

Vocus NBN

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Service Type ID	5389
Service Type Name	Vocus NBN
Carrier	Vocus

Overview

Vocus provides Layer 2 and Layer 3 services under various product names.

The Vocus NBN service type in Emersion supports both Layer 2 and layer 3 services.



The information below was verified at the time of writing, but Vocus may change their offerings without notice. For the latest information, please speak to your Vocus account representative.

Layer 3

Legacy NBN (Grandfathered)	Reseller Connect (RC)	Reseller Connect Customer Experience (RC:CX)
- Available to existing customers of Vocus but not to new customers - Technologies supported: FTTP and Fixed Wireless - Only supports 'Default Map' profile	- Technologies supported: FTTP, FTTB/N, FTTC, Fixed Wireless and HFC. - Supports 'Default Map' and 'Tagged' profiles. - Consumer plans are volume limited and shaped. - No additional volume can be purchased. - Reseller can opt to purchase a modem through Vocus (in which case the modem is managed by Vocus leveraging TR69) - If the modem is purchased by the provider, they take full responsibility for management. - Username is automatically created by Vocus (password is supplied during ordering).	- Technologies supported: FTTP, FTTB/N, FTTC, Fixed Wireless and HFC. - Supports 'Default Map' and 'Tagged' profiles. - Unlimited volume product - essentially selling Layer 3 tails by speed - Speeds of 700KBps, 1MBps and 1.3MBps of minimum 'experience' are available. However, one of them will be preset depending on the line speed and the ordering user does not have a choice of minimum experience. - Resellers purchase bandwidth to support their customer base separately and can over contend but cannot under contend (eg, 1000 services of 1MBps requires minimum 1GB AGVC to service.) - Reseller can opt to purchase a modem through Vocus (in which case the modem is managed by focus leveraging TR69 - see https://en.wikipedia.org/wiki/TR-069) - If the modem is purchased by the provider they take full responsibility for management. - Username is automatically created by Vocus (password is supplied during ordering).

Layer 2

Network Connect (Grandfathered)	Network Connect - Layer 2
- Available to existing customers of Vocus but not new customers. - Supports 'Default Map' and 'Tagged' profiles. - Technologies supported: FTTP, FTTB/N, FTTC, Fixed Wireless and HFC. - Based on profiles available, only PPPoE authentication is supported. - Leverages a single national CVC per reseller (CVC ID is provided by NBN Co).	- Supports 'Default Map', 'Tagged' and 'DSCP'. - Authentication methods PPPoE and IPoE are available. - Technologies supported: FTTP, FTTB/N, FTTC, Fixed Wireless and HFC. - Has the ability for the provider to maintain multiple CVC's Australia wide based on Vocus POPs. - End user services can be transitioned between CVCs post order supply.

Key Characteristics

Key characteristics of a Vocus NBN service include the network type, technology, line speed and profile.

Network Types	Technologies	Line Speeds	Profiles
- Reseller Connect - Volume-limited data - Reseller Connect - Customer Experience (RCX) - Unlimited Data. - selling by line speeds - line speed will also automatically assign a minimum experience.	- FTTN - Fibre to the Node - FTTB - Fibre to the Building - FTTC - Fibre to the Curb - FTTP - Fibre to the Premises - FW - Fixed Wireless - HFC - Hybrid Fibre Coaxial - Wireless	100Mbps /40Mbps 50Mbps /20Mbps 25Mbps /10Mbps 25Mbps/5Mbps 12Mbps/1Mbps	- Default Map - Tagged Map - DSCP Map

Vocus NBN Key Characteristics Support

Not all technologies or other characteristics are supported in all possible cases. This table contains specific information for each characteristic and the support that is provided.

Characteristic	Possible Values	Child Values	Currently Supported
Vocus Network Type	Reseller Connect (RC)	Default Map Profile	Yes
		Tagged Map Profile	Yes
	Reseller Connect Customer Experience (RCX)	Default Map Profile	Yes
		Tagged Map Profile	Yes
	Network Connect (NC)	Default Map Profile	Yes
		Tagged Map Profile	Yes
		DSCP Map Profile	Yes
Technology	- FTTN - Fibre to the Node - FTTB - Fibre to the Building - FTTC - Fibre to the Curb - FTTP - Fibre to the Premises - FW - Fixed Wireless - Wireless - HFC - Hybrid Fibre Coaxial	N/A	Yes
Speeds	100Mbps/40Mbps 50Mbps/20Mbps 25Mbps/10Mbps 25Mbps/5Mbps 12Mbps/1Mbps	N/A	Yes

NBN Technology and Features Support

This table contains each technology type and the support that is provided for the relevant features.

NBN Technology	Vocus NBN Feature	Currently Supported
- FTTB - FTTN	Voiceband Continuity including - Carrier ID (Phone Number) - Central Splitter	Yes
FTTC	NCD Ordering	Yes
HFC	NTD Ordering	Yes

• FTTp	Battery Ordering	Yes
	Voice Ports (1 & 2) Ordering	Yes

Automated Provisioning

Vocus NBN is fully automated service type for the purposes of SQs, orders and managing services on the Vocus network.

Onboarding?

To enable this service type, Emersion require the following items to be supplied:

1. Your provisioning certificate
2. Certificate Password
3. API Access Key
4. Plan Codes File - This is a document that contains the technology, speed and network type and profile, then give you a plan code to match each.

You may need to ask your Vocus account manager for this information. When received Please send this to our onboarding team.

Plan Building

This section gives advice as to how to structure plans for Vocus NBN services.

Reseller Connect (RC) and Reseller Connect Customer Experience (RC:CX)

One service plan for each line speed is required for plans that are month-to-month (no contract). At the time of writing, RC plans have no option for a contract.

Vocus Service	Speed	BUY Service Plan	BUY Package Plan	SELL Service Plan	SELL Package Plan
Vocus NBN RC:CX	100/40	Vocus NBN RC:CX 100/40 - BUY	Vocus NBN RC:CX 100/40 - BUY	Vocus NBN RC:CX 100/40	
Vocus NBN RC:CX	50/20	Vocus NBN RC:CX 50/20 - BUY	Vocus NBN RC:CX 50/20 - BUY	Vocus NBN RC:CX 50/20	
Vocus NBN RC:CX	25/10	Vocus NBN RC:CX 25/10 - BUY	Vocus NBN RC:CX 25/10 - BUY	Vocus NBN RC:CX 25/10	
Vocus NBN RC:CX	25/5	Vocus NBN RC:CX 25/5 - BUY	Vocus NBN RC:CX 25/5 - BUY	Vocus NBN RC:CX 25/5	
Vocus NBN RC:CX	12/1	Vocus NBN RC:CX 12/1 - BUY	Vocus NBN RC:CX 12/1 - BUY	Vocus NBN RC:CX 12/1	

If your plans can or will, utilise a contract the plan set above is supported with additional package plans for each contract variant.

The table below contains plans that are needed when services can be sold under a 12 or 24 month contract, or no contract (paying month to month).

Vocus Service	Speed	Contract length	BUY Service Plan	BUY Package Plan	SELL Service Plan	SELL Package Plan
Vocus NBN RC:CX	100/40	No contract/month to month	Vocus NBN RC:CX 100 /40 - BUY	Vocus NBN RC/CX 100/40 - No contract - BUY	Vocus NBN RC: CX 100/40	Vocus NBN RC/CX 100/40 - No contract
Vocus NBN RC:CX	100/40	12 month	Vocus NBN RC:CX 100 /40 - BUY	Vocus NBN RC/CX 100/40 for 12M - BUY	Vocus NBN RC: CX 100/40	Vocus NBN RC/CX 100 /40 for 12M
Vocus NBN RC:CX	100/40	24 month	Vocus NBN RC:CX 100 /40 - BUY	Vocus NBN RC/CX 100/40 for 24M - BUY	Vocus NBN RC: CX 100/40	Vocus NBN RC/CX 100/40 for 24M
Vocus NBN RC:CX	50/20	No contract/month to month	Vocus NBN RC:CX 50 /20 - BUY	Vocus NBN RC/CX 50/20 - No contract - BUY	Vocus NBN RC: CX 50/20	Vocus NBN RC:CX 50/20 - No contract
Vocus NBN RC:CX	50/20	12 month	Vocus NBN RC:CX 50 /20 - BUY	Vocus NBN RC/CX 50/20 for 12M - BUY	Vocus NBN RC: CX 50/20	Vocus NBN RC:CX 50 /20 for 12M
Vocus NBN RC:CX	50/20	24 month	Vocus NBN RC:CX 50 /20 - BUY	Vocus NBN RC/CX 50/20 for 24M - BUY	Vocus NBN RC: CX 50/20	Vocus NBN RC:CX 50/20 for 24M
Vocus NBN RC:CX	25/10	No contract/month to month	Vocus NBN RC:CX 25 /10 - BUY	Vocus NBN RC:CX 25/10 - No contract - BUY	Vocus NBN RC: CX 25/10	Vocus NBN RC:CX 25/10 - No contract

Vocus NBN RC:CX	25/10	12 month	Vocus NBN RC:CX 25 /10 - BUY	Vocus NBN RC:CX 25/10 for 12M - BUY	Vocus NBN RC: CX 25/10	Vocus NBN RC:CX 25 /10 for 12M
Vocus NBN RC:CX	25/10	24 month	Vocus NBN RC:CX 25 /10 - BUY	Vocus NBN RC:CX 25/10 for 24M - BUY	Vocus NBN RC: CX 25/10	Vocus NBN RC:CX 25/10 for 24M
Vocus NBN RC:CX	25/5	No contract/month to month	Vocus NBN RC:CX 25 /5 - BUY	Vocus NBN RC:CX 25/5 - No contract - BUY	Vocus NBN RC: CX 25/5	Vocus NBN RC:CX 25/5 - No contract
Vocus NBN RC:CX	25/5	12 month	Vocus NBN RC:CX 25 /5 - BUY	Vocus NBN RC:CX 25/5 for 12M - BUY	Vocus NBN RC: CX 25/5	Vocus NBN RC:CX 25/5 for 12M
Vocus NBN RC:CX	25/5	24 month	Vocus NBN RC:CX 25 /5 - BUY	Vocus NBN RC:CX 25/5 for 24M - BUY	Vocus NBN RC: CX 25/5	Vocus NBN RC:CX 25/5 for 24M
Vocus NBN RC:CX	12/1	No contract/month to month	Vocus NBN RC:CX 12 /1 - BUY	Vocus NBN RC:CX 12/1 - No contract - BUY	Vocus NBN RC: CX 12/1	Vocus NBN RC:CX 12/1 - No contract
Vocus NBN RC:CX	12/1	12 month	Vocus NBN RC:CX 12 /1 - BUY	Vocus NBN RC:CX 12/1 for 12M - BUY	Vocus NBN RC: CX 12/1	Vocus NBN RC:CX 12/1 for 12M
Vocus NBN RC:CX	12/1	24 month	Vocus NBN RC:CX 12 /1 - BUY	Vocus NBN RC:CX 12/1 for 24M - BUY	Vocus NBN RC: CX 12/1	Vocus NBN RC:CX 12/1 for 24M

BUY Service Plan Properties

There are the following properties defined at the buy service plan level.

- Vocus Network Profile
- Technologies
 - A single plan can support multiple technologies.
- NBN Experience
- Service Speed
- Network Type

Associated Package Plan	Data Provisioning	Data Billing	Associated Product Rate Card	Service Plan Feature Allowance	Properties	Terms and Conditions Map	Event Text Elements
Properties of ServicePlan: #206377							
Service Plan Properties Vocus - Reseller Connect Tag Types: Default Map NBN Technology: FTTN FTTB FTTC FTTP FW ☐ Allow Ordering Voice Ports ☐ Allow Battery Ordering for FTTP Vocus NBN Experience: Select Vocus Service Speed: 100Mbps/40Mbps Vocus - Network Type: Reseller Connect Customer Experie							

SELL Service Plan Properties

The system will show the BUY service plan properties within the SELL service plan so the sellers know what they are selling. These are displayed as read-only.

A copy function enables users to choose an *approved* BUY plan to copy properties from.

Additional properties are defined within the SELL plan.

Description and Rules

Request Delivery Address for Modem	If enabled, a delivery address for modem will be mandatory.
Modem Delivered By Vocus	This flag becomes available if the Request Delivery Address for Modem flag is enabled. This setting tells the system whether a modem will be provided by the service provider from Vocus. If Vocus is marked as the modem provider, any provisioning requests generated for Vocus as a result of the ordering process will include modem requests as well
Allow Ordering of Voice Ports	If enabled, the service plan is will permit the ordering of voice ports. In FTTP based NBN orders, providers can order Voice Ports 1 & 2, if they are available.
Allow Ordering of Battery Backup	If enabled, the service plan is will permit the ordering of battery backups. Applies to new FTTP-based NBN orders.
Stop Order If Additional Charges Required	If enabled, any order will stop if the SQ figures determines that additional development charges is required for the premises. In Cumulus, users will see related package plans disappear from package selection list. In the Sign Up Portal, the plan selection step has passed. Instead, the system will fail the SQ.



Once the plan is *approved* service properties cannot be changed.

Plans cannot be approved without entering the service plan properties.

Ordering and Service Management

This section contains specific information regarding ordering and managing Vocus NBN services in Emersion. It does not apply to other service types.

Order Routes

Orders can be placed via the following routes

- Cumulus
- [Sign Up Portal](#)
- API

Order Variations

A number of variations to the standard ordering processes and interfaces have been made to accommodate Vocus NBN services.

- The ordering options (see below) are not shown at initial SQ screen, but are displayed after the SQ has returned a result.
- The Phone Number/Vocus *Carrier ID* optionally appears on the second SQ screen if there is a PSTN line existing at the premise and user is permitted to continue it. An on-screen message is provided to the user. If the provided phone number does not match the PSTN line at the premise, an error will be shown,
- Service Configuration Items will collect certain ordering parameters required by various NBN technology types, in conjunction with the transfer types. These are required by the Vocus platform.

Modem / NCD Ordering from Vocus

If there is NCD Shortfall for an FTTC order (i.e. Service Class 33) or the service plan has the **Requires Delivery Address for Modem** flag enabled, the order will require a delivery address to be provided.

At the time of generating the provisioning request for Vocus

- The delivery address will be created in Vocus and passed as "**CPEDirectoryID**" parameter to Vocus
- If there is NCD Shortfall for an FTTC order (i.e. Service Class 33), the "**NBNCPEPlanID**" parameter would be passed to Vocus - this ensures an NCD will be shipped by Vocus
- If the Service Plan says "**Modem to be provided by Vocus**", only then the "**CPEPlanID**" parameter would be passed to Vocus - this ensures a Modem will be shipped by Vocus

Ordering Options

Below is a list of all possible ordering option values.

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new	Create a new NBN service ordering completely new infrastructure or using free Uni-D port if FTTP.
newWithExisting	Create a new NBN service using existing active line with voice (voice can be continued by providing a phone number).
newWithExistingInactive	Create a new NBN service using existing inactive line.
newWithExistingNonVoice	Create a new NBN service using existing line with no voice
churn	Transfer an existing FTTP based NBN service
churnWithExistingNonVoice	Transfer an existing NBN service running over an active line with no voice

Service-Level Properties

Service level properties is the data that is service-specific and stored against the service / service subscription in Emersion. It is entered during an order at the service configuration step and can be viewed later under **Service Subscription > (Service) > Properties**.

Property	Description and Rules
NBN Technology	Is the name of the NBN technology used against the service.
Data Port Number	Is the data port number used to transfer an existing FTTP based NBN service. Only applies to service transfers (CHURNS) where the technology is FTTP
WSM Transaction ID	Is the transaction ID that Vocus initially assigned for the provisioning of this service It is read-only It can be used to track the status of the order while in-flight It can be used to withdraw an in-flight order
Vocus Service ID	<i>Required if an existing Vocus NBN services are being imported into Emersion.</i> It represents the internal Vocus Service ID against an Emersion Service ID This property is needed to manage these services in Vocus moving forward.
Aggregated CVC ID	Only relevant to a Network Connect Layer 2 Service If the order successfully submits to Vocus, the CVC ID used in the order, will be stored as an object property against the service

Aggregated CVC Management for NC Layer 2

An aggregated CVC represents a shared pool of data that is owned by a service provider. Their customers share this data pool. A service provider may own multiple CVCs across the country. A CVC ID can be mapped to one or many states and territories in Australia or declared as "National" to apply in all states.

Emersion has a specific optional feature that enables CVC management for service providers selling Network Connect Layer 2 services. Emersion permits authorised providers to import their CVC information from Vocus and allow for selection of a Default CVC. The default CVC becomes part of the SQ and the order requests sent to Vocus for an NCL2 service.

It will be only granted to providers using NCL2 integration with Vocus upon receipt of a written request. Please contact us if this feature interests you.



Applies to Network Connect Layer 2 services only.

Plan Changes

Plan changes are permitted where compatibility requirements are met between plans. The following rules apply.

1. An active service with an associated technology cannot be migrated to a plan which does not support the same technology.
2. If the source active service has traffic classes associated, it cannot be migrated to a destination plan which does not support the same traffic classes.
3. The system checks that the following properties match in both the source and the destination plans.
 - a. NBN Technologies
 - b. Vocus Network Type
 - c. Vocus Network Connect Tag Type

Service Management Functions

For each type of service management function, we have listed what is presently supported.

Emersion System Function	Child Function	Currently Supported
Create New Order	Create New Service	Yes
	Transfer Existing Service (CHURN)	Yes
Service Cancellations	Immediate Cancellation	Yes
	Future Dated Cancellation	Yes
Package Subscription Migrations	Immediate Cancellation	Yes
	Future Dated Cancellation	Yes
Service Features		Yes
	Vocus NBN Traffic Classes (TC1 & TC2) • Initial Ordering • Update Post Order	Yes
Change of Ownership (CHOWN)		No
Upgrade		No
Abort Existing Preactive Service		No

Usage Collection

It explains what Emersion needs from you in order to collect and mediate usage.

FTP Details

Please provide Emersion with your Vocus FTP credentials so we can collect usage from Vocus. You may need to ask your Vocus account manager for this information.

Events

The following events are included with the service type. These event types will be provided to you as part of enabling the service type for your account.

Click on any event to learn more about it.

- [Event: Vocus NBN Appointment Change](#)
- [Event: Vocus NBN Credentials Assigned](#)
- [Event: Vocus NBN Order Submitted](#)
- [Event: Vocus NBN Service Activated](#)

You will need to [set up a message template](#), then *enable* the event type for it to be triggered.

Troubleshooting

Provisioning

Occasionally a service may enter a provisioning status called "Provisioning Halted". No further automated provisioning actions will take place until the underlying problem is resolved the service has been retried.

Some common halted reasons for Vocus NBN (Automated) is as follows:

Vocus NBN Profile not specified for the Vocus NBN order

This means your BUY service plan is missing a Profile property value. Specifically the property called "**Vocus - Reseller Connect Tag Types**".

You should select either *Default Map* or *Tagged Map* and then click [Save].

Once the plan has been corrected you can navigate back to the service subscription and click on [Retry Provisioning].

Properties of ServicePlan: #123456789

Service Plan Properties

Vocus - Reseller Connect Tag Types: Select

NBN Technology: FTTN, FTTB, FTTC, FTTP, FW

Allow Ordering Voice Ports: ☐

Allow Battery Ordering for FTTP: ☐

Vocus NBN Experience: 1.3M

Vocus Service Speed: Home Fast (FTTP and HFC)

Vocus - Network Type: Reseller Connect Customer Experier

Technology not specified for the Vocus NBN order

BUY service plan is missing the "**Network Technology**" property. If multiple technology types apply for this plan, you can hold Ctrl and click each that apply.

NBN Technology: FTTN, FTTB, FTTC, FTTP, FW

A matching Vocus Plan ID not found for the Technology and Buy Service Plan combination

This means Emersion does not have a valid plan mapping between the Vocus Plan ID and the respective combination of Service Speed / Network Type / Tag Type (profile).

Please ensure you supply Emersion with an up to date Vocus Plan Codes document (refer to Vocus for this document).

No value found for Vocus Plan ID

This is related to the above Vocus Plan ID error. Please ensure you supply Emersion with an up to date Vocus Plan Codes document (refer to Vocus for this document).

Service Postsale points to invalid SQ

Service Postsale record not found

These are rare internal errors that cannot be resolved by customers. it is recommend to **Abort** the subscription and re-order from scratch.

If this error continues, please raise a support ticket detailing how the order was placed and what led up to this error.

Could not determine the postcode for the service location

Please ensure the account's [Primary Contact](#) contains a valid physical address - specifically a Postcode.

Related Pages

- [Vocus NBN](#)
- [Vocus Usage Collection](#)
- [Rhipe Microsoft CSP](#)
- [Event: Vocus NBN Order Submitted](#)
- [Event: Vocus NBN Appointment Change](#)
- [Event: Vocus NBN Service Activated](#)
- [AAPT Usage Collection](#)
- [AAPT National Wholesale Broadband \(Broadband Connect L3\)](#)
- [AAPT National Wholesale Broadband \(Broadband Connect L2\)](#)
- [Requesting New Service Types](#)
- [Telstra WME Bounty Management Module](#)
- [Onboarding Service Types](#)
- [Time zones](#)
- [Packages and Plans for Rhipe Microsoft CSP](#)
- [Orders and Subscriptions for Microsoft CSP Rhipe](#)