

nbn® Industry Consultation Paper

RMID1235 - 'nbn® FibreOne'

Oct 2025

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Date	Revision	Details
15/10/2025	1.0	First release.

For access technologies and products covered by nbn’s Special Access Undertaking, this Product Construct 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.

Executive Summary

Construct Summary	Currently, Developers engage nbn (or other broadband network operators) for broadband network solutions for new development projects. nbn has been receiving increasing numbers 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 and telephony services 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. In response to this growing Developer demand, nbn is considering developing a new product – ‘nbn® FibreOne’ – that will enable access seekers to support these needs of Developers. For the purposes of this Product Construct Paper, nbn is describing nbn FibreOne access seekers as “Managed Service Providers” (MSP) and nbn Ethernet access seekers as “Retail Service Providers” (RSP). nbn FibreOne cannot be used for the provision of Ethernet by MSPs. The details of the proposed product technical construct, proposed channel model and proposed wholesale service pricing are specified in this paper for consultation and feedback. This paper also aims to gauge the interest of respondents in becoming access seekers for nbn FibreOne. It is proposed that nbn FibreOne will only be made available at Sites where the Developer has entered into a Master Development Agreement 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., the nbn FibreOne product will then be offered as a wholesale offer to an MSP who can use nbn FibreOne 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. This product is targeted to solve challenges and create opportunities for Developers whilst creating a market for MSPs to deliver innovative and differentiated offers to End Customers.
Segment	☒ Residential ☐ Business ☐ Regional ☐ Enterprise ☐ Other:
Impacted access technology or business domain	Fibre To The Premises (FTTP) for new development projects.

Proposed changes impacting RSP	For Sites where nbn FibreOne is made available, nbn is proposing to supply nbn Ethernet services over the nbn FTTP network using XGS-PON technology. For RSPs, the impact of running nbn Ethernet services over XGS PON is expected to be minimal such as NTD indicator lights. This impact on nbn Ethernet services relate to all XGSPON sites and aren't nbn FibreOne specific. This minimal impact will be discussed further in a subsequent PDF notification.
Proposed changes impacting End Customer	The nbn FibreOne product is designed for Property Developers, Building Management Service Providers, and owners and managers of Sites (e.g. owner corporations, strata managers, etc).
Consultation Due Date	5.00pm on Monday, 1 December 2025.

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1. Introduction

1.1 Document Purpose

The purpose of this document is to seek industry feedback on the product concept named 'nbn® FibreOne' and to gauge the level of interest for the product and any factors that may influence uptake.

nbn is seeking feedback from PDF Participants and non-PDF Participants (e.g. Retail Service Providers, other Carriage Service Providers, Developers, Building System Integrators, Building Management System Equipment Providers and users of building management and operations infrastructure, devices and applications) to validate the desirability, feasibility, and viability of this new product construct idea, including its fitness for purpose, proposed technical construct, proposed channel to market and proposed pricing. As part of this consultation, nbn also welcomes feedback on alternative solutions that may meet market needs and invites interested parties to discuss these topics further.

This document is being released through nbn's Product Development Forum (**PDF**). nbn utilises the PDF to consult with 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 the 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 and feedback on the proposed nbn FibreOne product construct – specifically from those industry participants who may not have an opportunity to provide feedback on nbn's product initiatives via the Product Development Forum (PDF).

1.2 Making a submission

nbn invites written submissions from recipients of this document by:

5.00pm on Monday, 1 December 2025.

Submissions should be provided to nbn via their registered PDF Representative to their PDF Web Tool private workspace. If your organisation does not have a registered PDF Representative or access to the PDF Web Tool, please contact your nbn Account Executive or email pdf@nbnco.com.au.

nbn may elect to extend the closing date for submissions. If so, all RSPs, PDF Participants and Non-PDF Participants will be notified.

nbn will circulate submissions to RSPs and PDF Participants via the PDF Web Tool, subject to any claims of confidentiality. Please note whether your submission should be treated as confidential when providing it to nbn. Where appropriate, please provide a redacted version of any confidential submission so that it may be circulated via the PDF Web Tool.

In parallel with this consultation, nbn welcomes the opportunity to meet with RSPs and PDF Participants to discuss the proposed construct in more detail and obtain feedback. Please contact your nbn Account Executive 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.

2. Product Idea

2.1 Scope of the Product Idea

Modern buildings are increasingly equipped with smart technologies—ranging from intercoms, access control, CCTV, fire and lift systems, lighting, HVAC, and metering, to advanced applications like EV charging, renewable energy systems, and number plate recognition. These applications help Developers differentiate and add value for buyers and renters, reduce ongoing operational costs and help with achievement of their sustainability goals. However, this introduces a challenge, namely the cost and complexity of managing multiple communication networks within a Site.

Each application typically requires its own network, leading to increased cavity space, higher build and operational costs, and greater technical complexity. This has created a clear need for converged infrastructure—a single, secure network capable of supporting all building management and operational devices/applications called Integrated Communications Network (ICN).

ICNs have become increasingly commonplace for new developments and are currently standard industry practice for situations requiring multiple, in building devices and/or applications to be connected. Developers engage the services of Managed Service Providers (MSPs) to build, operate and manage an ICN.

With nbn deploying its fibre network to deliver nbn Ethernet services to residential developments, there is further opportunity to create efficiencies by converging ICN traffic onto the same physical infrastructure. The nbn FibreOne product is designed to enable this: allowing MSPs to operate private and secure ICNs over dedicated portions of the nbn fibre, without nbn managing the ICN itself.

Using wavelength multiplexing technology, nbn FibreOne isolates ICN traffic from nbn Ethernet and nbn Fibre TV traffic, helping to ensure privacy and eliminating the need for duplicate cabling. nbn already uses similar wavelength multiplexing technology today to supply new developments with nbn Ethernet and nbn Fibre TV services and will extend this for the nbn FibreOne solution.

Under the proposed model, Developers can engage nbn to deploy nbn Ethernet services that optionally include Fibre TV and/or FibreOne by facilitating the carriage of ICN traffic by an MSP on the same fibre used to carry nbn Ethernet services. Optical filtering equipment installed at premises, common areas, and comms rooms ensures separation and independent operation of each service.

FibreOne will be offered as a wholesale product to MSPs pursuant to a new Standard Form of Access Agreement (SFAA), available as a standalone order once nbn has deployed the necessary fibre infrastructure at an eligible Site. Developers must select the FibreOne option during the initial network build order to ensure compatibility. The product supports multi-stage deployments across multiple buildings within a site offered today as part of the stage application with the build of the nbn fibre network for nbn Ethernet.

nbn proposes to launch the nbn FibreOne product to the market in Q2 FY27.

2.1.1 Applicability to network access technologies

nbn proposes to deliver nbn FibreOne over nbn fibre at Sites where the nbn FTTP network has been enabled to deliver nbn FibreOne services under the network deployment agreement (Master Developer Agreement)

between nbn and the Developer applicable to the relevant Site. At this stage, nbn is proposing that nbn FibreOne will only be offered at eligible residential new development projects.

2.1.2 New functionality offered by the Product Idea

nbn FibreOne will carry traffic for building management and operation's devices/applications in a range of residential new development project scenarios, including apartment buildings, independent living facilities, and other types of private or gated communities.

nbn FibreOne is proposed to be made available by nbn to MSPs on a per Site basis. For residents of premises within the Site, there will be no change to the way they acquire their nbn-powered broadband service; they will still be free to choose their broadband or telephony plan offered by their preferred nbn RSP.

For the avoidance of doubt, any nbn broadband services within the building are entirely separate to nbn FibreOne services and can be sourced from any available nbn RSP.

Subsequent to the execution of the proposed nbn FibreOne SFAA and the installation of necessary building management and operation equipment by the MSP, non-broadband devices/applications will be able to communicate to the Site Headend independently of the activation of nbn broadband at that Site or at individual Premises within that Site.

The figure below provides an overview of the nbn FibreOne solution showcasing co-existence of nbn Ethernet, nbn FibreOne and nbn Fibre TV signals.

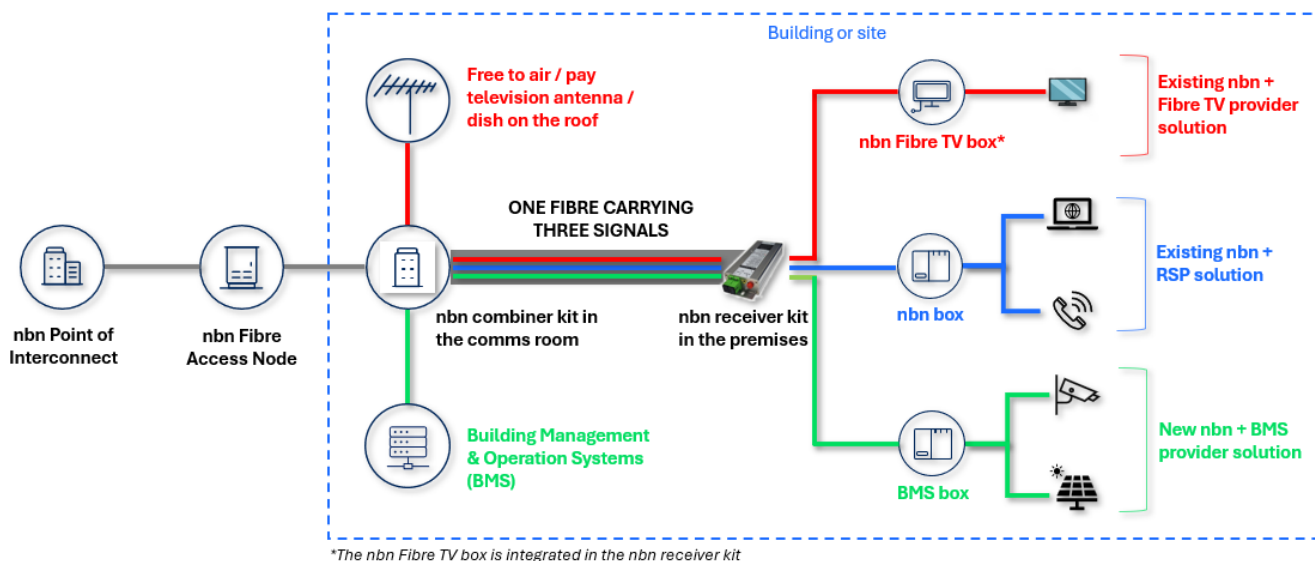


Figure: nbn FibreOne solution overview

2.1.3 Product technical description

Where nbn FibreOne is deployed for a Site, the nbn fibre network at the Site will operate with three distinct technologies: 10-Gigabit-capable Symmetric Passive Optical Network (XGS-PON) for nbn broadband services, RF TV over fibre for nbn Fibre TV, and Gigabit-Capable Passive Optical Network (GPON) for nbn FibreOne. Each technology operates on separate, non-overlapping wavelengths. This allows nbn to use discrete Wavelength Division Multiplexing (WDM) filters to combine and isolate these technologies on a single fibre.

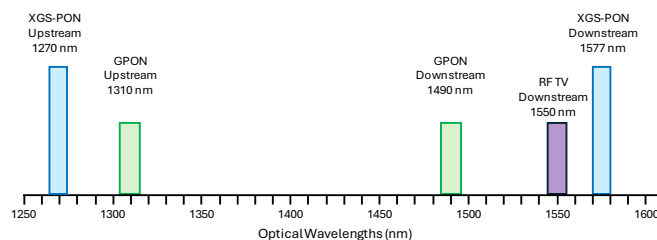


Figure: Different wavelengths used by XGS-PON, GPON and RF TV

The WDM filters are integrated into nbn Coexistence Element Combiners (CXC) located in the comms room for the Site and nbn Coexistence Element Receivers (CXR) at each required premises or non-premises location within the Site. Each CXC offers a dedicated GPON port for connecting to the MSP's GPON OLT, while each CXR provides a dedicated GPON port for connecting to the MSP's GPON ONT/ONU equipment. This ensures isolated ICN connectivity paths between the comms room and building endpoints, allowing independent use by the MSP's GPON equipment.

For reference, the figure below illustrates the high-level network connectivity provided with nbn fibre in new development MDUs to deliver nbn Ethernet services. A detailed description of this architecture and nbn fibre cable and enclosure equipment can be found in the "MDU Building Engineering and Design Standard – New Developments" located here:

<https://www.nbnco.com.au/content/dam/nbn/documents/developers/standards/MDU-Building-Engineering-and-Design-Standard.pdf>. Two stages of on-site optical splitters are utilised to establish connectivity between an off-site nbn OLT GPON port and up to 32 MDU premises-based nbn GPON NTDs, facilitating the delivery of broadband services. In larger sites multiple PONs will be required.

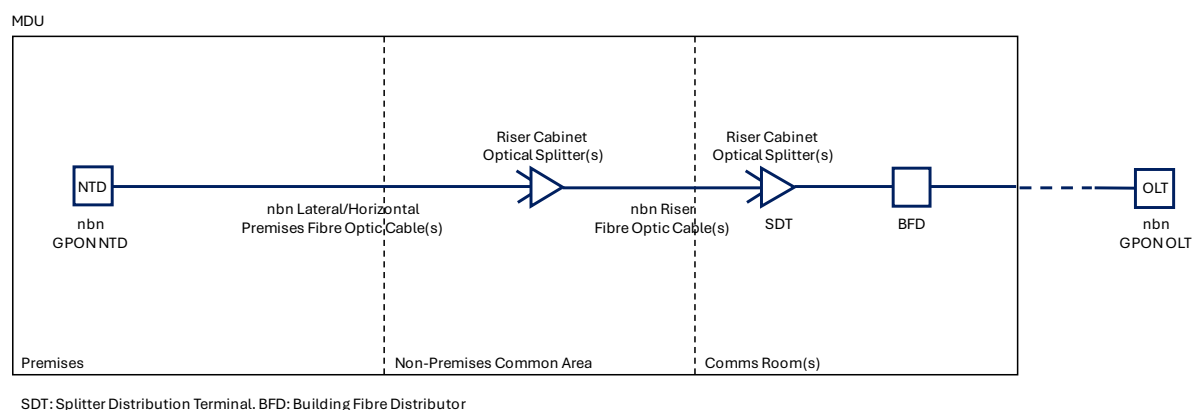


Figure: nbn Ethernet Services Delivery over nbn fibre

The figure below illustrates how the nbn New Developments MDU architecture is upgraded to support nbn Fibre TV. Typically located in a comms room, an nbn Fibre TV Combiner (TV-C) is added to each PON, merging RF TV signals onto the shared building fibre. The TV-C is located within the nbn Building Fibre Distributor (BFD) enclosure which includes connections to a Content Service Provider (CSP) TV headend. At each premises needing an RF TV signal, an nbn Fibre TV Receiver (TV-R) is installed. The TV-R coax port acts as the Network Boundary Point (NBP) for the Developer's coax cabling.

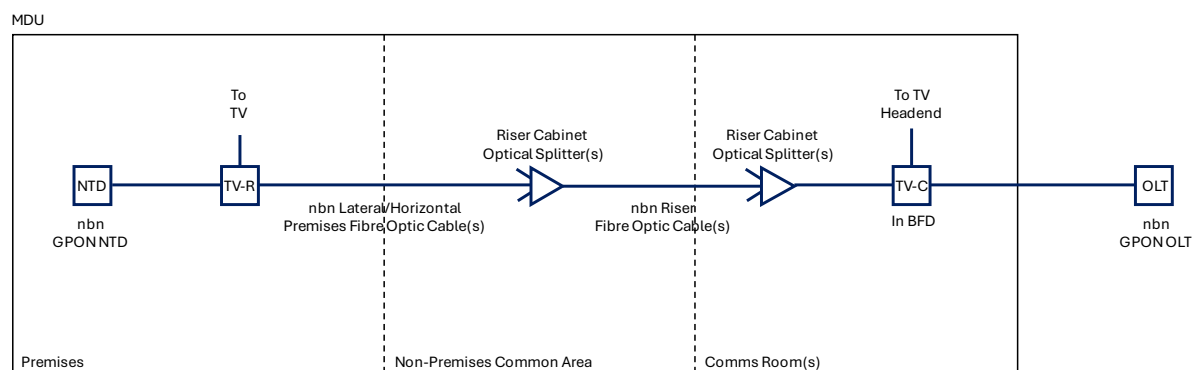


Figure: nbn Ethernet Services Delivery with nbn Fibre TV

The figure below shows how the nbn Fibre TV architecture has been extended for nbn FibreOne. In the comms room, nbn Coexistence Element Combiners (CXC)s are inserted in each PON instead of TV-Cs. The CXC(s) are also installed within the nbn Building Fibre Distributor (BFD) and supports connections to the MSP's GPON OLT port(s) and the nbn OLT XGS-PON port(s).

At each premises, an nbn Coexistence Element Receiver (CXR) is used instead of a TV-R. The CXR optical port labelled 'GPON' is the nbn Network Boundary Point (NBP) for the Developer's fibre cabling to an MSP's GPON OLT.

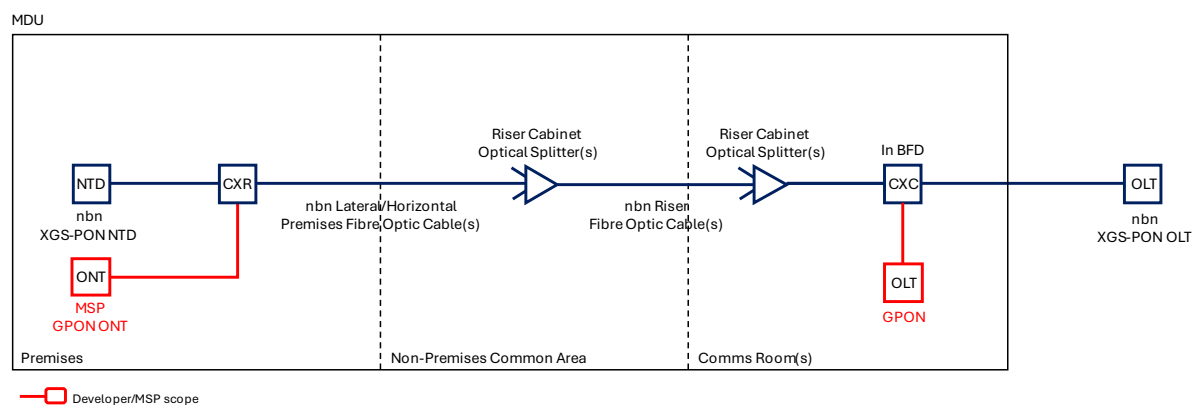


Figure: nbn FibreOne Connectivity

If nbn Fibre TV is required at an nbn FibreOne Site then the same nbn CXC and CXR equipment is proposed to be used as shown in the figure below. The CXC also supports a nbn Fibre TV port for connection to a Content Service Provider's TV headend. As with a TV-R, the CXR provides a coax port, acting as an nbn NBP, for connection of the Developer's coax cabling. Like TV-Rs, CXRs must be powered to support a nbn Fibre TV output.

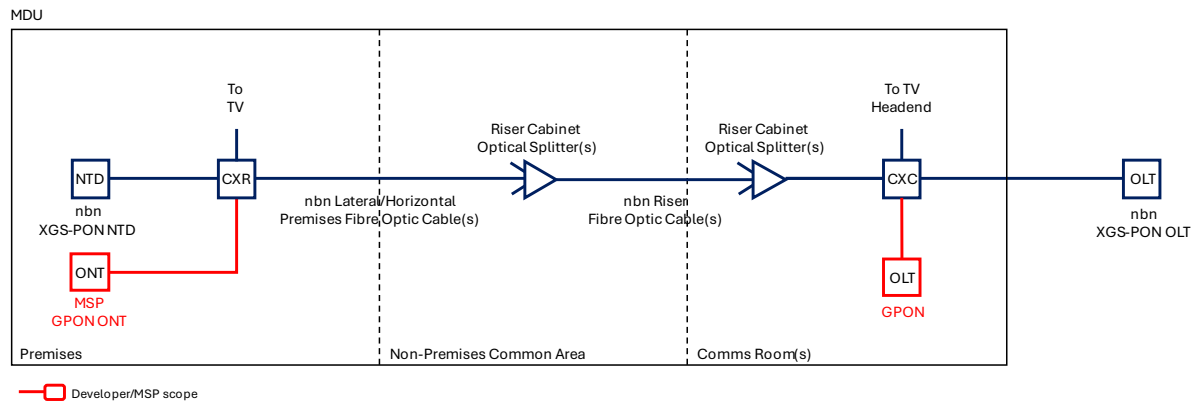


Figure: nbn FibreOne Connectivity with nbn Fibre TV

CXR equipment must be used at all locations, including non-premises common area locations, where access to GPON (or XGS-PON) signals is required. The CXR ensures isolated and protected access, so that, for example, maintenance work or incorrect equipment use on one PON will not impact services on the other PON.

There are two main deployment cases for common area ICN connections as shown in the figure below. In vertical MDU common areas, typically floor riser cabinets, nbn will install one or more CXRs with each CXR providing connection to one MSP GPON ONT. If nbn Fibre TV is not required, then the CXR does not require power.

In horizontal MDUs where ICN access is required from an outdoor location, an access pit will be necessary at the specified site. Since CXRs are unsuitable for outdoor pits or other non-weather protected areas, an alternative installation method is needed. Instead, nbn will install a fibre cable to a Segment Joint Location (SJL) in the pit. From the SJL, nbn will install an nbn Customer Connecting Cable (CCC), available in 8 or 15 metre lengths and connectorized at both ends. nbn will provide the MSP with the required number of CXRs and leave the CCC coiled in the pit for MSP use. The MSP can then install the CXR in a suitable weather-protected location and run and connect the CCC. The nbn Network Boundary Point (NBP) remains the GPON port of the CXR.

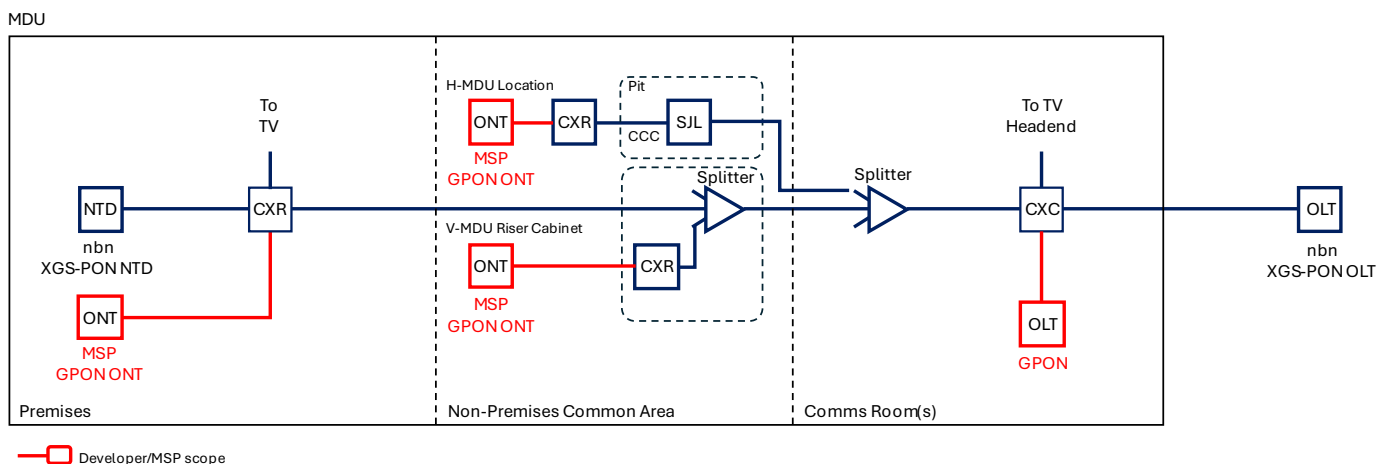


Figure: nbn FibreOne Connectivity to Common Areas

The number of MSP GPON OLT ports required will depend on the number of nbn broadband serviceable premises and the number and location of ICN access points. This will be determined by the nbn site design.

For example, in a 90 premises MDU, with 10 common area ICN access locations, and a building layout supporting 28 service endpoints per PON, four PONs may be required.

nbn FibreOne product is a closed, private system. It is provided exclusively to enable building management and operations devices/applications and does not provide a connection to the internet or nbn Ethernet broadband services. nbn understands that the MSP is likely to acquire an internet connection to connect to the cloud, remote access etc. This will be separate to nbn FibreOne.

The nbn FibreOne product is designed to provide an ICN for MSP building management and operations devices/applications and is not suitable for broadband usage.

2.1.4 GPON OLT and ONT Technical Requirements

nbn proposes that all MSP's GPON ONT and OLT equipment must meet the following requirements:

- GPON ONT and OLT equipment must be fully compliant with ITU-T Recommendation G.984.4
- GPON ONT and OLT equipment must use ITU-T G.984.2 Annex A 'B+' compliant optics
- GPON ONT and OLT equipment must operate with the ITU-T G.984.2 Section 8.2.5 specified wavelengths of 1290-1330 nm downstream and 1480-1500 nm upstream.

GPON ONT and OLT equipment connected to nbn infrastructure may also need to be aligned with the vendor and equipment security requirements of the Security of Critical Infrastructure (SoCI) Act 2018. This is under regular review by nbn.

2.1.5 Assurance, support levels and remediation

nbn intends to propose assurance support for nbn FibreOne services, aligned with the Service Level Agreements (SLA) for nbn Ethernet (Fibre) as set out in the Wholesale Broadband Agreement (WBA). nbn will continue to monitor and operate nbn owned infrastructure and it is expected that the Site Headend and equipment required beyond the described network boundary points (NBPs) to enable communication will be installed and operated by the MSPs or End Customers. nbn invites comments on the desire for enhanced support levels.

2.1.6 Sandpit

nbn will consider providing a platform for MSPs to integrate and test the functionality of the proposed product.

2.1.7 Facilities Access Service

The MSP may access nbn fibre assets at any of the NBPs described in Section 2.1.3 (specifically being CXR GPON ports) for any provisioning and assurance activities that the MSP may require.

2.1.8 Operations, Administration and Maintenance (OAM)

The MSP is responsible for all aspects of ICN GPON equipment OAM and lifecycle, as this is beyond the network boundary point of the nbn FibreOne service.

If the MSP has determined that there may be a fault with nbn fibre, CXC and CXRs, the MSP can raise an assurance support request on nbn.

nbn proposes to provide an outage notification to the MSP for planned or unplanned network maintenance that may result in an outage to nbn FibreOne connectivity on a site.

The MSP may connect GPON test equipment as required for building services assurance activities. nbn proposes to require that the MSP only connect equipment to CXC and CXR ports labelled 'GPON'. To maintain nbn broadband services and MSP ICN isolation, nbn proposes to require that the MSP must never directly access nbn building fibre, including accessing CXC or ports labelled for use by XGS-PON or nbn Fibre TV.

Note that the CXC and CXR GPON ports will only pass spectrum within the GPON band. Test equipment signals that operate outside this band will not pass through the CXC and CXR. This may limit MSP use of, for example, visible LED light and OTDR tools.

2.2 Reasons for developing the Product Idea

nbn proposes to develop this product due to the following reasons:

- i. Demand from Developers to help them reduce costs and space associated with deploying ICNs.
- ii. Enabling End Customers to operate and maintain amenities and facilities within their buildings.
- iii. Supporting an efficient investment of nbn fibre infrastructure and maximising opportunities for building occupants to derive digital benefits.
- iv. Strong support and validation of the concept from Industry bodies and stakeholders.
- v. Enabling future-ready buildings for the needs of how occupants work and live in new developments.
- vi. Support sustainability in the building industry by reducing duplicated network infrastructure.

2.3 Target segments for the Product Idea

nbn FibreOne will be delivered over the nbn fibre network and is intended for residential new developments such as Multi-Dwelling Units (MDUs), Independent Living Units (ILUs), and similar private or gated communities. Developers will need to select nbn FibreOne as an option when entering into the build agreement (Master Developer Agreement).

According to a [report](#) by the Housing Industry Association, Multi-Dwelling Unit (MDU) starts are projected to increase from 60,940 in 2024 to 68,850 in 2025, surpassing 100,000 by 2029. nbn anticipates this growth will accelerate demand for cost-effective, innovative Smart City and Smart Living solutions—of which the proposed nbn FibreOne is a key initiative.

2.4 End Customer value proposition

It is envisioned that End Customers will be able to obtain services from MSPs in an open market to service their building management and operation's devices/applications over ICNs supported by nbn FibreOne.

This product will support fibre-based solutions to support Smart Living and Smart City concepts.

2.5 Developer value proposition

nbn FibreOne could save significant cost and time for Developers by reducing the need for duplicated fibre infrastructure within the relevant Site. The traffic for building management and operation’s devices/applications will be carried over nbn fibre which will enable delivery of the associated traffic to a locally based Site Headend or via an internet connection to a cloud based Headend. The cost benefits realised are expected to vary depending on the use case(s) and build type used by the Developer in each development.

This can help enable Developers to achieve their Smart Building/Smart Community visions and help differentiate their development to offer digitally enabled precincts to their End Customers. A few examples of the potential value that it could bring are below.

Value	nbn FibreOne Impact	Examples
Cost	Reduces network Capex and Opex costs	 Integrated Network for building management applications like CCTV, Intercom
Safety	Backup network for critical, essential and safety systems	 Fire alarms and critical safety applications
Regulation	Compliant to Australian grid protection regulations	 Solar grid management
Flexible network points	Network points where you want it	 EV charging stations
Information load	Large bandwidth and reliability of the fixed line network	 Number plate recognition systems
Sustainability	Reduces the need of duplicate infrastructure	 Building Management Systems

2.6 MSP value proposition

MSPs play a pivotal role in designing, building, and managing Integrated Communication Networks (ICNs) that enable Smart Living and Smart City capabilities within new developments. However, deploying a dedicated fibre network remains a major challenge due to the significant costs associated with labour, specialized equipment, and the ongoing management, maintenance, and upgrades of this critical infrastructure.

The introduction of nbn FibreOne changes this dynamic. MSPs can now leverage the nbn fibre network to deliver ICN services without bearing the burden of deploying and maintaining the underlying infrastructure. With nbn responsible for network deployment, management, and future upgrades, MSPs can focus on delivering value-added building management systems and smart applications that enhance the resident experience.

This approach not only reduces 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.

3. Product Pricing

Where the nbn FibreOne product is made available, nbn proposes that the following charges will apply:

Proposed Non-Recurring Charges:

NBN Co charge per Device		Paying party
nbn FibreOne		MSP
Device Compatibility Testing	\$0*	
Permit to Connect	\$0	

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

Proposed Recurring Charges:

NBN Co charge per service end-point per month		Paying party
nbn FibreOne		MSP
Service charge with proposed nbn FibreOne assurance as mentioned in section 2.1.5 *; or	\$5 per service end-point/month	
Service charge with proposed nbn FibreOne assurance with 12hour - 24/7 support; or	\$15 per service end-point/month	
Assurance with 4hour – 24/7 support.	\$25 per service end-point/month	

*nbn seeks input on the level of ongoing support and/or assurance support levels associated with the proposed nbn FibreOne construct and usage. For clarity the proposed nbn FibreOne assurance 12hour-24/7 and 4 hour-24/7 support levels above are separate to nbn Ethernet enhanced service levels under the WBA.

Note: The assurance levels proposed above are subject to nbn's internal feasibility validation and not guaranteed as part of the final product design.

For completeness, nbn proposes the following additional charges to Developers under the Master Development Agreement, as ancillary to the supply of nbn FibreOne to MSPs/Access Seekers:

Proposed Non-Recurring Charges:

NBN Co charge per Premises/non-Premises/lot		Paying party
nbn FibreOne	Maximum Charge*	Developer
Deployment contribution per lot/Premises/non-Premises (SDU)	\$600	
Deployment contribution per Premises/non-Premises (MDU)	\$400	

*By negotiation

4. Access Seeker/MSP obligations and capabilities

nbn is seeking expressions of interest from PDF Participants and prospective nbn access seekers interested in participating as nbn FibreOne MSPs.

In line with the [nbn legislative framework](#), MSPs will need to be Carriage Service Providers under applicable legislation and comply with regulatory obligations on Carriers and Carriage Service Providers as mandated by the Australian Communications and Media Authority (ACMA). Interested parties can find from a list of codes and standards on their web site here: [Register of telco industry codes and standards | ACMA](#).

nbn proposes to develop commercial terms for MSPs, to be published as a SFAA . As a proposed new product, nbn will continue to develop the nbn FibreOne product construct and its terms by testing these in the marketplace.

In due course, once the nbn FibreOne SFAA has been published prior to the proposed launch in Q2 FY27, MSPs will be able to sign the agreement following which nbn proposes to add the MSP's name to a list of nbn FibreOne providers on nbn's website. MSPs will separately need to enter into agreements with the Developers as needed for nbn FibreOne at the respective Site(s).

4.1 Key nbn-MSP Interactions for nbn FibreOne

The nbn FibreOne product proposes to introduce a streamlined interaction model between nbn and MSPs designed to simplify deployment, reduce operational complexity, and enhance service delivery for Developers. nbn believes that this model is built around three core phases: onboarding, billing and account management, and service assurance.

4.1.1 Initial Onboarding of MSPs

It is proposed that MSPs will play a pivotal role in the deployment of nbn FibreOne by installing and managing the network and related equipment within eligible Sites. Any interested access seekers/MSP will be invited to complete an onboarding expression of interest (**EOI**) and can view the proposed nbn FibreOne SFAA terms proposed to be published on nbn's website.

Developers initiate the nbn FibreOne product request via the nbn portal or developer portal. It is proposed that the MSP is then chosen by the Developer from the list published on the nbn website. Once chosen, nbn will map the development with the selected MSP, helping to ensure traceability. This decentralised selection model also empowers Developers to engage MSPs that best suit their needs.

4.1.2 Ongoing Billing and Account Management

The commercial construct of nbn FibreOne is designed to minimise complexity and cost. nbn charges a one-time installation fee per premises charged to the Developer and ongoing service charges for building management and operations usage of the nbn FibreOne infrastructure to the MSPs. MSPs manage their own billing arrangements directly with Developers, covering services such as Building Management Systems (BMS), CCTV, intercoms, and other over-the-top applications.

This separation of infrastructure and service layers ensures that nbn remains responsible solely for the physical fibre infrastructure, while MSPs handle service provisioning and account management. The model

aligns with familiar constructs such as nbn Fibre TV, offering Developers a known and trusted engagement pathway.

4.1.3 Service Assurance and Fault Management

It's proposed that service assurance responsibilities will be clearly delineated between nbn and MSPs. For the nbn FibreOne service it is proposed that nbn's role will be limited to physical infrastructure faults—such as fibre breakage or nbn FibreOne device failure—while MSPs manage their network and service-related issues. MSPs raise tickets that will generate work orders for nbn field services to remedy the physical infrastructure faults.

nbn welcomes feedback from industry stakeholders on whether there are additional interaction points between nbn and MSPs that should be considered as part of the proposed nbn FibreOne product model.

5. Summary of Questions

Product Concept & Market Fit

1. Do you believe the proposed nbn FibreOne product concept is desirable, feasible, and viable for your organisation?
2. Are there any aspects of the proposed nbn FibreOne product construct including technical design, channel model and pricing where you would like to propose changes to improve the product fit for the market and your organisation?

Interest & Participation as an MSP

3. Are you interested in becoming an access seeker (MSP) for nbn FibreOne?
4. What factors would influence your decision to participate as an MSP?

Technical & Operational Model

5. Are the proposed technical requirements for MSP GPON ONT and OLT equipment clear and achievable?
6. Do you have feedback on the separation of nbn FibreOne traffic and nbn Ethernet traffic, and the operational boundaries for MSPs?

Pricing & Assurance Support

7. Are the proposed non-recurring charges for Developers appropriate?
8. Are the proposed recurring charges for MSPs reasonable and acceptable?
9. What level of ongoing support and/or assurance support do you expect from nbn for FibreOne? Do you have a requirement for an enhanced service level above and beyond of what is proposed for FibreOne?

Additional Feedback

10. Are there additional interaction points between nbn and MSPs that should be considered?
11. Do you have comments on the impact of regulatory obligations for MSPs?
12. Are there further refinements you would suggest for the product model, pricing, or operational processes?