14 August 2024

Monthly Change Notice: **nbn**® Sky Muster Plus Interim Agreement – August 2024

We are notifying you of the following changes to your nbn® Sky Muster® Plus Interim Agreement (**SMP IA**):

1. **SMP COMMUNITY WI-FI EXTENSION**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Extension of Funding Expiry Date for SMP Community Wi-Fi and uplift of Sessions at Designated Location (Mesh) | N/A | 1 September 2024 | * **nbn®** Sky Muster Plus Community Wi-Fi Module Terms v1.6
 | 3 |

1. **ENHANCEMENT TO SMP PLAN MODIFICATIONS**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Changes for ad-hoc immediate modifications to uncapped data usage Plans | 1167 | 1 November 2024 | * **nbn®** Sky Muster Plus Interim Agreement – Dictionary v1.9
* **nbn®** Sky Muster Plus Interim Agreement – Service Levels Schedule v1.2
* **nbn®** Sky Muster Plus Interim Agreement – Operations Manual v1.3
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Please refer to the pages below for a rider of the relevant contract changes in mark-up.

**Further information**

If you have any queries, please contact wholesale\_supply@nbnco.com.au.

Yours sincerely,

Peter Ward
Executive Manager Wholesale Supply

This communication constitutes a notice under clause H1.1 of the WBA Head Terms as incorporated by clause H1 of the SMP IA Interim Terms.

1. **SMP Community Wi-Fi extension**

nbn® Sky Muster Plus Community Wi-Fi Module Terms v1.6

3. Product Sub-features

[…]

* 1. Bandwidth profiles and data inclusions
		1. A reference to a numerical **Session Access Rate**:
			1. is a reference to the potential maximum Information Rate that may be achieved in each Session Connection during a Session; and
			2. is a potential maximum Information Rate in optimal conditions and is not a reference to the maximum Information Rate that may be achieved by every, or any, Session Connection (and speeds may be significantly lower).

**Note:** The **nbn**® Sky Muster® Plus Community Wi-Fi Ordered Product that is supplied to a Designated Location is supplied with bandwidth that would be shared among all Contracted End Users at that Designated Location on a contended basis. The Ordered Product’s bandwidth would not, in any event, exceed the throughput limit in respect of a single NTD at the Designated Location specified in section 8.2(a). The availability of that bandwidth to any or all Contracted End Users depends on a number of factors, including those set out in section 8.1(b).

* + 1. For the purposes of section 3.2(a):
			1. a **Session** is, in respect of an item of End User Equipment that is wirelessly connected to the WAP that is used to serve a Designated Location other than a Designated Location (Mesh), a period not exceeding 24 hours in which that item of End User Equipment experiences a continuous wireless connection to that WAP, commencing when the relevant Contracted End User accepts the End User Terms for that Designated Location;
			2. a **Session** is, in respect of an item of End User Equipment that is wirelessly connected to the WAP that is used to serve a Designated Location (Mesh), a period in which that item of End User Equipment experiences a continuous wireless connection to that WAP, commencing when the relevant Contracted End User accepts the End User Terms for that Designated Location; and
			3. a **Session Connection** is a reference to the wireless connection established to the WAP during a Session.

*Note:* ***nbn*** *may, at its discretion, revoke a Session at a Designated Location (Mesh) at any time.*

[…]

18. Definitions

1. […]
2. **Funding Expiry Date** means 30 June 2028, or such other date as notified by **nbn** from time to time.
3. **Enhancement to SMP Plan modifications**

Sky Muster Plus Interim Agreement – Dictionary v1.9

1. […]
2. **Ad-hoc Modification Option** means an option selectable by RSP in the **nbn**® SMP Portal that queues a Modify Order to be processed ad-hoc in accordance with section 6.1(a) of the Service Levels Schedule.
3. […]
4. **Premium Plan** means a 24x7 Uncapped Data Usage - 25 Plan, a 24x7 Uncapped Data Usage - 50 Plan, or a 24x7 Uncapped Data Usage - 100 Plan.
5. […]

Sky Muster Plus Interim Agreement – Service Levels Schedule v1.2

1. […]

6. Modifications

* 1. Service Levels for Access Component Modifications
	2. The Service Levels for the following types of Access Component Modifications that do not require attendance at Premises from the time of Order Acknowledgement are:

|  |  |
| --- | --- |
| Activity | Service Level  |
| Modifications to the public IP Address allocated to a Plan | 4 hours |
| Switching between Plans where Ad-Hoc Modification Option is not selected or not available, or adding/removing Data Block | Start of the first calendar month that begins at least 1 Business Day after the Access Component Modification order is Acknowledged  |
| Switching:* From a Plan that is not a Premium Plan to a Premium Plan; or
* From a Plan that is a Premium Plan to another Premium Plan with a higher downstream Access Rate,

where Ad-hoc Modification Option is selected for the Modify Order | 4 hours |
| Switching from a Premium Plan to another Premium Plan with a lower downstream Access Rate where Ad-hoc Modification Option is selected for the Modify Order | 1 calendar day |

1. […]

Sky Muster Plus Interim Agreement – Operations Manual v1.3

* 1. Products
1. […]4.4.4 Modify Orders

Your organisation may submit a Modify Order in accordance with the processes described in the SMP Portal User Guide.

|  |  |
| --- | --- |
|  | **Important**:1. Your organisation may submit a Modify Order for a change of Plan no more than once aday; 2. Your organisation may not submit a Modify Order for a change of Plan, and **nbn** may reject that Modify Order, where another Modify Order to change the current Plan is Acknowledged or In Progress; and3. **nbn** may reject a Modify Order due to insufficient beam capacity. |