



nbn-Confidential: Commercial

30 September 2020

Dear Customer,

Further update of the nbn™ Platform Interfacing Service (NPIS) ebXML B2B Access Service Feature withdrawal

I refer to the Wholesale Broadband Agreement (**WBA**) between Customer and NBN Co Limited ACN 136 533 741 (**nbn**) and the Notice of Withdrawal of ebXML B2B Access Service Feature of nbn™ Platform Interfacing Service (**NPIS**) notified to Customer on 13 December 2019 (**Withdrawal Notice**). Unless otherwise specified, capitalised terms used in this letter have the meanings given to them in the WBA.

nbn would like to provide Customer with an update and further visibility of the NPIS ebXML B2B Access withdrawal. Since **nbn** launched B2B Access via API in October 2019, **nbn** has been developing APIs with the intention to achieve feature parity with existing ebXML services. As at 1 June 2020, the majority of these replacement APIs have been successfully developed, enabling Customers to build into a production environment and take advantage of the many efficiency related benefits RESTful APIs offer.

In respect to the three NPIS services that are currently offered only via ebXML (Manage Trouble Ticket, Manage Change, and Manage Diagnostics) (collectively, the **Remaining ebXML Services**), based on the current development progress, **nbn** expects their replacement APIs to be released in Q2 2021. **nbn** will continue to provide Customer with updated release information via the monthly enhanced integrated product roadmap as well as the **nbn™** Integrated Product Roadmap for greater visibility.

With the exception of the Remaining ebXML Services, **nbn** aims to complete the ebXML withdrawal by 13 December 2021 as set out in the Withdrawal Notice. For the Remaining ebXML Services, **nbn** has taken Customer feedback on board and will ensure the ebXML support continues for Customers for at least 12 months from when the replacement API is released. For example, if the replacement API for the Manage Change service is delivered on 1 April 2021, then the withdrawal date for the ebXML service will be no earlier than 1 April 2022, and not 13 December 2021. **nbn** will notify Customer of the withdrawal timeline for Remaining ebXML Services as soon as the replacement API final launch dates are confirmed.

As a reminder, **nbn** encourages Customers to onboard and complete the transition from ebXML to the replacement APIs available today, or when any of the APIs for the Remaining ebXML Services become available. This will help Customers identify and resolve any known or unforeseen issues as early as possible prior to the withdrawal dates.

If you have any questions in respect of this ebXML B2B Access Service Feature withdrawal, please contact your Account Manager or **nbn** contract manager.

Yours sincerely

Andrew Walsh

General Manager Wholesale Supply