12 February 2025

Change notice: SMP IA - February 2025

Below are the changes to your nbn® Sky Muster® Plus Interim Agreement (SMP IA):

1. **WITHDRAWAL OF SMP CAPPED PLANS**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Further to our notice dated 14 August 2024 to withdraw SMP capped Plans, Data Block and Top-Up, these are the changes to your nbn® Sky Muster® Plus Interim Agreement (SMP IA) as contemplated by that notice.  | 1167 | 1 March 2025 | * nbn® Sky Muster® Plus – Product Description v1.7
* nbn® Sky Muster® Plus – Price List v1.6
* nbn® Sky Muster® Plus – Service Levels Schedule v1.3
* nbn® Sky Muster® Plus – Dictionary v1.11
 | 2 |

1. **WITHDRAWAL OF UNUSED OR NOT APPLIED CHARGES**

nbn has decided to simplify the non-recurring charges that apply in respect of Sky Muster® Plus and withdraw certain non-recurring charges that are not currently used or applied (i.e. not charged).

These non-recurring charges are included in the Price List that forms part of the nbn® Sky Muster® Plus Interim Agreement. They are also currently included in the FY25 SAU Tariff List and the FY25-27 Pricing Roadmap.

On 12 March 2025, nbn will withdraw these non-recurring charges from the nbn® Sky Muster® Plus Interim Agreement – Price List. On the same day, nbn will update the FY25 SAU Tariff List and FY25-27 Pricing Roadmap to account for these changes.

The non-recurring charges that will be withdrawn are listed in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of charge**  | **Reference –FY25 SAU Tariff List**  | **NBN Co Network**  | **FY25 Charge**  |
| Site Survey Charge  | Table 8.3 (see footnote 1) | Sky Muster Plus Network  | $225 plus incidental charges which may apply for Limited Access Areas  |
| On Site Maintenance Call Out  | Table 8.9 (see footnote 1)  | $0 plus incidental charges which may apply for Limited Access Areas  |
| Restoration  | Table 8.9 (see footnote 1)  | $50.00  |

The effective date of the changes and affected Sky Muster® Plus Interim Agreement documents are summarised below:

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| We have decided to withdraw a number of non-recurring charges in the Sky Muster Plus Interim Agreement - Price List, that are currently not in use or applied. | N/A | 12 March 2025 | * nbn® Sky Muster® Plus – Price List v1.6
 | 22 |

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 H1 of the SMP IA Interim Terms.

1. **Withdrawal of SMP capped Plans**

nbn® Sky Muster® Plus – Product Description v1.7

Part A: The **nbn**® Sky Muster® Plus Product

**nbn**® Sky Muster® Plus:

* is a Layer 3 and above service that carries traffic between a UNI used to serve a Premises and the **nbn**® Upstream Network Boundary;
* is supplied by means of the SMP Network;
* enables RSP or its Downstream Service Providers to supply a Carriage Service or Content Service to a Premises; and
* comprises required Product Components, which RSP must acquire as part of **nbn**® Sky Muster® Plus, and optional Product Features, which RSP may elect to acquire.

|  |  |
| --- | --- |
| Type | Product Component / Product Feature |
| 1. Product Components (required)
 | 1. Plan; UNI
 |
| 1. Product Feature (optional)
 | 1. Plan Test Feature
 |

***Note: nbn*** *supplies the Plan to RSP on the condition that RSP also acquires a UNI in conjunction with that Plan.*

[…]

Part B: Required Product Components

*Section 1 describes the Plans that RSP must order for each Premises where* ***nbn*** *supplies* ***nbn****® Sky Muster® Plus to RSP.*

1. Plans
	1. General Plan description
		1. A **Plan** is an Ethernet-based Layer 3 and above virtual connection on the SMP Network, that carries End User traffic to and from a UNI used to serve a Premises.
		2. RSP must order a Plan for each eligible Premises to which **nbn**® Sky Muster® Plus will be supplied.
		3. The availablePlans are described in section 1.2.
		4. **nbn** will map one Plan to any UNI used to serve the relevant Premises and will not map more than one Plan to the same UNI.
	2. Plans

The Plans are described by reference to the Plan Sub-features described in Part C: Plan Sub-features. RSP may select one of the Plans below in respect of each UNI used to serve eligible Premises to which **nbn**® Sky Muster® Plus will be supplied:

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* + 1. **24x7 Uncapped Data Usage – 100 Plan**, which comprises the following Plan Sub-features:

|  |  |
| --- | --- |
| Plan Sub-feature | Configuration |
| Access Rate |

|  |  |
| --- | --- |
| Downstream Mbps (PIR) | Upstream Mbps (PIR) |
| 100 | 5 (with Supplementary Burst of up to 10Mbps1) |

 |
| Peak Period Metered Data Allowance | N/A |
| Off-peak Period Metered Data Allowance | N/A |
| Peak Period Shaping Rate |

|  |  |
| --- | --- |
| Downstream Kbps (PIR) | Upstream Kbps (PIR) |
| N/A | N/A |

 |
| Off-peak Period Shaping Rate |

|  |  |
| --- | --- |
| Downstream Kbps (PIR) | Upstream Kbps (PIR) |
| N/A | N/A |

 |
| Voice Traffic Class | As set out in section 4.4 |
| IP Address Scheme | As set out in section 5 |
| **nbn**® Upstream Network Boundary | Internet Point of Presence |
| Metered Data |

|  |  |
| --- | --- |
| Peak Period | Off-peak Period |
| N/A | N/A |

 |
| Time of Day Data (Unmetered Data) |

|  |  |  |
| --- | --- | --- |
| Traffic Profile | Shaped Periods | Time of Day Limit Rate |
| Traffic Profile 2 | 12:00 am to 11:59 pm daily | 256 Kbps2 |

 |
| Other Unmetered Data which may be subject to the Time of Day Limit Rate |

|  |  |  |
| --- | --- | --- |
| Traffic Profile | Shaped Periods | Time of Day Limit Rate |
| Traffic Profile 1 | Off-peak Period | 256 Kbps2 |

 |

***Notes:***

1. *This specified Information Rate represents the potential maximum Information Rate. It is not a PIR commitment. To be read in conjunction with section 4.2, which describes the operation of the Supplementary Burst concept.*
2. *To be read in conjunction with section 4.1, which describes the operation of Unmetered Data (which includes Time of Day Data).*
	* 1. **24x7 Uncapped Data Usage – 25 Plan**, which comprises the following Plan Sub-features:

|  |  |
| --- | --- |
| Plan Sub-feature | Configuration |
| Access Rate |

|  |  |
| --- | --- |
| Downstream Mbps (PIR) | Upstream Mbps (PIR) |
| 25  | 5  |

 |
| Peak Period Metered Data Allowance | N/A |
| Off-peak Period Metered Data Allowance | N/A |
| Peak Period Shaping Rate |

|  |  |
| --- | --- |
| Downstream Kbps (PIR) | Upstream Kbps (PIR) |
| N/A | N/A |

 |
| Off-peak Period Shaping Rate |

|  |  |
| --- | --- |
| Downstream Kbps (PIR) | Upstream Kbps (PIR) |
| N/A | N/A |

 |
| Voice Traffic Class | As set out in section 4.4 |
| IP Address Scheme | As set out in section 5 |
| **nbn**® Upstream Network Boundary | Internet Point of Presence |
| Metered Data |

|  |  |
| --- | --- |
| Peak Period | Off-peak Period |
| N/A | N/A |

 |
| Time of Day Data (Unmetered Data) |

|  |  |  |
| --- | --- | --- |
| Traffic Profile | Shaped Periods | Time of Day Limit Rate |
| Traffic Profile 2 | 12:00 am to 11:59 pm daily | 256 Kbps1 |

 |
| Other Unmetered Data which may be subject to the Time of Day Limit Rate |

|  |  |  |
| --- | --- | --- |
| Traffic Profile | Shaped Periods | Time of Day Limit Rate |
| Traffic Profile 1 | Off-peak Period | 256 Kbps1 |

 |

***Note:***

1. *To be read in conjunction with section 4.1, which describes the operation of Unmetered Data (which includes Time of Day Data).*
	* 1. **24x7 Uncapped Data Usage – 50 Plan**, which comprises the following Plan Sub-features:

|  |  |
| --- | --- |
| Plan Sub-feature | Configuration |
| Access Rate |

|  |  |
| --- | --- |
| Downstream Mbps (PIR) | Upstream Mbps (PIR) |
| 50 | 5 (with Supplementary Burst of up to 10Mbps1) |

 |
| Peak Period Metered Data Allowance | N/A |
| Off-peak Period Metered Data Allowance | N/A |
| Peak Period Shaping Rate |

|  |  |
| --- | --- |
| Downstream Kbps (PIR) | Upstream Kbps (PIR) |
| N/A | N/A |

 |
| Off-peak Period Shaping Rate |

|  |  |
| --- | --- |
| Downstream Kbps (PIR) | Upstream Kbps (PIR) |
| N/A | N/A |

 |
| Voice Traffic Class | As set out in section 4.4 |
| IP Address Scheme | As set out in section 5 |
| **nbn**® Upstream Network Boundary | Internet Point of Presence |
| Metered Data |

|  |  |
| --- | --- |
| Peak Period | Off-peak Period |
| N/A | N/A |

 |
| Time of Day Data (Unmetered Data) |

|  |  |  |
| --- | --- | --- |
| Traffic Profile | Shaped Periods | Time of Day Limit Rate |
| Traffic Profile 2 | 12:00 am to 11:59 pm daily | 256 Kbps2 |

 |
| Other Unmetered Data which may be subject to the Time of Day Limit Rate |

|  |  |  |
| --- | --- | --- |
| Traffic Profile | Shaped Periods | Time of Day Limit Rate |
| Traffic Profile 1 | Off-peak Period | 256 Kbps2 |

 |

***Notes:***

1. *This specified Information Rate represents the potential maximum Information Rate. It is not a PIR commitment. To be read in conjunction with section 4.2, which describes the operation of the Supplementary Burst concept.*
2. *To be read in conjunction with section 4.1, which describes the operation of Unmetered Data (which includes Time of Day Data).*

[…]

4. Bandwidth profiles and data inclusions

4.1 Bandwidth profiles and data inclusions generally

* + 1. Subject to sections 4.1(b) to 4.1(f) and 4.4, throughout each calendar month, the bandwidth profile of each Plan will change based on:
			1. the time of day;
			2. type of data being transferred; and
			3. the aggregate data of that type transferred (including both uploads and downloads) up to a given point in the calendar month,

as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Time of day | Data type being transferred | Aggregate data transferred in calendar month | Applicable bandwidth profile |
| Peak Period | Metered Data | Up to Peak Period Metered Data Allowance (if applicable) | Access Rate |
| More than Peak Period Metered Data Allowance (if applicable) | Peak Period Shaping Rate |
| Unmetered Data | N/A | See section 4.1(b) |
| Off-peak Period | Metered Data | Up to Off-peak Period Metered Data Allowance (if applicable) | Access Rate |
| More than Off-peak Period Metered Data Allowance (if applicable) | Off-peak Period Shaping Rate |
| Unmetered Data | N/A | See section 4.1(b) |

[…]

Part E: General conditions of supply

*Section 7 sets out RSP obligations in relation to the downstream supply of services to which* ***nbn****® Sky Muster® Plus is an input.*

7. Downstream supply

7.1 Priority Assistance and CSG Services

RSP must not use **nbn**® Sky Muster® Plus as an input into the supply of:

a Downstream Priority Assistance Service; or

a Downstream CSG Service.

7.2 End User Equipment and installation activities

RSP is responsible for supplying and installing all End User Equipment required for the supply of **nbn**® Sky Muster® Plus.

*Section 8 sets out some general obligations of* ***nbn*** *and RSP that apply in relation to the end-to-end supply of* ***nbn****® Sky Muster® Plus.*

8. **nbn**® Sky Muster® Plus exclusions and RSP responsibilities

* + 1. RSP is responsible for ordering appropriate Plans for each **nbn**® Sky Muster® Plus Product to meet its own requirements in respect of the supply of RSP Products to its Downstream Service Providers and Contracted End Users.
		2. **nbn**® Sky Muster® Plus does not include:
			1. facilities access;
			2. any interconnection with the SMP Network at the **nbn**® Upstream Network Boundary;
			3. RSP Equipment or End User Equipment (including cabling from the NTD to RSP or End User Equipment);
			4. any content or applications;
			5. any other end user equipment, such as modems, personal computers, network attached storage solutions, central splitters, in-line splitters and any equipment necessary to receive or interact with multicast data;
			6. any network fault or performance monitoring probe or device supplied by **nbn** in relation to the SMP Network;
			7. any equipment (including Lines) upstream of the **nbn**® Upstream Network Boundary, excluding any **nbn®** Equipment; or
			8. any form of internet filtering.

*Section 9 describes the structure of the SMP Network and the boundaries of* ***nbn****® Sky Muster® Plus.*

9. SMP Network architecture and **nbn**® Sky Muster® Plus boundaries

9.1 SMP Network architecture

In the SMP Network, each Premises at which **nbn**® Sky Muster® Plus is available is located within a Beam.

9.2 **nbn**® Sky Muster® Plus boundaries

**nbn**® Sky Muster® Plus carries traffic in respect of a Premises over the SMP Network between the following boundaries:

1. the UNI used to serve that Premises; and
2. the **nbn**® Upstream Network Boundary.

9.3 Power Outages

**nbn** may not be able to supply **nbn**® Sky Muster® Plus in the event of a Power Outage affecting:

1. an NTD or any other **nbn**® Equipment located at a Premises served by the SMP Network; or
2. any other active equipment that forms part of the SMP Network.

*Section 10 describes factors relevant to the speeds, performance and availability of* ***nbn****® Sky Muster® Plus.*

10. Speeds, performance and availability

10.1 Speeds and performance of Ordered Products

References to download and upload speeds in this **nbn**® Sky Muster® Plus Product Description are to Layer 3 speeds and are references to the maximum data throughput that the SMP Network is designed to make available to RSP at the UNI in respect of the relevant Premises, not the minimum data throughput.

The speeds and performance (including stability) of Ordered Products actually experienced by RSP, Downstream Service Providers, Contracted End Users and other End Users will vary and depend upon a number of factors including:

the equipment used by RSP, Downstream Service Providers, Contracted End Users and other End Users (which can also affect the speeds experienced at the UNIs for a relevant Premises in respect of Products supplied to End Users and end users of Other RSPs);

the nature and quality of the RSP Product or Downstream Product acquired by Downstream Service Providers and Contracted End Users;

1. the number of simultaneous End Users being served by the **nbn**® Network;

interference caused by the equipment or network of any third party;

the nature, quality and length of the connection to, and signal reception (including any interference with in building cabling, line-of-sight interference, weather, wireless signals, Satellite Limitations or prevailing radio conditions) at or affecting, the relevant Premises.

 10.2Line Rate

RSP must consider, and acknowledges, that:

if a UNI-D negotiates with any attached device downstream of the UNI-D to operate over a Line Rate that is insufficient to deliver an applicable bandwidth profile, traffic loss may occur at the UNI-D;

**nbn**’s ability to deliver bandwidth profiles included in Plans selected by RSP will be affected by actual Line Rates achieved in operation; and

whether or not a particular Plan is capable of achieving any potential maximum Information Rate stated for a Plan’s Supplementary Burst will vary and depend on a number of factors, including the maximum aggregate throughput of the NTD using which that Ordered Product is supplied, as set out in section 10.3(b).

10.3 NTD throughput limits

If the aggregate PIR bandwidth profiles of ordered products, including both **nbn**® Ethernet (Satellite) ordered products and **nbn**® Sky Muster® Plus ordered products, supplied to the same NTD exceed the NTD maximum aggregate throughput set out below (in section 10.3(b)), the ordered products supplied to that NTD may not achieve maximum peak data throughput simultaneously.

The maximum aggregate throughput for an NTD in respect of all UNIs on an NTD are:

|  |  |
| --- | --- |
| Downstream (Mbps) | Upstream (Mbps) |
| 1. 120
 | 1. 20
 |

RSP must ensure that End Users are aware of the potential for the maximum aggregate throughput of NTDs to affect the ability of multiple Ordered Products supplied using the same NTD to achieve maximum peak data throughput simultaneously.

***Note****: The maximum aggregate NTD throughputs set out in this section 10.3 apply in respect of all ordered products supplied by* ***nbn*** *to RSP and all Other RSPs. Limitations apply to the number of* ***nbn®*** *Sky Muster® Plus ordered products which* ***nbn*** *makes available in respect of a Premises as set out in sections 2, 10.4 and 10.5.*

10.4 Availability of supply of Product

Notwithstanding anything else in this **nbn**® Sky Muster® Plus Product Description, the supply of **nbn**® Sky Muster® Plus by **nbn** to RSP is subject to the availability of each of the **nbn**® Sky Muster® Plus Product Components, Plan Sub-features and Product Features at the time at which RSP places an order.

10.5 SMP Network capacity management

In respect of **nbn**® Sky Muster® Plus:

except as otherwise notified by **nbn** in accordance with standard processes determined by **nbn** from time to time, RSP must not place, and **nbn** may decline, an **nbn**® Sky Muster® Plus order in respect of a Premises if the supply of the ordered Plan would result in:

**nbn** supplying to all **nbn** retail service providers in respect of that Premises either:

* + - * 1. more than four Plans; or
				2. a Plan in addition to any **nbn**® Ethernet ordered product; or

the Premises having more than one NTD.

* + 1. RSP must suspend or terminate any RSP Product that RSP becomes aware is being used by a Downstream Service Provider or End User in connection with the bonding of two or more UNIs (even if **nbn** is only supplying one of the UNIs to RSP and the other UNI(s) to an Other RSP);
		2. **nbn** may decline an order or modification (as applicable) which would require additional Beam capacity to be supplied during any period in which a Beam is at or near maximum capacity; and
		3. **nbn** may deprioritise data transfers or reduce the maximum data transfer rate of any Plan contributing disproportionately to Beam capacity utilisation.

nbn® Sky Muster® Plus – Price List v1.6

Part A: Recurring Charges

*Section 1 sets out the recurring Charges that apply to the Product Components that RSP must acquire as part of* ***nbn****® Sky Muster® Plus and any Plan Sub-feature where RSP has selectable options.*

1. Recurring Charges for Product Components

1.1 Plan

The recurring Charges per Billing Period for the Plan Product Component are:

| Plan | Recurring Charge |
| --- | --- |
|  |  |
|  |  |
|  |  |
|  |  |
| 24x7 Uncapped Data Usage – 25 | $35 |
| 24x7 Uncapped Data Usage – 50 | $45 |
| 24x7 Uncapped Data Usage – 100 | $65 |

***Note:*** *To be read in conjunction with the* ***nbn****® Sky Muster® Plus Product Description and subject to section 8 of the* ***nbn****® Sky Muster® Plus Product Terms in relation to the Plan Test Service.*

[…]

*Section 2 sets out the recurring Charges that apply to the optional Product Features that RSP may elect to acquire as part of* ***nbn****® Sky Muster® Plus.*

2. Recurring Charges for Product Features

There are no optional Product Features where recurring Charges apply.

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*Section 6 sets out the non-recurring Charges for travel, labour rate and materials as part of* ***nbn****®**Sky Muster® Plus.*

6. Satellite Labour Rate, Materials and Incidentals

In this Part B:

(a) **Satellite Labour Rate** means $98.00 for each of the total number of labour hours required to perform the relevant activity (rounded up to the next full hour);

(b) **Materials** means the cost of materials necessary to perform the relevant activity; and

(c) **Incidentals** means the following charges (as applicable and as notified to RSP by **nbn** from time to time):

|  |  |
| --- | --- |
| Incidental | Charge |
| Travel – Land ($/km) | $1.40 |
| Travel time – Labour (per Installer $/hour) | $98.00 |
| Purchased Travel | At cost (by quotation) |
| Car Hire | At cost (by quotation) |
| Travel – Freight | At cost (by quotation) |
| Accommodation | At cost (by quotation) |
| Equipment Rental | At cost (by quotation) |
| Other Expenses | At cost (by quotation) |

nbn® Sky Muster® Plus – Service Levels Schedule v1.3

[…]

6. Modifications

6.1 Service Levels for Access Component Modifications

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 | 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 |

[…]

nbn® Sky Muster® Plus – Dictionary v1.11

1. **Off-peak Period Metered Data Allowance** means, in the respect of a Plan, the amount of data specified as the “Off-peak Period Metered Data Allowance” for that Plan under section 1.2 of the **nbn**® Sky Muster® Plus Product Description..
2. **Peak Period Metered Data Allowance** means, in respect of a Plan,the amount of data specified as the “Peak Period Metered Data Allowance” for that Plan under section 1.2of the **nbn**® Sky Muster® Plus Product Description..
3. **Withdrawal of unused or not applied charges**

nbn® Sky Muster® Plus – Price List v1.6

3 Installation and activations

(a) The Charges for installation and activation of **nbn®** Sky Muster® Plus are:

|  |  |
| --- | --- |
| Activity | Non-recurring Charges |
| Initial Standard Installation | $0.00Incidentals may apply for Limited Access Areas |
| Initial Non Standard Installation | Satellite Labour Rate + Materials + Incidentals over and above Initial Standard Installation |
| Subsequent Installation in Urban Area, Major Rural Area, Minor Rural Area or Remote Area | 0.8m NTD outdoor unit dish | 1.2m NTD outdoor unit dish  | 1.8m NTD outdoor unit dish |
| $692.00  | $1,057.00  | $2,226.00  |
| Subsequent Installation in Isolated Area | 0.8m NTD outdoor unit dish | 1.2m NTD outdoor unit dish | 1.8m NTD outdoor unit dish |
| $1,559.00  | $1,751.00 | $3,732.00 |
| Subsequent Installation in Limited Access Area | Satellite Labour Rate + Materials + Incidentals |
| Access Component Reactivation | $5.00 Incidentals may apply for Limited Access Areas |
|  |  |
| Service Transfer | $5.00 |
| Transfer Reversal | $5.00 |
| Non Infrastructure Transfers (per Service Transfer) | $1.50 |

5 Service management

The Charges for service management relating to **nbn®** Sky Muster® Plus are:

| Activity | Charge per Activity |
| --- | --- |
|  |  |
| No Fault Found (No Truck Roll Required) | $50.00 |
| No Fault Found (Truck Roll Required) | $420.00Incidentals may apply for Limited Access Areas |
| Late Cancellation (Site Visit Required) in Urban Area or Major Rural Area | $150.00 |
| Late Cancellation (Site Visit Required) in Minor Rural Area or Remote Area | $200.00 |
| Late Cancellation (Site Visit Required) in Isolated Area | $225.00 |
| Late Cancellation (Site Visit Required) in Limited Access Area | $225.00 + Incidentals |
| Missed Appointment (Urban Area or Major Rural Area) | $150.00 |
| Missed Appointment (Minor Rural Area or Remote Area) | $200.00 |
| Missed Appointment (Isolated Area) | $225.00 |
| Missed Appointment (Limited Access Area) | $225.00 + Incidentals |
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