12 February 2025

Change notice CSAS Interim Agreement - February 2025

We are notifying you of the following changes to your CSAS Interim Agreement.

1. **WITHDRAWAL OF NON-RECURRING CHARGE**

nbn has decided to simplify the non-recurring charges that apply to CSAS and will withdraw one non-recurring charge in respect of CSAS that is not used or applied (i.e. not charged).

This non-recurring charge is an ‘Other Charge’ under the SAU and is currently included in the FY25 SAU Tariff List and the FY25-27 Pricing Roadmap.  It is also included in the Price List that forms part of the CSAS Interim Terms.

On 12 March 2025, nbn will withdraw the Other Charge for ‘On Site Maintenance Call Out’ in relation to CSAS under clause 2B.1.3(b) of the SAU and update the FY25 SAU Tariff List and FY25-27 Pricing Roadmap to account for this change. On the same day, this non-recurring charge will be withdrawn from the CSAS Price List.

The FY25 charge for ‘On Site Maintenance Call Out’ in respect of CSAS is $0 and is listed in Table 16.3 of the FY25 SAU Tariff List and FY25-27 Pricing Roadmap.

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| We have decided to withdraw a non-recurring charge in the CSAS Price List that is currently not in use or applied. | N/A | 12 March 2025 | * CSAS Price List
 | 3 |

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 Customer\_Contracting@nbnco.com.au.

Yours sincerely,

Jane Witter

General Manager
Risk, Privacy, Compliance and Customer Contracting

This communication constitutes a notice under clause H1.1 of the WBA Head Terms, as incorporated by clause 1.2 of the CSAS Interim Terms.

1. **Withdrawal of unused or not applied charges**

CSAS Price List

2.3 Service management

[…]

|  |  |
| --- | --- |
| Activity | Charge per Activity by NBN Co |
|  |  |
| No Fault Found (No Truck Roll Required) | $50.00 |
| No Fault Found (Truck Roll Required) | Labour Rate (min 2 hours) |