

Enable Networks UFB Services Agreement Service Description for Bulk Update Service Transactions

Version 1 August 2024

1 Interpretation

- 1.1 The Bulk Update Service described in this Service Description will be available from the date it is launched by the LFC. The LFC will notify the Service Provider of the launch date for the Bulk Update Service.
- 1.2 References to clauses or sections are references to clauses or sections in this Service Description unless expressly provided otherwise. The definitions set out in the General Terms and the Operations Manual apply to this Service Description unless expressly provided otherwise.

2 Introduction

- 2.1 This Service Description is part of the Agreement (as that term is defined in the Enable Networks Limited Services Agreement General Terms (known as the WSA or Reference Offer).
- 2.2 The purpose of this Service Description is to detail the terms and conditions under which the Bulk Update Service (referred to in this document as the Service) will be provided. The Service is an Ancillary Service.
- 2.3 Except to the extent modified by this Service Description the following Enable Networks Limited Reference Offer documents apply to the provision of the Service:
 - 2.3.1 General Terms;
 - 2.3.2 Price List;
 - 2.3.3 Handover Connection - Service Description;
 - 2.3.4 Bitstream Services - Service Level Terms; and
 - 2.3.5 Bitstream Services – Operations Manual
- 2.4 Capitalised terms used in this Service Description but not defined are as defined in the General Terms or the Operations Manual.

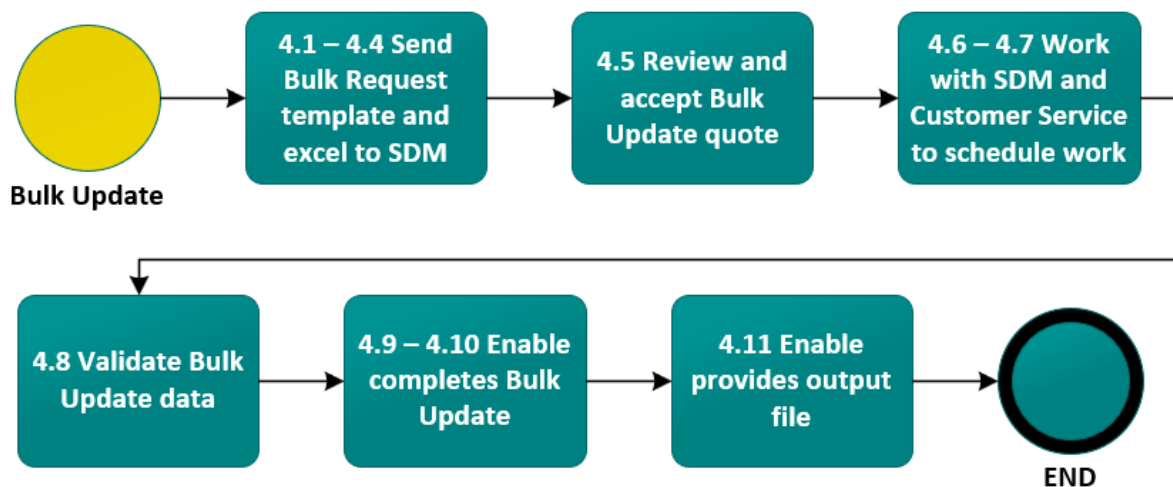
3 The Bulk Update Service

- 3.1 The Service has been designed to meet the needs of Retail Service Providers (RSPs) to modify the product, SIP credentials or ENNI (ENNI must be within the same RSP) for multiple UFB services.
- 3.2 The Service is only available for the bulk update of the service product, SIP credentials or ENNI as further described in this Service Description.
- 3.3 In all other update or modify scenarios, the standard Enable processes and terms and conditions, including Charges, apply.
- 3.4 The Service is subject to compliance with the following business rules;
 - 3.4.1 the Service Provider must:
 - a) agree to a testing and interoperability onboarding phase prior to undertaking significant volumes of bulk updates
 - b) provide Enable with a confirmed list of Services to be updated with the product, SIP credentials or ENNI (per Service), provide:

- (i) Service ID
- (ii) RSP Order Reference
- (iii) Current product
- (iv) ATA NSID
- (v) ATA username1
- (vi) ATA password1
- (vii) New Product (ENL Code)
- (viii) New ENNI

- c) provide Enable not less than 30 days' prior notice at the commencement of the process; and
- d) if a Bulk Update Request involves 2,000 or more Connections, the Service Provider must provide preferred scheduling for numbers of Connections being updated but the actual timing will be determined by Enable (in its sole discretion) to ensure scheduling can be managed with networks and provisioning resources.

4 The Bulk Update Service Request Process



- 4.1 If you have any questions about submitting a Bulk Update request, please contact your SDM.
- 4.2 Download and complete the Bulk Request template. The request template can be found on the [RSP Portal here](#). Include the reason for the Bulk Update request and the contact information of the person Enable should engage to organise the Bulk Update.
- 4.3 Create an excel document with the following column titles and data for the services to be updated:

Service ID	RSP Order Reference	Current product	ATA NSID
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<i>The primary IBSS service ID (e.g. ENABCB02123456)</i>	<i>The value to use when populating the RSP order reference field in IBSS.</i>	<i>The current product code of the service. (This is used for validation).</i>	<i>The service ID of the ATA service to modify. This does not need to be provided if the ATA is not being modified.</i>
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ATA username1	ATA password1	New Product (ENL Code)	New ENNI
<i>The ATA username of the ATA service (or what to change it to). This does not need to be provided if the ATA is not being modified.</i>	<i>The ATA password of the ATA service (or what to change it to). This does not need to be provided if the ATA is not being modified.</i>	<i>The new product of the primary service. This does not need to be provided if the product is not being modified.</i>	<i>The new ENNI to move the service to. NOTE this must be an ENNI the services RSP has access to. If it is to a different RSP then use the Bulk update tool. This does not need to be provided if the ENNI is not being modified.</i>

- 4.4 Send the completed excel document and Bulk Update request to your SDM.
- 4.5 Enable will provide a quote for the Bulk Update request within approximately 2 working days.
- 4.6 Once the RSP has accepted the quote, the SDM will facilitate an introduction between the requester (RSP) and Enable's Customer Service Centre (CSC) who will process the service updates and setup a Microsoft Teams group chat with the relevant RSP and LFC parties involved in the Bulk Update.
- 4.7 Enable's CSC staff will request any further information required and identify requesters preferred date/s for updates. This will take approximately 2 working days.
Note, an after-hours Bulk Update can be requested but Enable cannot guarantee this will be approved.
- 4.8 Enable's CSC will work with the requester to confirm the Bulk Update dates depending on Enables capacity and system availability. Enable will schedule the work on the confirmed date/s. This will take up to approximately 2 working days.
- 4.9 On each day the Bulk Update process is to be run, Enable's CSC will prepare an input file using the data provided and pre-validate the service status. Where Enable finds services have been added, terminated or moved; Enable's CSC will provide updated data to the RSP requester to review and validate before proceeding with the Bulk Update. Final input file for Bulk Update will then be confirmed.
- 4.10 On the agreed Bulk Update days, Enable's CSC will run the input file through an initial validation check, resolve any potential errors, complete production run for services, and resolve any errors. If there is any delay due to errors the CSC will contact the requester to discuss and agree new date/s where appropriate.
- 4.11 As each service is processed, the following KCI emails will be sent, however all other RSP and End-Customer communications will be suppressed:
- SVID/CVID KCI notification

- Service request given KCI notification
- Service request completed KCI notification

4.12 Once the Bulk Update is complete; Enable's CSC will send an output file to the requester (RSP) and SDM. The output file will provide the below information on each service updated:

- NSID
- RSP Order Number
- Current Product (ENLCode)
- ATA NSID
- New Product (ENLCode)
- New ENNI
- SIP Username
- SIP Password
- BS SVID.CVID
- ATA NSID (NSID)
- Order number
- Status
- Error Message

4.13 Invoice will be sent once Bulk Update is complete and the output file/s have been provided.