nbn Product Closure Paper

nbn FibreOne

RMID1235

04 March 2026

For those access technologies and products covered by nbn's Special Access Undertaking, this Product Closure Paper is provided in accordance with the requirements for a Product Idea, Product Construct Paper and Idea Development Plan as set out in the NBN Co Special Access Undertaking.

Use of this Document

This document is provided for consultation purposes only, and the recipient must not use this document other than with the consent of nbn Co Limited **(**nbn**).**

The recipient must make its own inquiries as to the currency, accuracy and completeness of this document and the information contained in it. The contents of this document should not be relied upon as representing nbn's final position on the subject matter of this document, except where stated otherwise. Any requirements of nbn or views expressed by nbn in this document may change including because of nbn finalising formal technical specifications, or legislative and regulatory developments.

Confidentiality and Intellectual Property

This document is nbn's Confidential Information, in which it has Intellectual Property Rights.
For recipients that are Product Development Forum (PDF) participants, this document is subject to the PDF Terms.
For recipients that are not PDF Participants: this document is provided subject to the Wholesale Broadband Agreement (or other relevant access agreement) between the recipient and nbn. This document is also being released to the industry via the nbn website for those industry participants who are not part of the PDF. The intention of the consultation is to engage both PDF Participants and non-PDF Participants (including various Property Developers, Building System Integrators, Building Management Service Providers, Building System Integrators, Building Management System (BMS) Equipment Providers and users of building management and operations infrastructure to assist in understanding demand and other product-related issues.

Copyright

Environment

nbn asks that you consider the environment before printing this document.

1 Overview

1.1 Introduction and Purpose

In October 2025, nbn invited both PDF and non-PDF participants to comment on the proposed nbn FibreOne product concept. As part of that consultation, nbn released an Industry Consultation Paper: nbn FibreOne (RMID1235), which asked participants for feedback in respect of the desirability, feasibility and viability of the nbn FibreOne product concept. nbn would like to acknowledge and thank all respondents for their feedback across the consultation.

Currently, Developers engage nbn (or other broadband network operators) for broadband network solutions for new development projects. nbn has been receiving an increasing number of requests from Developers seeking support to enable Integrated Communication Network (ICN) solutions for new development projects – that is, the creation of a single network over which nbn-powered broadband can be provided, together with the traffic associated with the devices and applications to manage and operate the building or site (Site). From the perspective of Developers, such solutions can reduce the duplication of infrastructure within Sites, thereby reducing construction costs, simplifying construction processes, and making more efficient use of available space in new development projects. Such solutions can also be leveraged to enhance the experience of occupants and communities within the Site, as well as the efficiency and sustainability of the Site over time.

nbn FibreOne enables providers of ICN solutions to be able to access nbn FibreOne and leverage the nbn Fibre network to deliver ICN services without bearing the burden of deployment and maintenance costs and complexity of the underlying infrastructure. nbn would assume responsibility for the network deployment, management, and future upgrades, enabling access seekers (to be known as Managed Service Providers or MSPs) to focus on delivering value-added building management systems and smart applications that enhance the resident experience. This approach not only helps reduce complexity and cost for MSPs but also provides a clear point of differentiation and creates opportunities for incremental revenue through advanced smart solutions.

For avoidance of doubt, nbn FibreOne is not an nbn Ethernet product, as it will not provide broadband connectivity or carry traffic between the Premises and to Network to Network Interface (NNI) at an nbn Point of Interconnect.

The purpose of this Closure Paper is to communicate nbn's plan to proceed with the proposed product concept communicated in the Industry Consultation Paper including the adjustments that have been made in response to industry feedback. Generally, references in this paper to the views of the respondents refer to those PDF and non-PDF participants who provided feedback on the relevant matter in response to the Industry Consultation Paper.

1.2 Document Release and Audience

This document is being released through nbn's PDF mechanism. nbn utilises the PDF to consult with Retail Service Providers (RSPs) and consumer advocacy groups on the design and launch of nbn products and features. Although in many cases, consultation via the PDF occurs under the terms of, and for the purposes of nbn's Special Access Undertaking (SAU), nbn can also use the PDF customer engagement mechanism to consult on matters outside SAU's current scope.

This document is also being released to the broader property development and building technology industries via the nbn website to seek broad industry participation on the proposed nbn FibreOne product construct – specifically from those industry participants who are not part of the Product Development Forum (PDF).

1.3 Summary of Feedback

Based on the overall constructive feedback received nbn has decided to proceed with nbn FibreOne. This paper addresses the feedback received in response to the Industry Consultation Paper and provides PDF and non-PDF Participants with details of the final pricing and indicative launch timings.

2 nbn FibreOne

2.1 Proposal Overview

ICNs are now common in new developments and are standard industry practice wherever multiple in-building devices or applications need to be connected. Developers typically engage Managed Service Providers (MSPs) to build, operate, and manage these networks.

For the purposes of this Product Closure Paper, nbn is describing nbn FibreOne access seekers as “Managed Service Providers” (MSP) and nbn Ethernet access seekers as “Retail Service Providers” (RSP).
With nbn deploying fibre to support nbn Ethernet services in residential developments, there is an opportunity to create efficiencies by converging ICN traffic onto the same physical infrastructure. The nbn FibreOne product enables this by allowing MSPs to run private, secure ICNs over portions of the nbn fibre—without nbn managing the ICN itself.

Using wavelength multiplexing, nbn FibreOne keeps ICN traffic separate from nbn Ethernet and nbn Fibre TV services, helping to ensure privacy and removing the need for duplicate cabling. nbn already uses this technology to deliver nbn Ethernet and Fibre TV in new developments and will extend it for nbn FibreOne.

Under the proposed model, Developers can request nbn Ethernet network infrastructure that optionally includes Fibre TV and/or FibreOne, enabling MSPs to carry ICN traffic over the same fibre. Optical filtering equipment installed in premises, common areas, and comms rooms maintains service separation and independent operation.

nbn FibreOne will only be made available at Sites where the Developer has entered into a Master Development Agreement (MDA) with nbn for the deployment of broadband network that supports the supply of nbn Ethernet and nbn FibreOne (and possibly also nbn Fibre TV). Upon completion of the nbn FibreOne infrastructure build, the Site will be marked as serviceable for nbn FibreOne (i.e., nbn FibreOne will then be offered as a wholesale product to an MSP under the terms of a new proposed nbn FibreOne Standard Form of Access Agreement (SFAA)) to supply services to end customers. In the context of nbn FibreOne, end customers are the owners or managers of the Site, not the occupants of the properties within the Site.

2.2 Feedback Summary and Final Product Construct

2.2.1 Consultation Feedback

Overall, the feedback was aligned and supportive towards nbn proceeding with the proposed nbn FibreOne product idea. The respondents requested the following be considered in the proposed product:

Feedback	nbn Comments
The proposed pricing may affect the viability of the solution for Developers and MSPs for certain build types. A revision to the pricing structure was recommended to support broader adoption.	Revised Product Pricing is in section 2.3
nbn has confirmed that the supply of nbn FibreOne is restricted to MSPs that hold Carriage Service Provider (CSP) status. Additional guidance was sought from nbn on the steps required to become a CSP and the regulatory obligations that apply.	An MSP that acquires nbn FibreOne services from nbn and uses those services to supply building management and operations services at a Site will not necessarily be a CSP. Accordingly, an MSP would already need to be a CSP by virtue of other carriage services it supplies, independent of any proposal to

	supply nbn FibreOne. The ACMA provides guidance to CSPs on the regulatory obligations that apply to them.
It has been suggested that, rather than adopting a one-to-one NTD to intercom configuration, the use of a multiport ONT located within the common riser to support all building services may offer a more practical and cost effective solution.	The nbn FibreOne construct is flexible to support both a 1:1 NTD model inside the premises or a multiport ONT in the riser model. The developer (likely in discussion with their preferred MSP) can choose whatever suits and supports their preferred ICN solution.
Clarification has been sought regarding the level of guidance that will be made available to MSPs, as it is unclear whether comprehensive support will be provided or if MSPs will be expected to operate with limited direction.	nbn FibreOne will be supplied to all MSPs with a uniform onboarding process, billing and service assurance support (based on the chosen service assurance plan) for the nbn installed equipment. The terms supporting this will be available in the proposed SFAA (and proposed nbn FibreOne Operations Manual). In addition to this nbn will stand up a test bed for contracted MSPs to test their equipment and solution at nbn's National Test Facility in Melbourne.
It has been observed that, with Developers making the choice as to which MSP to select, there may be a perception that the range of MSP options available to Developers could become more limited, potentially resulting in quotations appearing less economical.	nbn FibreOne will be made available to all eligible MSPs via the nbn FibreOne SFAA. nbn believes that nbn FibreOne would attract sufficient MSP interest to provide adequate choice for Developers. Developers are always free to choose alternative ICN solutions that are not reliant on the nbn Fibre network.
Clarification has been sought regarding how it will be ensured that the introduction of this critical infrastructure does not result in construction delays.	nbn understands that installation of the ICN and prompt building management solutions are critical. As part of the product development, processes and milestones are being defined and tested together with our delivery partners to make sure the solution caters to the need of the industry and to help ensure avoidable delays are addressed.
Clarification has been requested regarding the process through which GPON devices are assessed and approved for use on the network. Further information is also sought on the controls in place to prevent the introduction of unverified or non-approved GPON equipment, so that any potential risks to end users can be appropriately mitigated.	At present, there is no specific blacklist or whitelist from the Government for third party hardware for nbn FibreOne. Further nbn acknowledges that, under the Security of Critical Infrastructure (SOCI) Act, nbn is required to notify the Critical Infrastructure Security Centre (CISC) about new telecommunications services. As part of a notification, nbn would need to include detailed information about the risks related to nbn FibreOne, including those associated with third-party hardware. The nbn security team will engage with the Critical Infrastructure Security Centre to address these matters further. Following that engagement, nbn will provide guidance on what hardware might be appropriate.
Given that interoperability varies across vendors and models, it is considered important that rigorous solution testing be undertaken to ensure reliable performance which is supported by nbn.	nbn will stand up a test bed for contracted MSPs to test their equipment and solution at nbn's National Test Facility in Melbourne.
Further detail has been requested regarding the nbn combiner kit, including clarification on how fibre legs from the OLT are intended to be integrated into the unit (such as the number of available fibre ports). Additional guidance is also sought on how the kit accommodates scenarios involving multiple OLTs, particularly where equipment from different vendors may be deployed and may not be interoperable.	The product specifications for the nbn FibreOne equipment will be detailed in the proposed nbn FibreOne SFAA, the drafting for which nbn will consult in the coming months.
It has been noted that, while fibre NTDs have traditionally been installed within customer dwellings, the inclusion of BMS requirements may necessitate locating NTDs in nontraditional areas such as risers	nbn recognises that building designs are subject to change during the design and construction phases and hence the nbn FibreOne solution and process will be built to cater to this. Details of this (and any applicable

and carparks to enable integration of services such as access control and CCTV. Clarification has been requested regarding whether additional charges apply for these nontraditional installation points, and at what stage such locations are incorporated into the build schematics. Although the 'Connectivity to Common Areas' guidance provides some initial direction, further detail is sought to ensure sufficient flexibility to accommodate builder workflows and construction phase changes, which occur frequently.	charges) will be available in the product specifications as part of SFAA.
It has been noted that nbn Ethernet RSPs should not be placed in a position where they are required to manage additional setup enquiries or differentiate installation processes based on whether nbn FibreOne is being delivered. Clarification has therefore been sought on how it will be ensured that such impacts on RSP operations do not occur.	nbn FibreOne process will be similar to the Fibre TV installation process and will have no impact to the RSPs and the End User. Further details have been provided in the RSP Operations Bulletin that will be released today (4th March 2026) along with this paper.
Clarification has been requested regarding whether the in-home receiver kit operates as an active or passive device. Further information is also sought on whether nbn Ethernet broadband services would be impacted in the event that the receiver kit is unpowered or becomes faulty, and, if so, how such scenarios are intended to be managed	The receiver kit is a passive device. Un-powering the device only impacts Fibre TV and will not impact nbn broadband or nbn FibreOne traffic. nbn already uses receivers for premises that have Fibre TV and nbn broadband, these processes will extend to nbn FibreOne as well.
Confirmation has been sought that the receiver kit does not introduce any performance concerns, either under current operation or as part of future XGSPON upgrades.	All nbn FibreOne related equipment installed by nbn will undergo rigorous design, build & testing before launch and ongoing testing to minimise performance concerns.
The Consultation Paper notes that the impact on RSPs from operating nbn Ethernet services over XGS-PON is expected to be minimal, and that further detail will be provided in a subsequent PDF notification. Clarification was sought on when this notification is expected to be shared with industry.	The notification has been sent via an RSP Operations Bulletin released today (4th March 2026) along with this paper.
Confirmation has been sought regarding whether the nbn FibreOne product will be treated as a non-core, competitive service under nbn's Special Access Undertaking.	Under the SAU, Core Regulated Services includes all products and services supplied by nbn other than those products or services which are expressly categorised as a Competitive Service. nbn FibreOne is not currently categorised as a Competitive Service. Therefore, nbn FibreOne will be a Core Regulated Service for the purposes of the SAU unless and until such time as it is re-categorised by the ACCC as a Competitive Service under the SAU as part of an ACCC Replacement Module Determination in an upcoming Regulatory Cycle.
Clarification has been requested on the escalation and replacement workflow in the event of a splitter/CXC/CXR failure. Further confirmation is sought as to whether MSPs will have access to a dedicated nbn FibreOne assurance portal providing ticketing functionality, SLA timers, and outage visibility. To enable end-to-end managed service delivery by the MSP, guidance is also requested on how remote diagnostics will be exposed or passed through.-to-end managed service delivery by the MSP, guidance is also requested on how remote diagnostics will be exposed or passed through.	nbn intends to ensure that the MSPs are well supported as access seekers of the product. Details of this will be shared in Operational manual as part of the SFAA.
It has been recommended that nbn consider the proposed eSLA tiers as part of the consultation, with a further suggestion to introduce higher eSLA levels to support environments with critical operational requirements	Further details around proposed service assurance for the product has been included in section 2.2.2 below.

It has been suggested that, to minimise the likelihood of extended outages, consideration be given to allowing MSPs to undertake limited first level remediation activities under nbn guidance—such as replacing specified optics or splitters, maintaining a small stock of approved nbn spares, and performing defined initial restoration actions.	This is under consideration and nbn will advise any changes as part of the SFAA consultation or future communications. nbn emphasises that the maintenance of nbn Ethernet availability is paramount and will not accommodate any measures that would threaten that availability.
One stakeholder suggested that the proposal seeks to use nbn's position in the wholesale broadband market to establish market power in the adjacent ICN infrastructure market in new developments.	nbn's core purpose is to provide wholesale broadband infrastructure to Australians. Property Developers are increasingly seeking ICNs which minimise the cost and complexity associated with running multiple parallel building management and operations infrastructure along with broadband infrastructure. nbn is focused on meeting the digital needs of Australians, including providing Developers with a choice of technology providers. nbn FibreOne will help nbn achieve this by the creation of a single network over which nbn-powered broadband can be provided, together with the ICN traffic associated with the nbn FibreOne solution.
One stakeholder was of the view that nbn should only enter a new market segment to remedy an identified market failure that private operators are unwilling or unable to address due to high barriers to entry or low returns on investment.	There are no legislative or regulatory barriers stopping nbn offering fibre services such as Fibre One. The government's statement of expectations outlines nbn's objectives. One of nbn's objectives is to 'operate on a commercial basis'. If nbn were only to provide communications services where there is market failure, nbn would not be operating on a commercial basis. Also, by participating in the market for telecommunications infrastructure in new developments, nbn strengthens competition and delivers better outcomes for customers. Competition drives improvements in broadband networks and services, including lower prices, higher quality, and increased innovation.
One stakeholder stated that any proposed entrance to the ICN market by nbn must adhere to the principle of competitive neutrality.	nbn adheres to the principle of competitive neutrality in providing broadband services. Provision of nbn FibreOne in itself does not create a competitive advantage for nbn by virtue of public sector ownership. nbn FibreOne will be priced between incremental and standalone costs meaning there will be no subsidy to or from the nbn FibreOne product from nbn's other products.
One stakeholder voiced concern that placing CSP obligations on MSPs would harm competition and consumer choice.	There is no obligation on MSPs to sell nbn FibreOne. It will be up to MSPs to decide whether retailing the nbn FibreOne service will be profitable.
One stakeholder was concerned that the integration of MSP-supplied equipment (OLTs and ONTs) into NBN's core critical infrastructure network heightens the overall security risk profile.	nbn FibreOne has been subject to detailed internal security assessments. The security of nbn FibreOne is enforced at the data layer and physical security controls due to the isolation of MSP traffic.
One stakeholder advocated for single-provider, fully integrated support with clear responsibility in the ICN market. Citing concerns that wholesaling ICN services might lead to fragmented responsibility split between nbn and MSPs (and potentially others).	Ultimately the market will decide on the suitability of nbn FibreOne in any given scenario. Given the response from potential MSPs in this consultation, it is clear there is demand for the service. nbn believes that the proposed solution provides greater flexibility to MSPs to manage their building management and operations applications by allowing them to manage their traffic

	thereby making it cost effective and reducing operation overheads.

2.2.2 Service Assurance

Upon commercial launch of FibreOne, nbn will provide the **Standard Service Assurance Package** set out in Table A below.

nbn will explore the introduction of an optional premium Service Assurance Package (detailed in Table B below) approximately 12 months following the commercial launch of nbn FibreOne. This additional **Premium Service Assurance Package** is subject to change and nbn will advise of further details in respect of this option in due course. The availability of the Premium Service Assurance Package (if made commercially available) will also be subject to a Site assessment.

nbn will continue to assess the needs of the market and will, if required, look to provide additional packages or changes to existing packages in the future.

For clarity, all launch dates stated in this paper (including where those dates referred to throughout the paper) are indicative and subject to change. Any changes to indicative dates will be communicated to nbn FibreOne MSPs via a notification.

Table A. Standard Service Assurance Package

Assurance team availability	Time of fault ticket acknowledgement				Fault rectification service level from the time of fault ticket acknowledgement			
	Urban Area	Rural Area	Remote Area	Isolated Area	Urban Area	Rural Area	Remote Area	Isolated Area
7am to 7pm Business Day	1 Business Day	1 Business Day	1 Business Day	1 Business Day	5:00pm next Business Day	5:00pm second Business Day	5:00pm third Business Day	5:00pm tenth Business Day

This package will be available at the launch of nbn FibreOne.

Table B. Optional Premium Service Assurance Package (subject to change)

Assurance team availability	Time of fault ticket acknowledgement				Fault rectification service level from the time of fault ticket acknowledgement			
	Urban Area	Rural Area	Remote Area	Isolated Area	Urban Area	Rural Area	Remote Area	Isolated Area
24/7	1 Business Day	1 Business Day	1 Business Day	Not available	12 hours	26 hours	40 hours	Not available

2.3 Revised Product Pricing

Where nbn FibreOne is made available, the following MSP charges apply:

Non-Recurring Charges (GST inc.)

nbn Co charge per event	Paying party

nbn FibreOne		MSP
Device Compatibility Testing	$0*	
Permit to Connect	$0	
Test & Diagnostics Call out fee	$250	

*nbn reserves the right to introduce time and materials charge at a future stage.

Recurring Charges (GST inc.)

nbn Co charge per service end-point per month			Paying party
nbn FibreOne	**MDU charge (per end point/month)**	**SDU/ Detached dwellings/HMDU charge (per end point/month)**	MSP
Service charge with nbn FibreOne Standard Service Assurance Package; or	$0.88	$1.87	
Service charge with nbn FibreOne Premium Service Assurance Package*.	$4.95		

*Refer section 2.2.2 for indicative scope of this option. Subject to site assessment.

For completeness, Developer contributions apply for the deployment of the broadband network that supports the supply of nbn Ethernet and nbn FibreOne.

3 Launch Timing

nbn intends to launch nbn FibreOne in Q2 FY27*.

**All launch dates (including where those dates referred to throughout the paper) are estimates and are subject to change.*

4 Next Steps

nbn will advance the product development of nbn FibreOne. As part of this process, nbn will reach out to respondents who have expressed interest in becoming an nbn FibreOne MSP to progress the subsequent steps in MSP onboarding.

nbn would like to acknowledge and thank all respondents for their feedback across the consultation. nbn has attempted to recognise and respond to as much of the feedback received from the respondents as possible. we acknowledge that this Closure Paper may not address every issue or comment raised in submissions. If PDF or non-PDF Participants would like to discuss aspects of their submission or this Closure Paper further, we would be happy to do so. PDF Participants, please contact your nbn Account Team or email pdf@nbnco.com.au to request a meeting. Non-PDF Participants are invited to reach out to fibreone@nbnco.com.au to request a meeting.