections and assurance services to service providers.

Key features and benefits

- Providing a single point of contact for service providers with customers buying business **nbn**TM products#
- The business assurance support team is based in Australia and available to service providers 24 hours a day, 7 days a week
- The business connections order enquiry support is available to service providers Monday to Friday, 7am to 7pm EST
- Supports faster fault resolution through the centre's end-to-end case management
- Choice of enhanced service assurance levels, provided through service providers, that are designed to meet the varied needs of business customers
- The business **nbn**TM assurance teams are segmented by service providers to build effective peer-to-peer relationships

The business **nbn**[™] Operations Centre provides a single point of contact for service providers to help support business **nbn**[™] products[#] with both connections and assurance. These include:

A dedicated business **nbn**[™] connections and assurance team

A dedicated, Australian-based team that know Australian businesses, providing business connection and assurance support.

Enhanced service levels

We deliver enhanced service levels to providers, assisting with a business-grade level of support. Each incident is allocated a case manager until the issue is successfully resolved.

Quick resolution of faults

Our national coverage provides the ability to support businesses throughout Australia.

Best practice methodology

Our business process methodology is employed across all operational processes.

Physical tagging

Main distribution frames in offices and shopping centres can be complex workplace environments for technicians. business **nbn**[™] will provide physical tags to help technicians better identify copper pairs and support 'right first time' connections.

Premium appointments

Service providers can select a specific appointment time for business **nbn**[™] technicians to visit based on the businesses hours of operation – this is to help reduce business disruptions.

Parallel installations

Service providers can order a new copper pair to be installed at business premises migrating to the FTTN, FTTC or FTTB **nbn**[™] access networks. This allows service providers to have the **nbn**[™] access network activated before cutting over business-critical legacy networks such as ISDN, thereby minimising the risk of business disruption.

Business-grade field technicians

Specialist business-grade technicians are used for complex connection and assurance site visits. The technicians are accredited by **nbn** and have experience in working in complex commercial premises to improve 'right first time' installations and the restoration of business services when faults occur on the **nbn**[™] access network.

Enterprise service delivery management

With multi-site migrations to the **nbn**[™] access network, we bring together service providers and business customers to help map out and deliver a well-coordinated migration plan.

[#]A business **nbn**[™] product is any business **nbn**[™] Enterprise Ethernet order or an **nbn**[™] Ethernet order with TC1 > 0.15/0.15 Mbps, any TC2 speed tier or any eSLA service tier included.