FY26 ANNUAL SERVICE IMPROVEMENT PLAN

Improving the nbn® Service Experience Journey

CONTENTS

ABOUT THE ANNUAL SERVICE IMPROVEMENT PLAN

BACKGROUND

Under Module 4, clause 4A.4 of nbn's Special Access Undertaking (SAU), nbn's required to publish an Annual Service Improvement Plan (ASIP) detailing initiatives which have the purpose of enhancing the Retail Service Provider (RSP) and/or end user experience that are planned to commence or continue in Financial Year 2026 (FY26) and which nbn expects will incur material capital or operating expenditure. nbn published the first ASIP in November 2023, ASIP-24. nbn has since published ASIP-25 and consulted with Access Seekers in preparation for this ASIP-26.

PURPOSE AND SCOPE

This ASIP summarises:

- nbn's progress on the initiatives included in ASIP-25;
- how nbn has considered feedback from Access Seekers in the development of ASIP-26;
- those initiatives focused on enhancing the RSP and customer experience commencing or continuing in FY26 for which nbn has forecast material capital or operating expenditure in its IOP for the FY26 financial year;
- the intended benefits that nbn expects the initiative to deliver for customers and/or Retail Service Providers (RSPs);
- planned timeframes for nbn implementing these initiatives;
- the category of capital expenditure or operating expenditure used in the forecasts for the Regulatory Cycle to which the initiative relates; and
- whether nbn intends to submit a Cost Pass-Through Application in accordance with clause 2D.5 of the SAU.

The ASIP is intended to capture and provide transparency on the key initiatives that underpin nbn's forecast expenditure for uplifting customer experience and service performance for the Regulatory Cycle and complements existing engagements that nbn has with RSPs on a range of product and service-related matters.

As a wholesale only provider, nbn seeks to identify and respond to RSP concerns through several existing channels including:

- **Dedicated account management and operational engagement teams:** Account management and operational engagement teams are a key interface for RSPs to manage operational priorities and Wholesale Broadband Agreement (WBA) matters more broadly. nbn ensures that all RSPs have continuing access to Account Managers to, among other matters, raise service and operational concerns for nbn to work with RSPs on appropriate and timely solutions; and
- **Product Roadmap and Product Development Forum (PDF):** The Product Roadmap provides stakeholders with a forward-looking view of nbn products. The PDF provides RSPs (and other PDF members) with a structured channel to propose, consult and provide feedback on Product Ideas (including in relation to quality as an important feature/attribute of a product). The PDF is a core engagement mechanism through which nbn ensures its products are developed in a way that is responsive to RSPs' technical and operational interfacing needs, productisation and marketing considerations and other matters that affect RSP and customer experience.

These channels will continue to be critical for nbn and RSPs to identify areas of concern (whether related to service quality or otherwise) and potential solutions to address issues as soon as possible.

The ASIP complements these engagements through the provision of a consolidated view of nbn key service improvement programs planned for the coming financial year.

EXECUTIVE SUMMARY

In FY25, nbn successfully completed the majority of the FY25 service experience improvement initiatives outlined in ASIP-25 and made significant progress on the multi-year projects which extend across FY24-FY26.

By the end of calendar year 2025, the FTTN/C to FTTP upgrade program will expand access to nbn® FTTP (Fibre to the Premises) to around 3.5 million FTTN premises and 1.5 million FTTC premises and more than 95% of the remaining approximately 622,000 FTTN premises will have the option to upgrade to nbn® FTTP by 2030.

Commencing FY23, nbn embarked on a significant upgrade of its Fixed Wireless network, aiming to enhance both its network capacity and coverage. This program, which concluded in December 2024, saw the total number of cells in the network increase nearly 3.5-fold, from 23k to approximately 100k. This expansion represents an increase of around 40k cells compared to the figures stated in FY25 ASIP. By increasing the number of cells, the network's capacity and throughput utilisation were significantly improved. This upgrade ultimately delivered an expanded coverage footprint, access to faster speeds across the nbn® Fixed Wireless network, and a substantial uplift in available capacity and data for nbn® Sky Muster® customers.

Other initiatives outlined in ASIP-25 such as improving RSP experience, enhancing customer service delivery and expanding nbn's internal field workforce were progressed and/or concluded according to plan in FY25.

nbn published the ASIP-25 in July 2024. During November and December 2024, nbn actively engaged with Access Seekers, seeking their perspectives on the initiatives and service experience enhancements outlined in ASIP-25, as well as potential initiatives for the upcoming ASIP. Through this consultation, Access Seekers provided valuable input, which nbn thoroughly evaluated to shape the ASIP for FY26.

All proposed feedback was carefully assessed, encompassing a diverse range of responses on service improvements and other feedback that fell outside the scope of the ASIP. Some of the feedback covered areas such as:

- Connecting new customers (where possible) to FTTP in the first instance
- Enhancements to the Hybrid Fibre Coaxial (HFC) network, focusing on reliability and performance to match FTTP standards
- Address recurring issues with FTTP Network Termination Device (NTD) placement
- Simplifying and streamlining nbn offerings
- Improving uptake of the Multi Dwelling Unit (MDU) Fibre Program
- Enhancements focused on quality assurance during network upgrades
- Improving the billing experience for RSPs

For FY26, the nbn ASIP sets out six key program initiatives which have the purpose of directly or indirectly improving service outcomes for RSPs and their customers:

1. FTTN/FTTC to FTTP Program

2. Customer Experience Program

3. Fixed Wireless and Satellite Upgrade Program

4. Simplify our Network Program

5. Enhanced Service Delivery

6. Improving and uplifting RSP Partner Experience

Each enhancement along the service experience journey plays a valuable role in driving improvement. However, meaningful change and growth comes from the combined impact of these advancements, fostering gradual yet lasting service enhancements.

nbn initiatives included in the program (as described in this ASIP) focus on:

- Building network capability through investments which expand, modernise and augment the footprint of nbn FTTP, HFC and Fixed Wireless networks.
- System enhancements which simplify and automate key network management and operational activities in the end-to-end ecosystem.
- Continuous improvement and redesign of processes.

nbn's capital expenditure in FY26 is dominated by the FTTN/C to FTTP Program, with the initiatives related to the FTTN/C to FTTP Program accounting for approximately 50%[1] of nbn's forecast capital expenditure in FY26. This program not only brings with it significant technical capability improvements but is expected to enable a material change in the quality of service experienced by RSPs and their customers. Under the continuing FTTN/C to FTTP Program, more customers will gain access to higher speeds along with greater consistency of service experience and enhanced network reliability.

Another key initiative for FY26 is nbn's upcoming Accelerate Great program whereby nbn will accelerate the wholesale download and upload speeds on its three highest-speed residential wholesale speed tiers and launch new wholesale download speeds of 2 Gbps for both residential and business customers. Internet retailers will be able to order and provide these services to eligible customers connected to the nbn® network via full fibre or HFC technologies from 14 September 2025.

With the completion of the Fixed Wireless and Satellite Upgrade program and fibre upgrades underway, nbn will be transitioning from a scale delivery focus to an operational centric approach, concentrating on maintaining network performance primarily through optimisation. Looking ahead to FY26, nbn will undertake core modernisation and co-investment programs to enhance operational efficiency and drive innovation by leveraging shared resources and modern technologies. The FY26 focus will be on enabling and delivering a better customer experience and ensuring that nbn remains committed to providing exceptional service to regional and remote Australia.

As part of nbn simplification and continuous improvement programs, there are a range of other initiatives that nbn is working on, which over the course of the year are expected to result in improved service experience outcomes for RSPs and their customers. These improvement initiatives are generally centered around simplifying nbn's operational environment, improving the reliability of services and products, enabling light-touch and faster service provisioning and fault rectification, and building platforms which enable RSPs to reduce costs and improve the consistency of service.

Additionally, as nbn moves into FY26, nbn's focus will shift to evolving its field workforce by further enhancing their capabilities through self-serve tools, streamlined processes, real-time data, and AI. This strategy aligns with nbn's broader network evolution programs—such as the FTTC/N to FTTP and HFC Evolution programs—ensuring the workforce is equipped to support technological advancements. The goal is to deliver fast, reliable, resilient, and secure broadband by having the right technical expertise in the right place, at the right time, and at the right cost.

In addition to the service experiences proposed in ASIP-26, nbn has submitted the Replacement Module Application (RMA) that includes proposals on Benchmark Service Standards (BSS) to the ACCC. These Service Standards establish minimum benchmark commitments for the (WBA) Standard Form of Access Agreement (SFAA) and involve a transparent review process of ongoing service performance.

The RMA submitted on 2 July 2025 includes a BSS proposal for the next regulatory cycle beginning 1 July 2026. These proposed standards, shaped through extensive consultation with Access Seekers, customers, and consumer advocacy groups, aim to improve service reliability and performance. By aligning with RSP expectations, customer needs, and nbn commercial investments, the proposed Benchmark Service Standards are positioned to deliver more consistent and effective service outcomes across the network and ultimately support RSPs in delivering improved customer experiences.

1. This accounts for both the build of LFN network and upgrade connections.

FTTN/FTTC TO FTTP PROGRAM

PROGRAM SUMMARY

The FTTN/C to FTTP upgrade program is a multi-year initiative announced on 23 September 2020 and subsequently expanded in October 2022, and again in January 2025. By the end of calendar year 2025, the program will expand the nbn FTTP (Fibre to the Premises) availability footprint to around 3.5 million originally FTTN premises and 1.5 million originally FTTC premises. By the end of 2030, more than 95% of the remaining approximately 622,000 FTTN premises will be eligible for a fibre upgrade with completion planned for 2030. The remaining 5% of homes and businesses, which require further design work to find the best upgrade solution, may be upgraded to future next-generation technologies.

With approximately 2.6 million already native FTTP enabled premises from existing Brownfield and New Development (Greenfield) rollouts as of end March 2025 and ongoing New Development expansion, it is expected that nbn FTTP accessible footprint will reach nearly 7.7 million premises by end December 2025. Together with 2.5 million HFC premises, nbn is on target to enable nearly 10.3 million premises or about 90% of Australian premises within the fixed line network, with access to the nbn® Home Ultrafast wholesale speed tier, which can achieve maximum wholesale download speeds close to 1 Gbps, with further speed increases in September 2025. Key focus areas for this program are the network build, upgrade connections, simplification and continuous improvement.

FTTP – Fibre to the Premise

nbn™ utility box

nbn™ Fibre
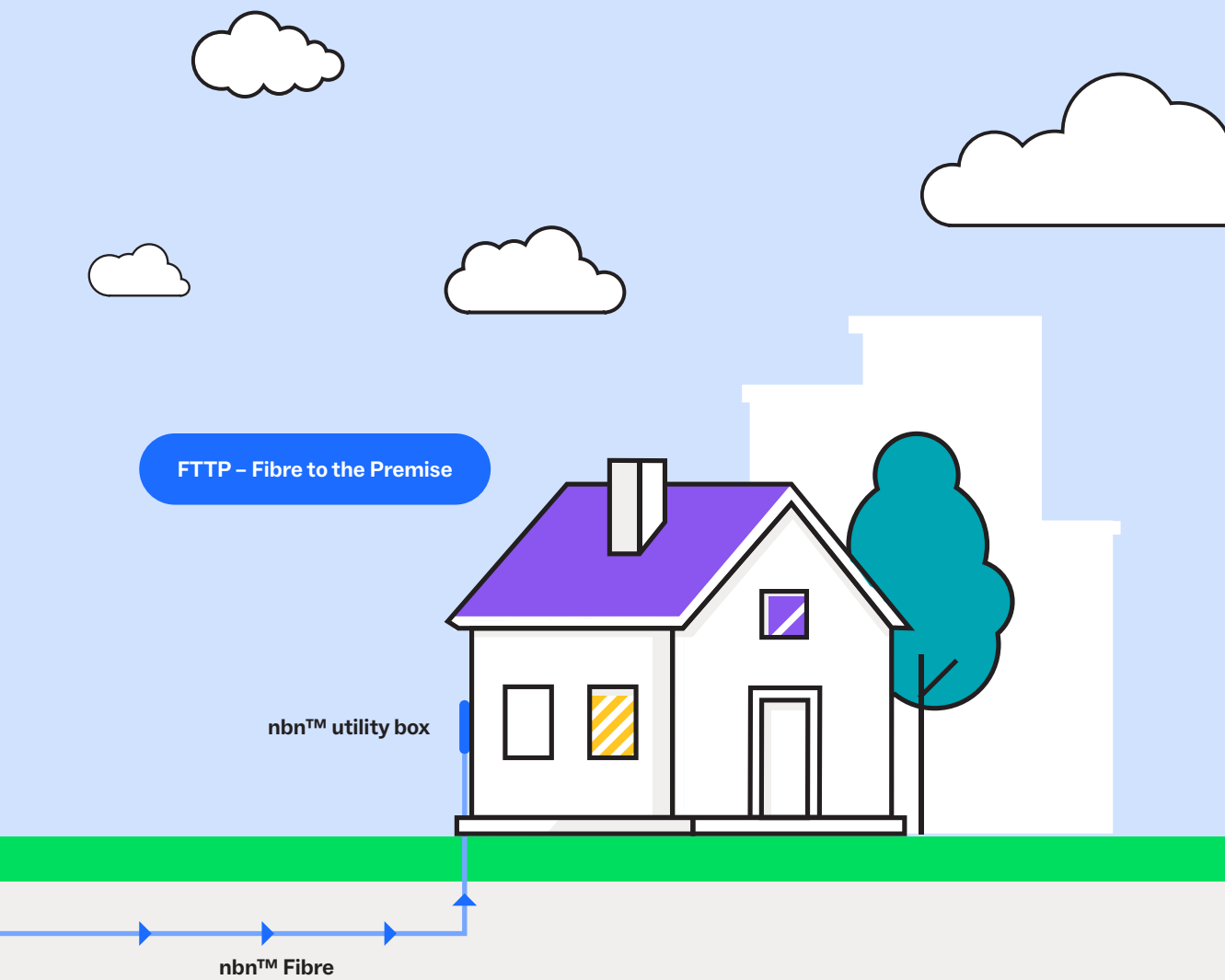
FTTN to FTTP Network Build

The FTTN to FTTP Network Build is a significant part of the broader FTTN/C to FTTP upgrade program. This initiative aims to enhance customer service experience by expanding the fibre network so that premises within the FTTN footprint are eligible to upgrade to fibre. This ongoing expansion allows more customers to benefit from the fibre speed boosts that are launching in FY26 (refer to nbn® *Accelerating Great detailed in the Customer Experience Program*).

Additional to the current stage of FTTN to FTTP Network Build, which is scheduled to conclude in December 2025, nbn will also begin upgrading the remaining FTTN network across Australia. Work on the upgrades will start immediately and be completed progressively. The upgrades are expected to be completed by the end of 2030. This initiative is expected to benefit approximately 622,000 homes and businesses, with more than 95% of these additional premises having the option to upgrade to nbn® FTTP. The remaining 5% of premises which require further design work to confirm the appropriate upgrade path may be upgraded to future next-generation technologies. Consequently, all FTTN and FTTC services have a pathway to FTTP or future technology.

FTTN/C to FTTP Connection Upgrades

nbn currently upgrades FTTN and FTTC connections to FTTP based on requests from RSPs for a fibre service (i.e. 'on-demand'), through the Fibre Connect program. Eligibility requires an order for a higher wholesale speed tier (e.g., nbn® Home Fast 100/20 Mbps or higher), which may be greater than the bandwidth profile of the existing FTTN/C service.

This Fibre Connect phase of fibre upgrades has surpassed order expectations for FY25, with nbn connecting approximately 806,000 customers cumulatively by June 2025.

Along with Fibre Connect, nbn enhances network performance and reliability by upgrading underperforming lines (UPLs) and Assurance Fibre Upgrades to FTTP, without the requirement for the RSP to place an order for a higher wholesale speed tier. Since its inception in 2023, over 110,000 (by end FY25) customers experiencing issues with their FTTN connections have been upgraded to FTTP under the underperforming and poor-performing lines activities, resulting in fewer service faults and improved service reliability and speed.

FTTP Simplification and Continuous Improvement

nbn focuses on enhancing the fibre installation process by increasing on-the-day performance for fibre installations, addressing in-premises challenges, and improving customer education. This includes collaborating with RSPs to ensure customer readiness, providing educational materials about in-home setups, and introducing new NTDs with improved features.

FY25 REVIEW

In FY25, the nbn Fibre upgrade program expanded the nbn FTTP footprint by approximately 800,000 premises ready to order, bringing the total number of eligible locations to over 4.6 million. Of these eligible locations, nbn has cumulatively connected approximately 806,000 customers to fibre by the end of FY25. nbn has also delivered improvements to align its product offering, optimise installations and increase awareness of the migration process for RSPs and their customers. These service enhancements in FY25 include:

Fibre Upgrade FTTC Speed Tier threshold alignment:

- Aligned FTTC and FTTN High Speed Tier requirements for fibre upgrade eligibility (as part of the Fibre Connect program).

Fibre Upgrade Education:

- Updated Residential and Small-Medium Business (SMB) interactions journey with nbn via SMS, with prompts to help customers know what to expect from fibre installation and how to get the best out of their connection (e.g., through in-premises optimisation).
- Introduced new collateral to support the installation journey, including an NTD fact sheet, an optimisation leave-behind, a step-by-step guide, and a cabling factsheet. Additionally, nbn have launched installation videos to help customers understand what to expect during the installation process. These videos are embedded into both nbn owned customer journey and RSP customer touchpoints.
- Website enhancements are integrated into Check Your Address via nbn link here and a new SMS journey to prompt customers to prepare for the installation and think about their in-premises set up ahead of time.

RSP Fibre Upgrade Journey Optimisation:

- Clarified fibre installation guidelines.
- Performed targeted customer readiness calls to support customers being prepared for their fibre installation improving installation success rates.
- Developed enhanced network telemetry and diagnostics to provide further confidence that the nbn® fibre network is performing as expected, identifying and resolving potential network issues.
- Completed a 'Closed Loop' trial, contacting and in some cases sending out technicians to customers dissatisfied with their service one-month post connection with issues largely due to Wi-Fi and customer equipment, with many issues existing prior to the upgrade.

Business Customers

- The Business Fibre Connect enhancements initiative aimed to improve the installation experience for business customers by offering greater flexibility for NTD placement when upgrading to fibre with an eligible Built for Business plan. The pilot for this initiative commenced in late 2024, and addressed the more complex installation requirements of businesses, such as avoiding high foot traffic and public areas.
- Additionally, the Business Service Monitor: Connect feature was launched late 2024 to support eligible business fibre installations. This feature monitors connectivity for 30 days following the completion of physical connections. If connectivity interruptions are identified during the monitoring period, RSPs are notified to investigate.

PLANNED SERVICE BENEFITS FROM THIS PROGRAM

An FTTP-enabled network has many advantages over traditional copper-based networks:

Speed Performance

As highlighted in ASIP-25, copper networks inherently face speed limitations compared to fibre-based networks.

The Fibre upgrade program is substantially increasing the number of premises with access to the nbn® Home Ultrafast speed tier, which can achieve maximum wholesale download speeds close to 1 Gbps. In addition to expanding the availability of higher speed tiers, the FTTP upgrade program also addresses the issue of underperforming copper lines that currently do not support speeds of 25 Mbps. (*Further information on the nbn® Accelerating Great is detailed in the Customer Experience Program*).

Consistency of Experience

An FTTP network also enables customers to encounter a higher level of service and user experience, allowing customers to typically experience less fluctuation in their service performance than over copper lines.

Network Resilience and Reliability

Copper lines, particularly those that are aged, can experience reduced speed, instability or cease working completely because of external factors such as water ingress. An FTTP network brings significantly improved network reliability due to the inherent technical capabilities and properties of fibre, typically resulting in lower fault rates, less dropouts and greater speed predictability.

As customers progressively take up services on the FTTP network, these benefits should be demonstrated over time through a reduction across the fixed line network in:

- reported access network faults;
- speed related fault enquiries;
- drop out frequency; and
- network remediation activities.

The rate at which these reductions occur on a network-wide basis is dependent on the rate that customers migrate onto the FTTP network.

Unlike copper lines, which rely on powered roadside cabinets vulnerable to power outages, vehicle strikes and other environmental impacts, FTTP uses passive infrastructure that removes the need for electronics in street-level equipment. This architectural difference significantly enhances resilience by reducing failure points and exposure to environmental risks. The fibre network's design inherently offers greater resistance to physical and electrical disruptions, delivering a more stable and operationally efficient platform for connectivity.

In parallel with the technology upgrade, nbn is enhancing overall network resilience through a broader set of initiatives. This includes proactive in-house testing to validate recovery capabilities against rigorous internal benchmarks – work that is not visible to customers but plays a vital role in strengthening its response capacity.

nbn's approach to resilience extends end-to-end: from prevention and early anomaly detection to rapid response and recovery. This is supported by targeted uplift programs across systems, tools, and operational processes designed to improve service continuity and maintain customer trust.

Together, these measures demonstrate nbn's ongoing commitment to building a more reliable and resilient network—both through fibre infrastructure and the broader operational readiness that underpins national connectivity.

FY26 PLANNED TIMEFRAMES

The nbn fibre upgrade build program was announced in September 2020, and the scope of works is planned to conclude by the end of 2030. nbn is focused on the deployment of a local fibre network that will help to ensure nbn's service qualification system is progressively updated so that RSPs and their customers are able to place an FTTP order at the associated premises.

FIBRE CONNECT PROGRAM (MIGRATION AND EXPERIENCE REALISATION)

Fundamental to realising the service experience benefits of the FTTP upgrade program is the migration of customers from the existing copper network onto the upgraded FTTP network. While nbn is responsible for the construction of lead-ins to upgrade premises from either FTTC or FTTN to the FTTP access technology, RSPs play a critical role in actively promoting and facilitating this migration. Customers can only take advantage of the significant capability enhancements offered by the upgraded network once they have placed an order to connect to FTTP and completed the migration. To accelerate and support the rate at which customers migrate onto the upgraded network, nbn is working closely with RSPs to actively promote and facilitate a faster and positive service experience in migrating to FTTP technology. Activities in this space that nbn plans to continue throughout FY26 include:

Activities under the Fibre Connect Program that nbn plans to continue throughout FY26 include:

1

Next Phases of Fibre Migration

nbn is committed to upgrading customers from FTTN/C to its more reliable FTTP network. To support this objective, nbn is exploring the introduction of new migration capabilities designed to streamline and accelerate the transition process. An initial phase of consultation has already been completed on these new capabilities via the nbn 2025 Replacement Module Application (RMA) Consultation Paper Two[1]. This consultation process sought feedback on three key migration capabilities:

- **Proactive assurance-led migrations** – Making fibre an option when repairs are made, or faults are found (on copper-connected nbn technologies).
- **Reconnections to the network default to fibre** – Making fibre the default for reconnections to premises previously served by copper when customers move house or re-connect their nbn service including the provisioning a temporary copper connection.
- **Network-led targeted migrations** – Working with RSPs to migrate customers from legacy copper for network efficiency reasons.

These new capabilities will complement existing incentives and processes to drive demand and support upgrades from copper to full fibre, which include high-speed tier-driven upgrades, under- and poor-performing line upgrades and marketing and information campaigns.

These proposed initiatives will require development investment by nbn and RSPs and hence nbn will consult further in early FY26 on the timing, approach, and extent to which nbn should consider these capabilities to ensure a great customer experience during an efficient and smooth migration to fibre.

2

FTTN to FTTP Network Build

FY26 will mark a major milestone for nbn, with the expected completion of its existing fibre network upgrade program and commitments to enable more than 10 million households and businesses – or around 90% of the nbn fixed line network – access to nbn's fastest wholesale speeds by end of December 2025. Finishing this part of the fibre network build means more fibre for more customers, which leads to a significant enhancement in the overall customer service experience. Additionally, nbn is commencing the upgrade of the remaining FTTN network across Australia benefiting approximately 622,000 homes and businesses, with more than 95% of these premises having the option to upgrade to FTTP.

3

FTTN/C to FTTP Connection Upgrades

- **Underperforming Lines (UPL):** In FY26, nbn will continue to offer upgrades on any speed tier for underperforming FTTN lines (UPL) to encourage fibre upgrades to Single Dwelling Unit (SDU) customers within the fibre upgrade footprint. (*More information on the FTTN process is available in Enhanced Service Delivery*).
- **Fibre Assurance Upgrades:** In addition to FTTN, nbn trialed the introduction of Assurance Fibre Upgrades for 30k FTTC customers and intends to expand this in FY26 (including UPLs). This initiative aims to address the needs of FTTC customers who are facing reduced speeds, instability, or repeat assurance issues due to the limitations of copper lines.
- **Business Customers:** The Business Fibre Connect enhancements initiative, started in FY25, improves the installation process for business customers by offering more flexibility in the placement of NTDs during fibre upgrades with eligible Built for Business plans. It addresses complex installation needs, such as avoiding high traffic and public exposure areas. The pilot for this initiative commenced in late 2024, with the commercial launch planned for FY26.

1. https://www.nbnco.com.au/content/dam/nbn/documents/sell/sau/consultation-paper-2-nbn-2025-replacement-module-application.pdf. coredownload.pdf

4

FTTP Simplification and Continuous Improvement

Fibre Delivery in a day (FDIAD):

Improving On-The-Day (OTD) related performance for fibre installations was a key focus in FY25 and will remain so in FY26. Enhancing successful customer connections without repeat appointments boosts satisfaction and efficiency. In FY26, nbn will continue to work with RSPs to further improve results.

Fibre Upgrade Education:

FY26 offers a valuable opportunity to collaborate with RSPs in raising awareness and educating customers by optimising their in-home setups. This partnership is designed to help customers get the best out of their fibre connection.

nbn will continue to support customers in coordination with RSPs to better understand what to expect on the day of their fibre installation. This ensures they are prepared to complete their installation and know the next steps to maximise their newly upgraded service.

To support this initiative, nbn will continue to enhance its collateral as required based on ongoing customer research and feedback from RSPs. This includes refining nbn's informational videos that explain the upgrade process steps, the equipment involved, and the necessary actions customers need to take before and after an upgrade. These videos and supporting collateral will also be available for RSPs to incorporate into their own customer journey communications.

Introduction of new Network Termination Devices (NTDs):

As part of the Accelerating Great Program launching in September 2025 (*refer to Customer Experience Program*), nbn will introduce new NTDs for customers on the FTTP network. The new NTDs feature single and four port versions. The benefits of the new NTDs include:

- **New Smaller Form Factor.** Modern, compact design to improve the in-home or in-business presence. Tidy cable management.
- **Improved Energy Efficiency.** Under 4.4W in typical operation. On average the new NTDs require ~40%[1] less energy use than the existing NTD.

- **Use of Recycled Materials.** 85% of post-consumer recycled (PCR) plastics in NTD case (compared to 0% for the legacy device), with 100% recycled cardboard in packaging.
- **Built for the Future.** Supports nbn 2 Gbps maximum wholesale speeds launching September 2025 for home and business customers
- **More Customer Friendly.** Customers have the option to switch off LED lights (blackout switch). Not available on existing NTDs.
- **Fast, Simple Installation.** QR code enabling a single accurate read of model and serial number during activation. Power supply with cable supplied in-box with wall bracket.
- **Supports Remote Assurance.** Supports remote RSP throughput testing[2] on the nbn® network (not previously available) to support the Performance Incidents Framework, with this capability planned for availability in late FY26.
- **Customer Help info via QR Code.** The QR code will provide easy customer access to relevant device specific support information (including serial numbers).

Network Enhancements:

As part of the Accelerating Great initiative (*refer to Customer Experience Program*), nbn will extend the Performance Incidents framework to FTTP access technology. This update will enhance the Service Health Summary (SHS) and Pulse assurance tools by incorporating throughput testing capability. The throughput test will be conducted at the end of the existing assurance process. Additionally, nbn is enhancing the SHS tool with more frequent bit rate data updates to improve diagnostic accuracy.

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1. Represents an average of the reduction in energy consumption required by the new FTTP NTDs when compared to the previous legacy FTTP NTDs. This average reduction was calculated assuming multiple NTD vendor distribution and using a market projection that approximately 90% of new FTTP NTDs will be 1-port devices, and 10% of new FTTP NTDS will be 4-port device.
2. Throughput capability on new NTDs will progressively be made available to RSPs via Service Health Summary. Throughput capability on new NTDs will be progressively made available to RSP' via Service Health Summary.

CUSTOMER EXPERIENCE PROGRAM

PROGRAM SUMMARY

At the heart of nbn is the commitment to deliver exceptional customer experience to people in homes and businesses across Australia who choose the nbn® network to be connected.

nbn actively listens to its customers via RSPs and continuously gathers feedback through various channels, including surveys, direct interactions with field technicians and social media commentary. This ongoing feedback is invaluable as it helps nbn to understand its customers' needs and expectations more deeply.

The consistent themes nbn hears from its customers are around the reliability and performance of their internet service to achieving the things that are most important to them. Whether that be staying socially connected to family and friends, streaming entertainment and games, enabling work and education or powering Australia's economy through business – connectivity is central to how Australians live and work.

In FY26, nbn is reaffirming its commitment to customer experience through a series of targeted initiatives.

Accelerate Great

This initiative is launching in September 2025 and includes:

- transformational speed uplifts to selected existing nbn residential speed tiers on FTTP and HFC;
- the launch of new 2 Gbps speed tiers on FTTP and HFC;
- improved value on nbn business plans which offer higher upstream and enhanced service;
- value and service improvements on nbn higher speed Enterprise Ethernet product.

These changes aim to improve the value of nbn offerings, enhance the experience for customers, and ensure the nbn® network is ready to meet the current and future data demands of Australian homes and businesses.

In-Premises Optimisation

nbn is committed to educating customers on how their in-home setup can impact their internet experience. Many customers have low awareness and/or knowledge of the importance of in-home setup to ensure a good broadband experience. nbn aims to help customers learn the basics of setting up their home network through establishing in-premises specifications for homes, small businesses, and new developments, and driving customer education and awareness activity about the importance of in-home setup. This initiative will help customers maximise the benefits of their nbn connection, with guidance directing them to RSPs for personalised requirements.

Making Moving Home Easier and Addressing

nbn wants customers to be able to rely on the nbn® network to get them connected or stay connected when they move home, with as little effort as possible. Though most premises have had an initial nbn installation, this program will address connection/reconnection difficulties due to missing devices, inaccurate address data and serviceability.
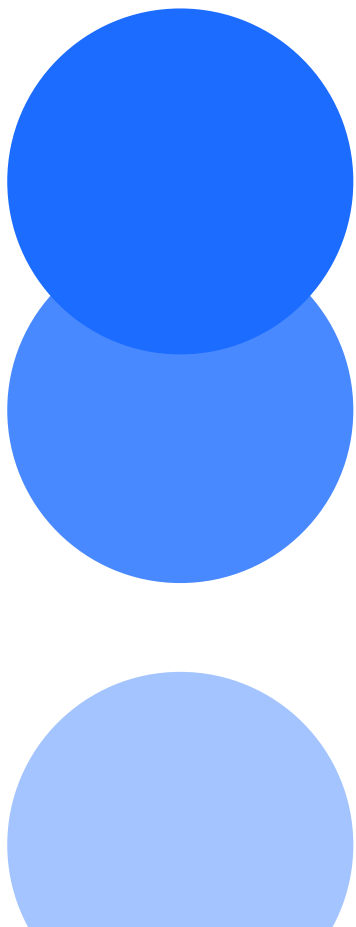
PLANNED SERVICE BENEFITS FROM THIS PROGRAM

The expected benefits of nbn's investment in the key initiatives outlined in this program are:

- Enhancement of the overall customer experience;
- Improved service reliability;
- that the nbn® network meets the evolving needs of Australian homes and businesses.

FY26 PLANNED TIMEFRAMES

Accelerating Great

The Accelerate Great program, launching in September 2025, aims to significantly enhance broadband speeds across Australia by upgrading selected existing speed tiers and introducing new multi-gigabit options on the FTTP and HFC networks.

The introduction of accelerated and multi-gigabit speed tiers, underpinned by nbn's multi-billion-dollar network investment, is designed to enhance Australia's digital future. By delivering faster, more reliable internet, nbn is enabling greater convenience, ric her experiences, expanded opportunities, and stronger economic and social productivity for all Australians. (*Refer to the FTTN/FTTC to FTTP program for information about the fibre network expansion*).

In December 2024, average data download per nbn service per month was 492 gigabytes (GB)[1]. This is a significant increase from a decade ago when households used only 40 gigabytes[1] of data per month on just 7.4 devices[1]. The average number of internet-connected devices in broadband households globally has reached 25 and is expected to top 44 by the end of decade[2].

Under the Accelerate Great initiative, nbn will uplift the speed on three existing residential speed tiers, introduce new 2 gigabit per second speed tiers, expand the 250/100 Mbps tier to include HFC, and make wholesale price changes to improve of the value of selected small business and Enterprise offerings. nbn will additionally introduce speed testing capability for services on FTTP to improve assurance processes for RSPs and customer confidence in nbn delivered speeds.

nbn's new 2 Gbps maximum wholesale speed tiers (Home Hyperfast and Business 2000/5000) will be enabled by the introduction of new NTDs on both the HFC and FTTP networks.

nbn will additionally reduce the wholesale pricing on the following Built for Business Plans which include higher maximum wholesale upstream speeds and enhanced service to meet the specific needs of Australian businesses.

- Business 250/100 Mbps
- Business 500/100 Mbps
- Business 1000/400 Mbps

To ensure comparative value across the nbn portfolio, nbn will also reduce prices on its Enterprise Ethernet for 300 Mbps and above tiers. nbn will also make available to RSPs at no extra cost the option of the highest level of service Premium-4 (24/7) for Enterprise Ethernet customers on speed tiers 500 Mbps and above.

The initiative follows 6 months of consultation with RSPs and customer advocacy groups. Feedback from these consultations has especially influenced launch timing and customer education strategies, which help to ensure RSPs and customers are prepared for the changes.

TC4 Bandwidth Profile	Current Offering (wholesale PIR)	New Offering (September 2025) (wholesale PIR)
Home Fast	100/20 Mbps (FTTP + HFC)	500/50 Mbps (FTTP + HFC)
Home Superfast	250/25 Mbps	750/50 Mbps (FTTP + HFC)
Business 250/100	250/100 Mbps (FTTP only)	250/100 Mbps (HFC + FTTP)
Home Ultrafast	500-~1000/50 Mbps (FTTP + HFC)	1000/100 Mbps (FTTP + HFC)
Home Hyperfast (new tier)	–	2000/200 Mbps (FTTP), 2000/100 Mbps (HFC)
Business 2000/500 (new tier)	–	2000/500 Mbps (FTTP)

1. nbn strategic network insights data, December 2024.
2. Omdia, Fibre Development Index Analysis, October 2023.

In-Premises Optimisation

Customers are spending more time online than ever before, with households typically using on average 492GB of data every month[1]. This data usage is driven by an average of 25 online devices in each home: spending an average of 6.5 hours online and increasing data usage per month[2]. Despite this increase in usage, there remains very limited awareness amongst customers regarding the impact of the in-home setup on overall service performance and experience, with 92% of customers unaware that their in-home setup is even a consideration[3].

As a wholesaler, nbn is well positioned to provide independent education to customers on the set-up elements that enable the best online experience while also enabling RSPs to have constructive conversations regarding in-home setups with their customers.

The in-premises optimisation program is an initiative designed to improve in-home premises setup to ensure optimal broadband performance and leveraging network investments and the speed increases. The key objectives of the program include:

- empower Australians to make the most of their nbn connectivity by optimising their in-premises setup home environment.
- Provide clear guidelines and specifications for RSPs, industry groups and end customers in-home setups.
- Raise awareness about the importance of in-home setups for a better broadband experience.

In FY25, and continuing into FY26, nbn has been working with the industry to improve the in-home experience. These activities have focused on three main areas:

- Aligning nbn and industry specifications on what the in-home setup should be to ensure the best nbn connection experience.
- Defining expected roles for nbn, customers, and RSPs in ensuring an optimal in-home setup based on feedback.
- Adopting the role of nbn as an independent adviser – setting in-home specifications, raising customer awareness that "in-home setup matters" and directing customers to RSPs to discuss individual requirements.

Most RSPs agree that driving change requires an industry-wide approach to ensure customers are maximising the benefits of their fibre upgrades. (*Refer to the FTTN/FTTC to FTTP Program for information about the fibre network expansion*).

Making Moving Home Easier

There are over one million move events in Australia each year, equating to approximately 12% of all Australian households relocating in the last 12 months. Increasingly customers deem broadband as essential as electricity, making a fast nbn connection critical. In this context, nbn is making the following enhancements to improve the connect experience:

- Raising awareness and generate demand through a targeted movers marketing program;
- Reducing missing devices; and
- Improving the connection experience by removing friction points.

Addressing – Database Quality Improvement

The nbn addressing initiative is aimed at improving the accuracy and efficiency of the nbn address database, helping to capture a greater volume of order leads. The primary goal is to optimise addressing records to make it easier for RSPs and their customers to accurately identify nbn serviceability. nbn will improve the addressing platform data and systems by leveraging additional address data sources, increasing frequency of nbn data updates, and appending multiple relevant address formats to existing Location Identifiers (LOC IDs) to allow for broader searchability.

It is anticipated that these activities will result in:

- **Enhanced Customer Experience:** By improving the accuracy of address data, customers can enjoy a smoother and more reliable connection experience when moving to new premises
- **Operational Efficiency:** Reducing the number of address-related issues can lower operational costs and improve the efficiency of the customer onboarding process

The initiative requires ongoing engagement with RSPs to ensure that their feedback is incorporated and that they are kept informed about the changes and improvements being made.
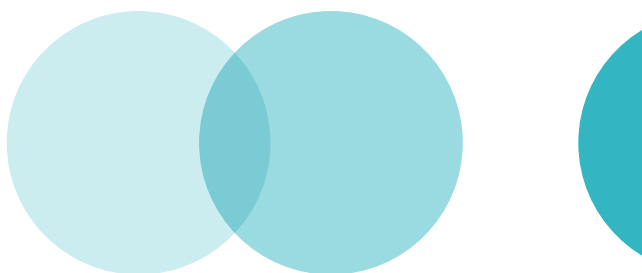
1. nbn strategic network insights data, December 2024.
2. Omdia, Fibre Development Index Analysis, October 2023.
3. Internal Research, The Behavioural Architects, September 2024.

FIXED WIRELESS AND SATELLITE UPGRADE PROGRAM

PROGRAM SUMMARY

nbn has undertaken a significant upgrade of the Fixed Wireless network, increasing both the capacity and coverage. The major upgrade has been delivered as part of a $750 million investment, which includes $480 million from the Australian Government and an additional $270 million from nbn, aimed at improving nbn broadband services across regional Australia.

The Fixed Wireless and Satellite Upgrade Program (FWSUP) commenced on 22 June 2022, with the nbn® Fixed Wireless High-Speed Tiers and Fixed Wireless Enhanced and Expanded Coverage Consultation Paper published on 15 August 2022. The scope of works was completed in December 2024. The Fixed Wireless and Satellite Upgrade Program involved upgrading equipment to more than 2,300 towers to deliver faster wholesale speeds across the nbn® network. Additionally, over 120,000 homes and businesses, previously within the nbn® Sky Muster satellite service footprint, now have access to nbn® Fixed Wireless for the first time.

nbn has also boosted speeds for approximately 800,000 homes and businesses within its Fixed Wireless footprint and introduced two new high-speed tiers. nbn is collaborating with RSPs to introduce these two new high-speed tiers to market.
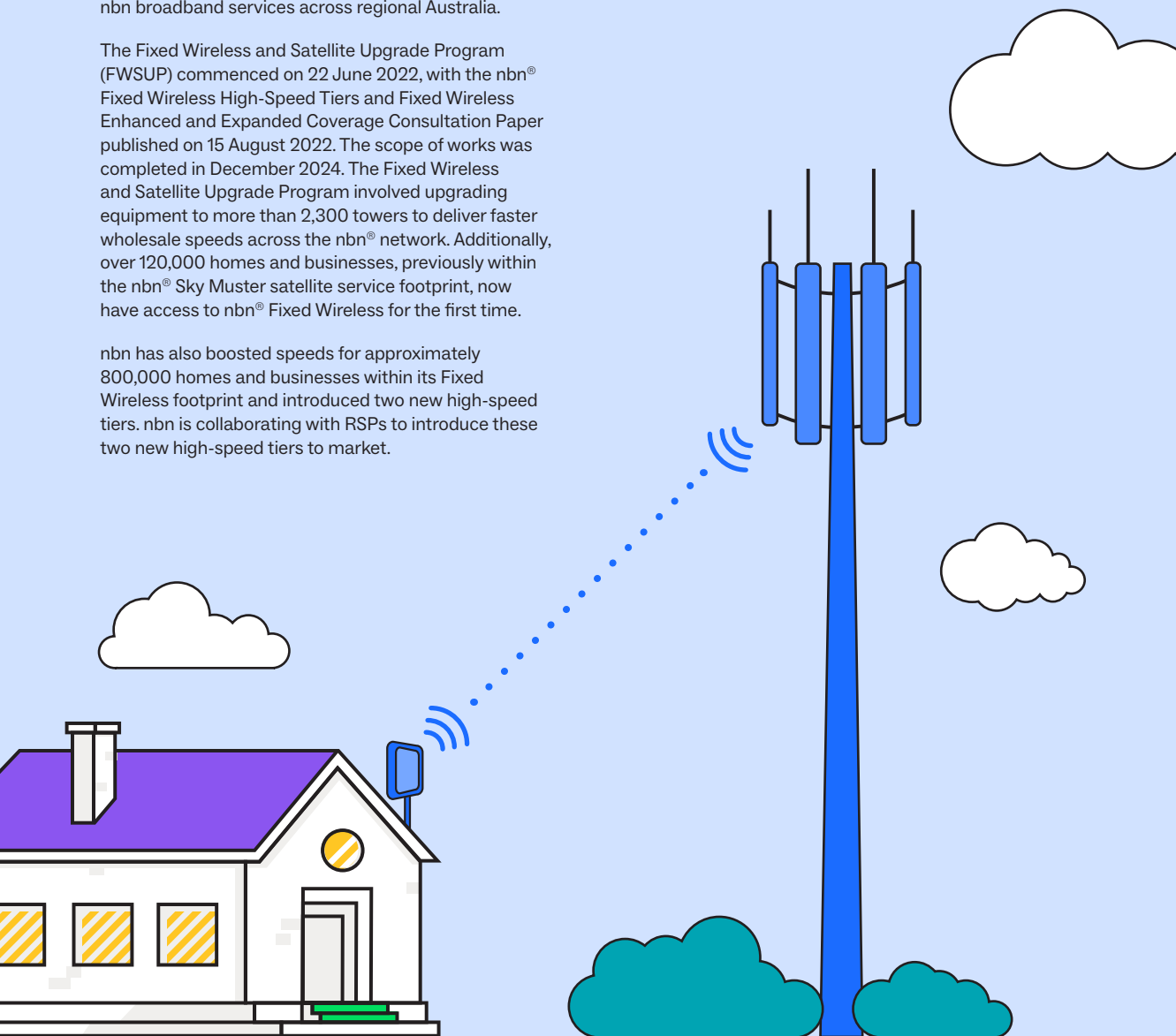
PLANNED SERVICE BENEFITS FROM THIS PROGRAM

Upgrading the Fixed Wireless network is designed to give more homes and businesses access to faster download speeds. In addition to the increased reach, the Fixed Wireless and Satellite Upgrade Program is designed to:

- **Enable faster speeds across the Fixed Wireless network** including at the busiest times.
- **Uplift the existing speed on nbn's most popular Fixed Wireless Plus plan** and introduce two new higher speed plans, Fixed Wireless Home Fast and Fixed Wireless Superfast.
- **Improve network optimisation:** Continued roll out and installation of next generation 4G and 5G equipment to extend tower range from 14km to up to 29km, improving speed and reach in regional and remote areas.
- **Continue Device Modernisation:** Upgrade older Wireless Network Termination Devices (W-NTDs) to V3 and V4 models to support higher speed tiers.
- **Expand Satellite Migration:** Migrate approximately 120,000 Satellite-only premises to the Fixed Wireless network, enabling more people currently in nbn® Satellite areas access to Fixed Wireless.

Enhance Sky Muster Plus: For homes and small businesses remaining on nbn® Satellite, nbn launched Sky Muster Plus Premium plans with uncapped data usage and various wholesale download speed tier options to meet diverse needs and budgets. This initiative has the benefits of maximising the value of nbn's existing investment in the network.

FY25 REVIEW & FY26 PLANNED TIMEFRAMES

The total cells in the nbn® Fixed Wireless network increased nearly 3.5-fold from 23k in FY23 to ~100k by December 2024. By increasing the cells in the network, greater capacity and throughput utilisation is achieved, resulting in the number of users per cell moving from approximately 18 premises per cell to 3-4 premises per cell.

As part of this initiative, the Fixed Wireless and Satellite Upgrade Program ultimately delivered an expanded coverage footprint and access to faster speeds across the nbn® Fixed Wireless network. Additionally, there was a significant uplift in available capacity and more data for nbn® Sky Muster® customers.

In addition to increased reach, the upgrades to the Fixed Wireless network are now delivering Typical Wholesale Busy Period Speed of at least 50Mbps (download)[1].

- In June 2024, nbn launched two new higher speed tiers:
  — **nbn® Fixed Wireless Home Fast:** offering wholesale Peak Information Rate (PIR) range of 200-250Mbps (download) and 8-20 Mbps (upload).
  — **nbn® Fixed Wireless Superfast:** offering wholesale Peak Information Rate (PIR) range of 400 Mbps (download) and a range of 10-40 Mbps (upload).

As well as introducing new speed tiers, the nbn wireless plan has been upgraded from potential maximum wholesale speeds of up to 75/10 Mbps, to deliver potential maximum wholesale speeds up to 100/20 Mbps. nbn launched this speed uplift in May 2024 at no extra wholesale charge to RSPs.

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1. This measure is calculated from actual throughput tests conducted over a sample of nbn® Fixed Wireless wholesale services (from nbn Point of Interconnect to Wireless Network Terminating Device). The tests use the (Layer 7) HTTP protocol as defined in TR-143 by the Broadband Forum and therefore provide throughput results that are reflective of Application Layer throughput (not Layer 2 throughput) that may be achievable using the wholesale service. Statistically significant volumes of throughput test speeds are collected across a 14-day window and averaged for each hour during the busy period between 7-11pm to identify a 'typical busy period speed', which is broadly in line with the methodology outlined in the ACCC's Broadband Speed Claims Industry Guidance Paper (October 2022). For each sample measured factors outside of nbn's control such as environmental impact on radio signal strength are taken into account, but the measure does not take into account retail level, in-premises or user factors that could impact the end user service (e.g., CVC provisioned). Actual end user speeds will differ as a number of factors influence this, including the particular end user applications in use at the time, end user equipment and software, and the number of concurrent users on the nbn® Fixed Wireless service at a given time. This means that this measure is not the same as, but is likely to be similar to, the connection's capability (if retail level and end user influences are minimal).

Enhanced data limits and network performance for nbn® Sky Muster Plus Satellite services

The upgrades to the Fixed Wireless network have enabled approximately 120,000 premises, previously limited to nbn® Satellite-only access, to now connect to an nbn® Fixed Wireless service. This transition allows these premises to enjoy the benefits of the Fixed Wireless network upgrades, and additionally facilitates several improvements to the nbn® Satellite product suite, including:

- In December 2023 nbn launched two additional Sky Muster Plus Premium plans to the high-speed tier plan: an entry and a mid-tier speed tier plan.

- There are now 3 Sky Muster Plus Premium plans that provide uncapped data usage for all internet activities[1] with a choice of speeds to suit different needs and budgets:

  — The entry-tier plan is based on a maximum wholesale speed of 25/5Mbps[2] (expected to be achieved at least once at any time of the day per 24hr period)

  — The mid-tier plan is based on a maximum wholesale speed of 50/5Mbps[2] (expected to be achieved at least once at any time of the day per 24hr period)

  — The high-tier plan is based on a maximum wholesale speed of 100/5Mbps[2] (expected to be achieved at least once at any time of the day per 24hr period).

  — The mid-tier and high-tier plans can burst up to 10Mbps upload subject to network conditions.[3]

- In March 2025, all nbn® Sky Muster Plus plans with data allowances were sunsetted, and any customers on these plans at the time of sunsetting were migrated to one of the nbn® Sky Muster Plus Premium plans.

- As of 30 April 2025, 69% of nbn's total Satellite base are on nbn® Sky Muster Plus Premium plans. There are now more customers on nbn® Sky Muster Plus Premium plan than a standard nbn® Sky Muster plans (monthly data allowance for all online activities).

- While nbn is a wholesaler, current retail prices offered by nbn RSPs indicates that the affordability of nbn® Sky Muster Plus Premium plans is closing the digital divide between urban and regional areas.

- The enhanced nbn® Sky Muster Plus Premium offering has driven an improvement in customer utility and enhanced retention rates:

  — Average monthly usage of nbn® Sky Muster Plus Premium customers has increased by 17.7% year on year in April 2025.

  — Those on nbn® Sky Muster Plus Premium plans are enjoying close to 7 times more data per month than those on standard nbn® Sky Muster metered plans in April 2025.

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1. Fair Use Policy and shaping apply. To proactively protect and ensure the fair access to the nbn® network for all end users, nbn may from time to time, at its discretion, shape the following activities to maximum wholesale upload and download speeds of 256kbps; uploads and downloads via peer to peer; uploads and downloads to cloud storage platforms; PC and smartphone operating system updates; software/application updates; gaming software updates; any other traffic related to applications which nbn cannot identify. Other activity that nbn considers may cause adverse network impacts may also be added to the above list to be shaped, including streaming video and VPN.

2. An end users experience, including speeds, depends on whether they are using the internet during the busy period, concurrent usage, specific locations from time to time and, some factors outside of nbn's control (like equipment, software or signal reception). Satellite end users may also experience latency.

3. nbn does not guarantee that plans on Sky Muster Plus Premium will achieve burst wholesale upload speeds of up to 10Mbps. Faster upload speeds are subject to network capacity and your equipment.

Fixed Wireless and Satellite Upgrade Program (migration and experience realisation)

Recognising the evolving needs of the market and the crucial role that RSPs play, nbn has worked collaboratively with RSPs to actively promote and facilitate a smoother and more efficient migration to the Fixed Wireless network. This partnership aims to ensure a positive service experience for all users.

Activities included in FY25 and due to continue throughout FY26 include:

- **Marketing campaigns** to promote nbn enhanced Fixed Wireless network and its benefits.
- **Marketing Development Funds (MDF)** and rebates which are already available.
- **Digital Improvements:** continual uplifts to the Fixed Wireless High Speed Tier RSP Provider List and Check Your Address (CYA).
- **Regional Media Partnership:** targeting 350+ Fixed Wireless postcodes nationally to communicate completion of network upgrades, and key customer benefits.
- **Optimising the Fixed Wireless network** by continuing to install the next generation of 4G and 5G equipment. This new technology is designed to deliver more reach by extending the range of the towers from 14km to up to 29km where possible and more speed to regional and remote Australia. nbn is amongst the first in the world to deploy the 5G technology at this scale for a dedicated Fixed Wireless network.
- **Upgrades to the latest generation technology:** In FY26 nbn will continue to offer to replace older generation W-NTDs (v1, v2, v3) with the latest models.

Simplification and Continuous Improvement

In addition to supporting the volume of migrations to the Fixed Wireless network, nbn has dedicated significant time and resources to improving the migration experience. In FY26 nbn will introduce fixed wireless system and product enhancements, software upgrades, and new features to provide various business benefits to increase reliability, optimisation, performance and automation/AI tools across its Fixed Wireless network.

nbn's initial build works on the Fixed Wireless and Satellite Upgrade Program are now complete. In FY26, nbn will be transitioning from a focus on large-scale delivery to an operations-centric approach. nbn's primary goal is to enable regional Australia to reach its full potential and ensure no one is left behind. nbn will achieve this by maintaining network performance through continuous optimisation activities and delivering an enhanced customer experience to give more homes and businesses in regional Australia access to even better broadband.

SIMPLIFY OUR NETWORK PROGRAM

PROGRAM SUMMARY

nbn's Network Simplification Program is dedicated to making timely investments to efficiently address equipment end-of-life events and ensure capacity for existing customers. It focuses on evolving the FTTP network, HFC network, and transport and aggregation networks to mitigate lifecycle risks, meet capacity growth, and enable future products. By delivering an innovative network, nbn aims to meet customer needs both today and tomorrow.

Through strategic investments in lifecycle management, automation, and intelligent network management, we will future-proof network infrastructure while addressing current demands. This approach ensures that nbn can continue to provide reliable and high-quality services to customers.

- The FTTP network will continue to be enhanced through the delivery of a new platform designed to mitigate lifecycle risks, accommodate capacity growth, and enable future products.
- The HFC network will continue to evolve through strategic investments aimed at enhancing reliability and capacity. This evolution includes:
  - Ongoing Plant Modernisation, which will pave the way for the potential to transition towards Distributed Access Architecture over time.

- HFC Underperforming Segments program which focuses on prioritising underperforming areas.
- This proactive approach is designed to enhance reliability and elevate customer experience, meeting the growing usage demands and improving overall HFC reliability and performance.

- The transport and aggregation networks will continue to evolve to address lifecycle risks and increase scale. This will result in a network that has addressed end-of-life events while meeting the demands of RSPs and customers, specifically higher speed interconnects incrementally available for RSPs across Points of Interconnect (POIs).
- Following the Federal Government's announcement to jointly fund the upgrade of the remaining approximately 622,000 FTTN premises, nbn is committed to delivering these upgrades to enable those premises to order high-speed services over FTTP broadband connections. The program will focus on enhancing transit capacity including the implementation of a next-generation XGSPON capable FTTP platform, to ensure comprehensive, future-ready coverage of the remaining approximately 622,000 premises.

PLANNED SERVICE BENEFITS FROM THIS PROGRAM

This investment is designed to proactively manage technology end-of-life risks and ensure the continuity of high-quality service for customers. By modernising and simplifying network infrastructure – including FTTP, HFC, and transport networks – the program supports long-term service reliability and positions the network to meet evolving customer needs. The benefits include:

- minimising service disruptions; and
- supporting continued quality of service experience.

This network investment also ensures the evolving needs of nbn customers will be met, providing capacity to meet growing data demand whilst also enabling multi-gig speeds over time.

FY25 REVIEW & FY26 PLANNED TIMEFRAMES

In Q2 FY24, nbn commenced the HFC plant modernisation activities, involving the replacement of active (powered) equipment (nodes and amplifiers) in the HFC network in targeted areas where additional capacity is required. Upon replacement, nbn plans to enable additional upstream capacity for the customers in the targeted areas.

- In FY25, nbn is on track to upgrade 1000 segments under its HFC plant modernisation program (each segment provides coverage to ~250 premises).
- In FY26, nbn plans to complete an additional 1000 segments.

In Q4 FY24, nbn commenced scaled deployment of its next generation FTTP platform including the installation of new, XGS-PON capable Optical Line Terminal (OLT) equipment at Fibre Active Node (FAN) exchanges, and in FY25 provided capacity uplifts and enabling future multi-gigabit speeds to ~748k services.

Throughout FY26, the rollout to the next generation OLTs will continue expanding nbn's footprint coverage to ~1.129m services.

In FY25 nbn continued the upgrade of aggregation infrastructure at POI sites and ~61% of POI sites have now been upgraded. In FY26, nbn plans to continue its Aggregation Network Evolution program by upgrading ~24 additional sites, with the full rollout targeted for completion in FY27.
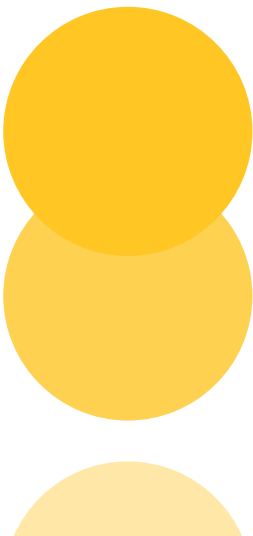
ENHANCED SERVICE DELIVERY

PROGRAM SUMMARY

The initiatives referenced in this section are focused on driving improvements across activations, network, and assurance with the primary goal of uplifting the service experience through reducing RSP and customer effort.

FY25 REVIEW

Proactive Satellite Assurance: nbn drove a proactive assurance focus on Satellite performance nationally through analysis of Satellite signal performance to predict the customer experience. This will inform the actions required to rectify issues before the customer experiences an interruption to their service, mitigating the risk of restoration delays whilst reducing the need for customers to raise an incident ticket with their RSP.

- In FY24, a proactive assurance pilot was conducted within limited access regions (islands) where customers who may have been experiencing one or more of the following symptoms were targeted:
  — poor performance on the return link that resulted in a slower upload speed for the customer;
  — poor performance on the forward link that resulted in an increased chance of dropouts and potentially lower speeds; or
  — poor performance on either the forward or return link that resulted in service degradation during poor weather.

- In May 2024, nbn launched the Satellite Proactive Assurance Program on a national scale. This initiative aimed to address several potential suboptimal performance issues experienced by customers, including slower upload speeds due to poor return link performance, increased chances of dropouts and potentially lower speeds due to poor forward link performance, and service degradation during adverse weather conditions.

- Completed appointments demonstrated a two to threefold improvement in signal stability from the NTD to the roof-mounted satellite dish. The observed increase in signal strength means that customers can now enjoy a more stable service with a stronger potential to reach peak speeds.

- The program was completed in December 2024. In summary, for the services that had a truck roll completed, appointment results identified several root causes for the poor performance. These included wear and tear, the need for dish alignment, weather-related damage, line of sight issues, and Customer Premises Equipment (CPE) problems.

PLANNED SERVICE BENEFITS FROM THIS PROGRAM

- **Reduction in cost to serve for RSPs and nbn** by driving a reduction in service disruptions, unnecessary truck rolls and customer effort. This will be achieved through the proactive detection and repair of performance issues, reduced repeat appointments and faster connection and restoration of services.
- **Improvement to the RSPs and customer experience** through improved nbn communications and process enhancements; and
- **Expanding the proactive fibre upgrade use cases**.

FY25 REVIEW & FY26 PLANNED TIMEFRAMES

Key areas of focus for FY25, which will continue into FY26 include:

Underperforming (UPL) and Assurance Fibre Upgrades: In conjunction with the Fibre Upgrade Program, nbn is proactively identifying individual FTTN and FTTC underperforming lines within the FTTP footprint. The objective is to proactively and progressively change the service class of these customers to enable a simpler and quicker migration to FTTP, improving the customer experience and service performance for those who most require a service performance improvement.

- In FY24, nbn advised RSPs of the enablement of orderable fibre services at certain premises that were already connected within the Fibre Connect 'Ready For Order' (RFO) footprint without RSPs needing to order a High-Speed Tier service.
- In FY25 nbn expanded the eligibility for FTTN Assurance fibre upgrades to include selected FTTC services to improve the customer experience and service performance. As per its plan, communicated to RSPs on the October 2024 Proactive Fibre Upgrades Operations Bulletin:
  — The pilot will continue and has increased the number of locations to over 30,000 by June 2025.
  — As part of the Proactive Fibre Program to date, we have enabled over ~500,000 FTTN and FTTC locations to upgrade to FTTP without the need to order a High-Speed Tier. These eligible locations include UPLs and Assurance Fibre upgrades.

- In FY26, nbn will continue to release FTTN LOC IDs to RSPs on a monthly basis. Additionally, as per the Operations Bulletin released to RSPs on 12 March 2025, post the pilot period nbn will launch the ongoing release of FTTC LOC IDs (*refer to FTTN/ FTTC to FTTP Program section for more information*) which is planned to align to the FTTN process, releasing FTTC LOC IDs to RSPs on a monthly basis. nbn will continue to release monthly forecasts across FTTN and FTTC to enable RSPs to run targeted direct marketing campaigns.

Activate Operate Assure (AOA) Communications: In FY25, nbn advised that it would conduct an extensive internal review of communications across the Activate, Operate and Assure customer journeys. As part of this focus, nbn advised that it would continue to engage and work closely with RSPs to further streamline RSP communications, improve clarity around restoration work and timeframes, and provide tailored services for complex sites.

- nbn has completed an internal review of communications with a focus on the Operate customer journey and nbn outage notification framework. This review revisited RSP feedback that was provided via the Planned Network Outage Industry Forum, facilitated by the Communications Alliance and previous Consultations including WBA5 and ASIP-25.
- nbn acknowledged that the Network Performance Advice/Network Activity Ticket (NPA/NAT) solution previously proposed required extensive review and redesign (as it relates to outage notifications), as per the feedback RSPs have provided. nbn intends on running RSP workshops to validate any tactical changes nbn should implement to the HFC NA /NPA outage notification process, expected to commence in Q1 FY26. Post this re-engagement, process improvements will be reviewed and nbn will engage industry on next steps.
- A Planned Outage Reschedules capability has been proposed to industry via consultation paper [Planned Outage Reschedule Capability – RMID1210]. Consultation concluded in April 2025, with the outcomes of the consultation & next steps communicated in the Consultation Closure Paper released to RSPs in Q4 FY25. Planned implementation of this new process is targeting H2 FY26 (as per RSP feedback received), and nbn will look to share further information with RSPs in FY26.
- nbn will continue to progress the resolution of all items as raised via the Communications Alliance forums held between 2022 – 2023.

Furthermore, in FY26 nbn will improve the quality of information and the user interface of the Network Outages website, providing both RSPs and customers with a better customer experience and enabling real time updates as to resolution timeframes.

nbn will also continue to improve SMS communications across the Connect journeys.

Connect Right First Time & Reduce Assure Fix Loop: Focusing on the Connect journey (where a physical install with a truck roll has occurred and including up to 10 Business Days post the appointment completion), and the Assure journey, identify areas of opportunity that prevent an Order or Incident being completed on or before the initial appointment date agreed with a customer. The intent is to increase the number of customers nbn is able to connect or restore right first time.

- nbn is improving the quality of information provided to RSPs when Fibre Connect upgrade appointments are incomplete on the day (and where customer or RSP action or follow up is required). nbn will introduce a new reason code and improved reason description, to enable RSPs to change any automation logic that may be triggered by an incomplete upgrade appointment due to customer action being required. Examples of this include, but are not limited to, landlord permission being required or where the customer needs to arrange internal cabling. This will reduce the multiple incomplete connect appointments experienced by some customers during the Fibre Connect upgrade journey and reduce customer confusion and frustration during the process. nbn is currently targeting September 2025 to release this functionality.

- In FY25, nbn introduced improvements to reason codes and descriptions for Fibre Connect end user delays. These enhancements will be expanded to include all fixed line connect technologies and improvements to the reason code and descriptions provided as part of the closure of Assurance technician site visits.

- nbn will also review, simplify and improve digital assets utilised by RSPs and customers to prepare for their upcoming connect and assurance appointments.

Service Health Assurance Tool Enhancements: Delivering incremental updates to Service Health Assurance tools which have been requested by RSPs to provide process improvement uplifts.

To address feedback received from RSPs around Service Health Summary (SHS), the below enhancements were deployed in FY25:

- **Updates to SHS Stability rules to exclude network dropout events from Stability Indicator (FTTN/ B/ P/ C & HFC):** Planned and Unplanned network outages were previously influencing the SHS Stability indicator across all technologies. nbn has since updated its Next Best Action rule sheets, which in turn will ensure Trouble Tickets are not raised for Planned or Unplanned outages. This was deployed in Q1 FY25.

- **Updated data in SHS (FTTN/B):** There were situations where SHS was not being refreshed after Test & Diagnostics (T&D) tests had been completed and SHS continued to present older cached data. This resulted in a lack of trust in the SHS and frustration for nbn RSPs. This was rectified in Q2 FY25.

- **Assured Line Rate calculation rectification (FTTN):** An issue was identified where SHS was calculating the Assured line rate incorrectly for FTTN services. The delivery of this capability focused on uplifting the business rules to correct the calculation, removing ambiguity and avoiding the unnecessarily raising of Trouble Tickets when the issue was outside of the nbn® network. This was rectified in Q2 FY25.

- **SHS Response Times (Fixed Wireless):** To address feedback received from RSPs around SHS response times for Fixed Wireless, nbn deployed changes in Q3 FY25 which improved response times where a customer was experiencing a connectivity issue from 60 seconds to 10 seconds.

- **Improvements to SHS to reduce incorrectly handled incidents in monitoring (FTTP):** An issue was identified where ~40 services per month were placed into Business Service Monitoring post restoration and were being removed from monitoring for nbn operator review, even though the services were still testing within specification. This issue was rectified in Q3 FY25, meaning the monitoring period is now working as designed with only services that fail specification falling out of monitoring for nbn operator review.

- **Next Best Action (NBA) changes & updates - FTTN/ B/ C/ FW/ Standard Sky Muster:** nbn has received feedback from some RSPs around the benefit of Red Amber Green (RAG) statuses within SHS for technologies where Pulse is not available – FTTC, FTTB, FW & Standard Sky Muster. For these technologies, nbn completed a comprehensive review and in Q4 FY25 realigned RAG statuses to ensure it only provided a Green, Red or Grey (RAG) status. The intent is to ensure nbn provides as much clarity for RSPs regarding what the nbn recommend next best action should be.

We currently have the below enhancements planned for FY26:

- **Updates to SHS Stability rules to exclude customer power cycle events from Stability Indicator (HFC):** HFC NTD power cycles are currently included in the Unexpected Dropout attribute in SHS. As this misaligns to the Unexpected Dropout definition in the WBA, nbn is planning to remove these from the Unexpected Dropout attribute in SHS for HFC and instead including the event in the Initiated Dropout count. nbn will communicate further information / release date in FY26.
- Separately, nbn will remain focused on partnering with RSPs in FY26 to drive Service Health Summary version 3 adoption (for FTTN/ B/ P/ HFC) to ensure the full value of Service Health Summary can be experienced across all RSPs.

Introduce a new quality management framework and build agent capability with the intent to improve first contact resolution while providing a great customer experience. Quality is at the core of nbn, and nbn is committed to design, build, connect, and assure a quality, fast, reliable, and fit-for-purpose network that makes a positive contribution to Australia. nbn achieve quality outcomes by applying a customer-focus to everything it does, including by optimising processes and continuously improving what and how nbn meets those needs.

- In H1 FY25, nbn piloted a new agent behavioural and quality framework. The pilot team referenced new tailored knowledge and were provided training on the new framework which focused on soft skills, chat and call handling techniques.
  - During the pilot, nbn established first contact resolution (FCR) reporting and measured subsequent interactions at defined points post the initial engagement request. The results showed nbn's FCR improved, and the overall conversation flow was very positive with some RSP agents commenting they had noticed improvements in the quality of service provided.
  - nbn have commenced scaling the framework to all teams supporting RSP Enquiries via chats and calls. The new framework and soft skills training will now be incorporated into future agent induction training.
- In Q1 FY26, nbn will engage RSPs to provide an update regarding its new quality framework and seek feedback to assess further improvements and tailor any training as required.

Uplift RSP Knowledge Management to ensure ongoing relevance and operational excellence, nbn will continually assess and evolve its RSP knowledge management standards and protocols, uplifting nbn operational documentation (for example, Operations User Guide & Service Health Summary Guide), as well as nbn's Customer Centre Platform.

Targeted Improvements for RSPs and Customers for the top causes for RSPs and customers requiring contact with nbn for general enquiries through development of self-service solutions. This also includes workflow review and where required process re-design to reduce complexity, errors and fallouts.

- In FY25, significant work has been undertaken to review the Remote Activations processes for FTTC & HFC. In summary, to date nbn has:
  - **Streamlined HFC activations testing** to check for signal strength and to detect if the HFC NTD is online. nbn aligned its automated testing thresholds with its manual Remote Activations processes allowing more orders to complete automatically.
  - **Optimised FTTC Data Flow Detection,** aligning nbn's automated completion data thresholds with its manual Remote Activations process. These changes resulted in an increase of orders progressing to complete and reduced the need for RSPs to request Remote Activation.
  - **Enhanced nbn's Live Chat functionality** to allow the RSP operator to specify when they are seeking support for a Remote Activation via Live Chat. This takes future process reviews and optimisations into consideration so nbn can easily report on Live Chat Remote Activation interactions.
  - **Established the nbn Remote Activations Guide for RSPs**, detailing the recommended steps for activating a customer's HFC and FTTC service with a detailed troubleshooting guide.
  - **Established RSP Live Chat reporting for instances where RSPs** have engaged nbn for Remote Activations FTTC and HFC support without following the correct process to drive industry education.
  - **Enhanced notes** for requests assigned to nbn teams for troubleshooting with RSPs and customers. By automating the addition of notes directly onto the connect order each time a contact attempt is made, nbn has significantly increased visibility on order progress.
  - **FTTC Data Flow Detection (DFD) automatic system enhancements** now detect FTTC data flow and completes automated testing throughout the connection lifecycle. If DFD is identified and an appointment is scheduled, appointments are automatically cancelled and the order moved to complete, with customers then notified via SMS of the update.
  - **Implemented Service Request Automation** for HFC and FTTC Remote Activation, enabling updates and resolutions in 30 minutes for simple cases, reducing the review time from 2 business days.

- Whilst nbn has now completed all Remote Activations planned changes for HFC & FTTC, it will continue to focus on this process with RSPs to ensure nbn is improving the customer experience and addressing any further education opportunities, specifically where it receives Remote Activation requests and NTDs are offline. In parallel, nbn has started to review appointment-related enquiries by examining the reasons why RSPs contact nbn regarding errors for appointments.
- nbn's review of processes for appointment-related enquiries will continue in H1 FY26, exploring ways to improve and reduce the effort required from both RSPs and nbn employees by introducing process improvements and enabling self-service options. nbn will look to share further updates and proposed efficiencies with RSPs as it ideates and establishes solutions.

Contact Centre Platform: The introduction of new capabilities to transform how nbn contact centres operate and serve by providing faster and enhanced responses for RSPs and customers.

- In H2 FY26, nbn will commence its Contact Centre Platform migration and once completed, it will engage RSPs as required regarding the unlocking of future digital capabilities for nbn and RSPs.

Leverage Generative AI to transform operational efficiency and customer experience for nbn, RSPs and customers.

- In FY25, 3 GenAi capabilities have been delivered which improve nbn's level of service provided to RSPs:
  - **1. RSP RecapRocket virtual assista**nt – automatically generates clear and accurate summaries of nbn's RSP live-chat support conversations which are published into Service Portal for RSPs record.
  - **2. GenAI-enabled Chat support Insights** – This functionality automatically categorises and classifies RSP support chat interactions which provides actionable insights into nbn RSP contact drivers.
  - **3. Appointment Summariser** – a GenAI-assisted tool that generates concise summaries of incomplete connect appointments based on the outcome of nbn technician appointments for customer delay reasons and excluding held orders. This automatically publishes notes into the Service Portal on an hourly basis, including weekends providing RSPs with timely, clear, jargon-free information and actionable recommendations.
- nbn will continue to leverage Generative AI to enhance RSP service delivery. nbn's focus will be on further exploring AI solutions to provide more comprehensive information and timely updates to RSPs on Orders, Incidents and Appointments.

Implementing strategic Test and Diagnostic (T&D) Tools to improve quality, reduce calls from technicians into support teams and improve technician productivity (providing the tools to offsite), providing alignment and enhanced testing and diagnostics which is fit for purpose for RSPs, nbn and Service Delivery Partners.

- In November 2024, nbn deployed changes as part of the T&D Strategic Refresh program for FTTN/ B which included new attributes in SHS, available via Service Portal or version 3 of the SHS API, including Line Impairment and CPE Condition data.
- In June 2025, nbn introduced enhancements to its FTTN/B Service Health Reports to include Line Impairment and CPE Condition data. These enhancements aim to empower RSPs to proactively identify assurance opportunities in aggregate across their footprint prior to the final incident confirmation via the SHS. By leveraging the same information used by SHS and nbn operators, the integration of the additional attributes aims to provide RSPs with comprehensive diagnostic tools for effectively identifying potential faults.

Whilst nbn continues to assess any further opportunities for FTTN/B, it has commenced initial ideation planning on FTTP. Following FTTP, nbn plans to expand its review to HFC as part of a continuous effort to uplift service diagnostic capabilities. Implementation will be subject to further prioritisation and feasibility / benefits assessments.

FTTC Neighbourhood Watch: In the FY25 ASIP, nbn advised that it would look to expand the existing Network Incident framework to identify where multiple neighbouring FTTC Distribution Point Units (DPU) are faulty and impacting customers.

- nbn plans to roll out the enhanced FTTC Neighbourhood Watch capability in FY26. This capability will enable RSPs to have early visibility of Network Incidents where multiple services are down due to a faulty DPU. nbn will look to provide further communications regarding the change in H1 FY26.
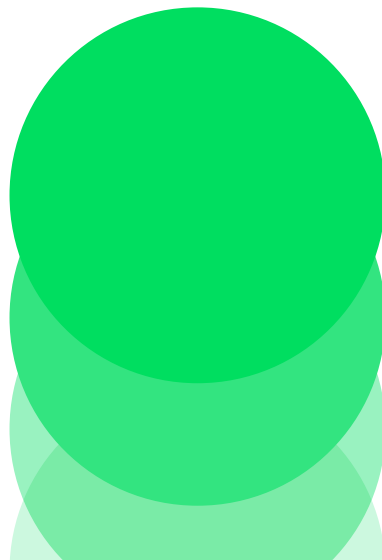
Service Evolution (referenced separately in the FY25 ASIP): While the Multi Technology Mix Model (MTM) model has expedited the connection of premises to high-speed broadband services faster, it has led to the creation of multiple systems and technology-specific bespoke processes for customer and network service teams. Under the multi-year Service Evolution program nbn plans to implement standardisation of customer and network service processes across all network access technologies. These initiatives will focus on the following primary service activities:

- Ordering (New/modify/disconnects);
- Service faults (proactive/reactive);
- Network management and faults;
- Customer communication; and
- Customer enquiries.

These activities aim to establish a single view of all customer service impacting events – irrespective of access technology – within nbn to enable greater consistency in the management of customer orders, service faults, network outages (planned/unplanned), and performance degradation.

In FY25, the program began transitioning key capabilities to the new platform. Adopting a business-led delivery approach, the program collaborated with the business teams to ensure that the capabilities and solution were assessed and tested before the transition is commenced.

The key capabilities which will directly benefit RSPs are outlined below. These enhancements will lead to an improved customer experience and quicker turnaround for customer requests. None of the changes below require RSPs to alter their ways of working.

- **Real-Time Case Creation:** Currently, nbn takes two business days to assign a case manager to a held order. With these changes, nbn will assign a case manager on the same day, providing better support to RSPs and automating case creation.
- **Remediation plans** will now be shared with RSP within 4 hours of a field visit, compared to the current 48 hours. This will provide quicker case updates to RSPs and customers. There will be no change to the Planned Remediation Date (PRD) timeline.
- **Efficient Service Requests Resolutions:** Routing enhancements and automations will directly assign Service Requests (SRs) to the appropriate teams, resulting in faster resolutions for RSPs.
- **Resolution Rejected:** If RSPs reject a resolution, SRs will be created with high priority and expedited to an operator, ensuring a quicker response time.
- **Improved Notification Accuracy:** Enhanced accuracy of notifications for third-party power outages, reducing non-impacting alerts to customers

In FY26, the program will continue to enhance and deliver business capabilities, marking a pivotal year for nbn business teams, partners, and RSPs. One of the key focus areas will be Service and Network Assurance. As nbn Service and Network Assurance teams transition to the new platform, we anticipate improvements to:

- **turnaround times**, where customers will experience a quicker resolution of issues
- **streamlined and improved communication**, where RSPs will receive consistent communication irrespective of access technology.
- **the customer remediation experience**, where nbn will deploy automated assignment of nbn case managers for locations undergoing remediation which will look to provide RSPs and their customers timely progress updates on assurance Trouble Tickets accompanied by a standardised and consistent format, and
- **more efficient updates on assurance tickets**, where standardised processes will improve cycle-times by enabling early identification and efficient resolution of service issues. With the standardisation of proactive service performance monitoring across all access technologies, nbn plans to use predictive tools to enable targeted proactive service assurance tasks to be performed on network elements. This approach allows for the identification and resolution of potential issues before customers have lodged a service incident.

nbn will provide updates through its operational communication channels on when these improvements will be launched.

New key focus areas that nbn is planning for FY26 include:

nbn will assess **the end-to-end knockdown rebuild experience** for customers who are rebuilding their home or business and explore opportunities to identify those locations early in the process to ensure the nbn reconnection journey is improved. nbn also plan to uplift the information provided via its nbn website to ensure the knockdown rebuild process is clear and customers can take the appropriate steps for the site to be fit for purpose when they reconnect to the nbn® network.

Improve the connection experience where remediation is required for HFC & FTTC: nbn is planning to expand the Remote Activations process for HFC & FTTC for scenarios where remediation work is required, enabling the option for a Remote Activation to occur instead of sending a subsequent truck roll post remediation work completion, similar to the FTTP process. This will result in customers being connected sooner, enabling less RSP effort and cost. nbn plans to engage RSPs and provide additional information in Q1 FY26.

RETAIL SERVICE PROVIDERS PARTNER EXPERIENCE

PROGRAM SUMMARY

nbn has established a multi-year program which is focused on delivering continual improvement and uplifting the RSP experience.

nbn recognises that effective collaboration with RSPs is essential for delivering high-quality service to customers and places significant emphasis on enhancing RSP experience and partner interaction excellence.

nbn is committed to working closely with RSPs and the broader telecommunications industry to enhance customers' overall experience. By making its products and services more affordable, simpler, and easier to deliver, nbn aims to significantly improve the RSP experience. This enables RSPs to sell more effectively and ensures ease of use for customers.

nbn aims to provide high-quality, timely, and functionally complete products and services, backed by clear and compelling value propositions for both RSPs and their customers.

Continuous engagement, feedback, and collaboration with RSPs are vital to creating an effective and efficient ecosystem, fostering trust, and building long-term relationships.

While several initiatives are in progress, nbn acknowledges the need for ongoing improvements and values the crucial feedback and collaboration from RSPs and their customers.

FY25 REVIEW

Key benefits delivered in FY25 under this program included:

Operational Excellence

- **Billing and Operational Improvements:** The implementation of proactive detection monitoring and self-generated exceptions simplifies the billing experience for RSPs. By reducing the need for manual interventions and minimising complaints, this approach not only streamlines operations for RSPs but also significantly enhances the overall experience for customers. A review of the overall order-to-payment journey was initiated, focusing on automation, commerciality, and RSP communication. Following this, education and awareness initiatives were successfully delivered as part of the multi-year phased enhancements. Additionally, plans are in place to enhance engagement with account teams and RSPs to drive greater awareness. Further improvements are scheduled for FY26.

Digital Experience

- **API Uplift – Delivering Digital Tools valued by RSPs:** Augments the existing API offering, ensuring consistent programmatic access to essential operational data (e.g., order history, trouble ticket history archive, and more). Ongoing API enhancements and new capabilities have been successfully delivered in FY25, leading to increased usage of RSP API digital platforms. These improvements have streamlined processes and enhanced the overall efficiency and effectiveness of the digital platforms used by RSPs.

- **Additional Digital Capability Uplift:** In FY25, significant digital improvements were made for RSPs in the Customer Centre, focusing on the digitisation and enhancing search functionality. These improvements are designed to streamline operations, increase efficiency, and provide a more user-friendly experience for RSPs.

The following activities planned for FY25 were put on hold and may be considered in the future:

Planned and Predictable

- **Digital Roadmap Management:** Enterprise Release (Forward visibility of nbn Customer Roadmap) initiative has been postponed with the planned capability being deferred to a subsequent financial year.

- **Subscription Based RSP Communications (Reduced Volume of RSP Communications):** Reduce the volume of RSP communications by implementing a new technical capability via the Portal, which allows RSPs to subscribe, select, and manage the types of communications they receive from nbn. However, the FY25 initiative has been delayed and will now be developed in a future phase aligned with AI and digital capabilities.

PLANNED SERVICE BENEFITS FROM THIS PROGRAM

This program is focused on recognising the crucial role RSPs play and nbn is committed to addressing feedback and fostering a cultural mindset shift within the organisation. The focus, "Accelerating Great Together" outlines a vision for 2025 and beyond, aiming for:

- Streamlined operations
- Trusted partnerships
- Digitisation and innovation
- Greater responsiveness to the RSP experience and real-time data insights
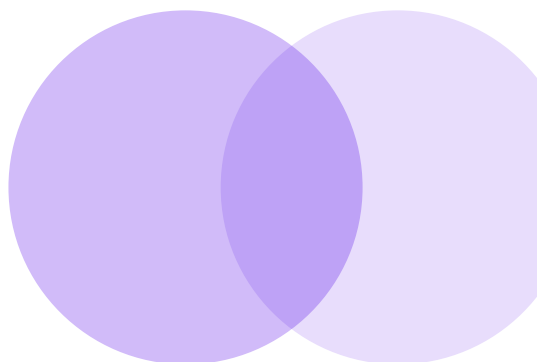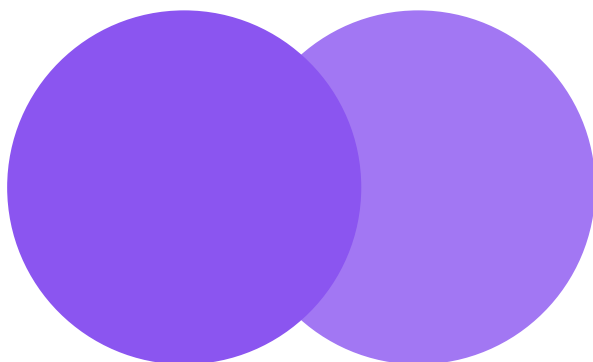
FY26 PLANNED TIMEFRAMES

Digitisation and Innovation:

With the surge in digital channel usage, marked by 744 million transactions and increased API deployments, nbn will continue to drive innovative solutions such as AI assistants and self-serve options. These advancements aim to improve system resilience and stability, reduce complexity, and streamline processes across the industry.

The ongoing development of a digital ecosystem will empower nbn partners with advanced technology services and capabilities, enabling them to operate efficiently with minimal complexity and deliver smooth customer experiences. Enhancing digital tools and leveraging innovative solutions to improve operational efficiency and scalability for RSPs.

In FY26, planned activities for digital improvement include:

- uplifting the findability of support content across portals
- continued investment in API development
- and ongoing focus on system stability, security, and resilience.

To better partner and collaborate with RSPs, nbn is progressing several key initiatives:

1

Building Generative AI Capabilities:

- Transforming interactions, improving efficiency, enhancing insights, and saving costs through live chat interactions and real-time insights, ultimately driving customer satisfaction.
  - **Generative AI Assistant (POC) Trial:** A brand-new fit for purpose channel chatbot experience for RSPs that is AI powered.

2

Digital Tools Development:

- Focusing on AI assistants, self-serve options, and API development to provide RSPs with greater operational efficiency.
  - **API Development: Development** of new APIs includes te creation of a Global Search API for RSPs to use multiple identifiers for filtered reporting via the Service Portal.
  - **Digitise Marketing Development Fund (MDF) Process:** Automated MDF can significantly streamline information delivery to RSPs throughout the program allowing RSPs to self-serve by submitting applications, tracking their progress, and monitoring their funding independently. An automated MDF process not only scales efficiently but also enhance the user experience and supports overall growth.

3

Outstanding End-Customer Experience:

- Enabling rich, self-service capabilities via digital channels and portals.
  - **Customer Centre Enhancements:** Improving the overall customer experience by leveraging advanced digital tools.

4

Increased Efficiency and Reduced Costs:

- **Streamlined Connectivity and Billing:** Making the network connection process more cost-effective and enhancing the order-to-payment journey.
  - **Order to Payment;** Billing complexity to be further addressed through enhancements to the Billing Invoice and Billing Event File systems.

5

Innovative Solutions and Optimised Engagement:

- Improving product and service delivery coordination for RSPs.
  - **RSP Relationship Management:** Implementing Enterprise CRM solutions will provide real-time, actionable insights across all RSP interactions. This will enhance relationship management, enable prompt issue resolution, and support overall growth and success.

These initiatives will help nbn achieve its strategic objectives by creating a more efficient and cost-effective environment for its partners.

FY26 ANNUAL SERVICE IMPROVEMENT PLAN – EXPENDITURE CATEGORIES FOR INITIATIVES AND COST PASS-THROUGH APPLICATIONS

The table below provides an overview of the service improvement initiatives captured in ASIP-26 and the relevant category of forecast capital expenditure or forecast operating expenditure for the First Regulatory Cycle (FY24 to FY26) to which the initiative relates (consistent with section 4A.4.2(b)(v) of the SAU). While the priority and scope of initiatives, and associated planned expenditure, may evolve between the operating plans for each financial year, the identification of the applicable category is intended to help identify where proposed initiatives sit within nbn's capital envelope relevant to the forecasts for the Regulatory Cycle.

The table sets out: (1) where applicable, the broader program which particular initiatives form part of; (2) the specific initiative; and (3) the applicable capital or operating expenditure category. A description of the relevant expenditure categories is also provided below. It is important to note that nbn has included some initiatives in the ASIP-26 that may not be forecast to require material capital or operating expenditure (and therefore not required by the SAU to be captured in the ASIP) but may still lead to an RSP and/or customer benefit.

Program / initiative	Description	SAU Regulatory Cycle capex or opex category
FTTN/C to FTTP	FTTN to FTTP Network Build	**Capability:** Network Upgrade Initiative – FTTN to FTTP Build
	FTTN/C to FTTP Connection Upgrades	**Capability:** Network Upgrade Initiative – Connect (Fibre Connect, and selected proactive migration) – FTTC/FTTN – FTTP
	FTTP Simplification and Continuous Improvement	**Other:** IT (Systems Engineering)
Fixed Wireless	Capacity Upgrades	**Capability:** Fixed Wireless and Satellite Upgrade
	Satellite to Fixed Wireless Flip	**Capability:** Regional Co-Investment Initiative
	Fixed Wireless Simplification and Continuous Improvement	**Other:** IT (Systems Engineering)
Simplification and Continuous Improvement	Simplify our Network	**Other:** IT (Systems Engineering)
	Customer Experience	
	Enhanced Service Delivery	
	RSP Partner Experience	

CAPITAL EXPENDITURE CATEGORIES

The capital and operating expenditure categories are based on the descriptions provided by nbn in the explanatory material accompanying the IOP23 expenditure forecasts, as summarised below.[1]

1 Capability:
Network Upgrade Initiative – FTTN-FTTP Build

Upfront build capex allocated to building fibre deeper into parts of the FTTN footprint – designed to enable up to 3.5 million premises to access wholesale download speeds of 500 Mbps to close to 1 Gbps (nbn® Home Ultrafast) on demand. This capex is applicable to the fibre-deepening program which re-uses the Distribution Fibre Network (DFN) that was deployed as part of the original FTTN upgrade to build the Local Fibre Network (LFN) to enable migrations to FTTP within the selected footprint.[2]

2 Capability:
Network Upgrade Initiative – Connect (Fibre Connect and selected proactive migration) – FTTC/FTTN – FTTP

Capex allocated to the construction of FTTP lead ins to upgrade premises from either FTTC or FTTN to the FTTP access technology.[3]

3 Capability:
Fixed Wireless upgrades

This covers capital allocated to:

- nbn's ongoing program of Fixed Wireless capacity upgrades that are required to keep up with forecasted traffic growth for each cell and provide for a monthly busy hour cell performance of 6 Mbps or more;[4]

- a major upgrade of the Fixed Wireless network (co-funded via a $480 million grant from the Australian Government and $270 million from nbn) that is designed, by the end of 2024, to:

  i. allow nbn to deliver 'typical wholesale busy period download speeds' of at least 50 Mbps across the Fixed Wireless network;[5]

  ii. enable the:

      a. launch of two new high speed tiers on Fixed Wireless, being:

         i. Fixed Wireless Home Fast (200-250 Mbps download Peak Information Rate range, 8-20 Mbps upload Peak Information Rate range); and

         ii. Fixed Wireless Superfast (400 Mbps download Peak Information Rate, 10-40 Mbps upload Peak Information Rate range);

      b. uplift of the existing Fixed Wireless Plus speed tier from 75 Mbps (download) and 10 Mbps (upload) potential maximum information rate to up to100 Mbps (download) and 20 Mbps (upload) potential maximum information rate; and

      c. expansion of the Fixed Wireless footprint to enable approximately 120,000 formerly satellite-only premises to access nbn's Fixed Wireless network.[6]

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1. Detail of the capital and operating expenditure categories for IOP23 was provided in Part F: Efficiency of Expenditure and Demand Forecasts of nbn's supporting submission to the SAU variation lodged in November 2022. As described in nbn's supporting submission to the Amended SAU Variation of August 2023 (p.30), the Forecast Nominal ABBRR for the First Regulatory Cycle in that variation was updated in several respects (e.g., for WACC and inflation expectations), but was still based on the IOP23 expenditure forecasts. Part F of the submission accompanying the previous variation (of November 2022) therefore provides the appropriate descriptions of the relevant capital and operating expenditure categories for the purposes of ASIP24.

2. See Part F: Efficiency of Expenditure and Demand Forecasts of nbn's supporting submission to the SAU variation lodged in November 2022, pp.44-48

3. ibid

4. This metric is publicly reported at nbn.com.au/updates. nbn prioritises cells for its capacity upgrade program which fall under its design threshold of 6Mbps monthly busy hour cell performance (or that nbn forecasts to fall under this threshold). The calculation of busy hour cell performance accounts for throughput at the radio interface, which is one segment of the Fixed Wireless access network. Actual end user speeds will differ to the monthly busy hour cell performance and are affected by a number of factors including: the particular application being used and how each application manages packet loss, fixed wireless signal levels, demand from end users, end user equipment, nbn® Fixed Wireless network design and management, and performance elsewhere on the nbn® network.

5. This measure is an estimate based on a sample of nbn® Fixed Wireless wholesale services and measures the average speed at certain points in each hour of the busy period between 7-11pm to identify a 'typical busy period speed', in line with the methodology outlined in the ACCC's Broadband Speed Claims Industry Guidance Paper (October 2022). For each sample measured it will take into account factors outside of NBN Co's control such as environmental impact on radio signal strength, are taken into account, but the measure does not take into account retail level, in-premises or user factors that could impact the end user service. Actual end user speeds will differ as a number of factors influence this, including the particular end user applications in use at the time, end user equipment and software, and the number of concurrent users on the nbn® Fixed Wireless service.

6. See Part F: Efficiency of Expenditure and Demand Forecasts of nbn's supporting submission to the SAU variation lodged in November 2022, pp.44-45, 48-49.

4 **Capability:**
Regional Co-Investment Initiative

nbn's Regional Co-Investment Initiative complements other network upgrade initiatives through the creation of a $300 million fund to co-invest with federal, state, territory and local governments in programs designed to shift regional premises to more capable technologies. These investments will help meet the growing and diverse needs of Australian homes and businesses.[1]

5 **Other:**
IT (Systems Engineering)

This relates to business-as-usual IT capex necessary to maintain and adapt IT systems over time and support the achievement of nbn's strategic objectives. A component of this capex relates to nbn's Enterprise Simplicity Initiative designed to:

• reduce the number of IT applications required by nbn to build and operate the nbn® network;

• simplify architecture to make future changes more cost-effective and easier for both nbn and RSPs; and

• drive savings in opex with respect to nbn's systems and processes.[2]

OPERATING EXPENDITURE CATEGORIES

6 **Labour Costs:**

Labour Costs relate to the opex required for nbn's internal workforce, which is comprised of a mixture of Full Time Equivalents (FTEs) and Temporary Staff Arrangements (TSAs) across the following business units:

• Operations (including the internal field workforce);

• Network Engineering and Security;

• Regional Development and Engagement;

• Systems Engineering and Operations (including IT);

• Customer Products and Marketing; and

• Corporate (including Finance, People and Culture, and other corporate teams).[3]

7 **Direct Operating Costs:**
Assurance, Restoration and Maintenance

Direct Operating Costs relate to the opex required to physically operate and maintain the nbn® network. In broad terms, the level of opex in this category is a product of the nbn® network's overall size and composition (with different technologies having different cost characteristics, e.g., FTTN is more maintenance intensive than FTTP). In addition, higher take-up, and usage lead to higher amounts of electricity required to power the nbn® network and higher volumes of service assurance and network assurance incidents, all else the same.[4]

COST PASS-THROUGH APPLICATIONS

nbn does not intend to submit a Cost Pass-Through Application for any of the initiatives included in the 2026 ASIP.
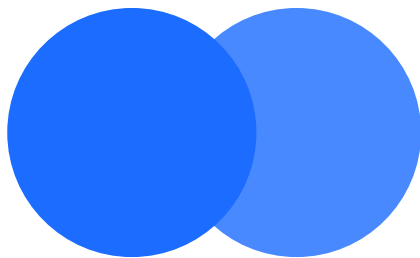
1. Ibid, pp.50-51
2. Ibid, pp.51-52
3. Ibid, pp.59-60
4. Ibid, pp.55-57

APPENDIX A: INDUSTRY CONSULTATION

PROCESS FOR EVALUATING ACCESS SEEKER FEEDBACK

Before publishing ASIP-26, nbn was required to consult with Access Seekers on:

- the initiatives in ASIP-25; and
- areas of service experience and potential initiatives that should be considered by nbn in developing ASIP-26.

nbn consulted with Access Seekers on these matters in November – December 2024. nbn was very interested in proposals which would see industry and nbn working together collaboratively to achieve improved service-related outcomes for customers.

Once the feedback was received, nbn categorised the feedback into the following groups:

1. **Access Seeker feedback on potential initiatives** that Access Seekers think should be considered by nbn in developing the next ASIP;

2. **Access Seeker feedback on areas of service experience** of end-customers and Access Seekers that the Access Seeker thinks should be considered by nbn in developing the next ASIP;

3. **Access Seeker feedback on initiatives** that nbn has started undertaking (or plans to start undertaking) in FY26 as part of our existing ASIP-25; and

4. **Other feedback which does not fall under the groups above.**

nbn then considered this feedback and proposed initiatives, including by reference to the criteria described in the SAU where appropriate (see further below). In doing so, nbn worked collaboratively with Access Seekers to better understand and align on the opportunities for service improvements, and explored and evaluated possible solutions, impacts and benefits.

As set out in the first table below, in respect of the initiatives proposed by Access Seekers nbn has:

a. stated whether nbn will either adopt the proposal, partially adopt the proposal, defer the proposal for future consideration or not proceed with the proposal; and

b. included a summary explanation to support its decision, including by identifying the main SAU criteria taken into account (where relevant).

In addition, in respect of feedback provided in relation to groups 2 to 4 above, nbn has stated how that feedback was considered.

Any submissions to the ASIP process related to matters considered as part of the separate ASPR. Those submissions are summarised below under category 4.

On receiving those submissions, nbn also took steps to clarify the purposes of the ASIP and ASPR. While these two processes are both focused on improving service outcomes for RSPs and customers, they are two separate processes deliberately designed to achieve improvements independently.

Evaluation Criteria

The SAU provides that nbn will consider, and may weigh as it considers appropriate, such criteria as it determines appropriate in reviewing potential initiatives proposed by Access Seekers as part of the ASIP consultation. Those criteria may include the following:

i. whether the initiative is within nbn's permitted scope of activities;

ii. the anticipated benefits to End Users and/or Access Seekers that the initiative is planned to deliver;

iii. whether the initiative will make a meaningful impact operationally in a timely manner;

iv. whether the initiative is technically and operationally viable;

v. whether the anticipated operating and/or capital expenditure required to implement the initiative reasonably reflects the prudent and efficient expenditure that an operator in nbn's position would incur in achieving the Expenditure Objectives, having regard to the Expenditure Factors (as defined in the SAU);

vi. whether there are more prudent or efficient options that can deliver the desired outcomes; and

vii. whether nbn proposes, or considers it will be required, to make a Cost-Pass Through Application in respect of the initiative in accordance with clause 2D.5 of the SAU.

Access Seeker feedback on potential initiatives that Access Seekers think should be considered by nbn in developing the next ASIP

This table captures those initiatives that RSPs proposed in feedback, under category 1 as described above. Feedback related to categories 2 to 4 (described above) is set out in tables 2 to 4 below.

RSP proposal	nbn action on proposal • adopted the proposal • partially adopted/being considered • deferred for consideration in a future ASIP • won't be progressing	nbn response	Main criteria informing decision
Proposed solution: Permit modify vNNI while there is an open NNI modification	nbn won't be progressing this proposal	nbn will not be progressing with the proposal at this time due to the risk and complexity of the proposal, and because nbn believes the process can be managed via careful planning between the RSP and the nbn Account Team. The proposal, whilst innovative, presents many operational and logistical challenges at this time. nbn recognises that some RSPs have NNIs that contain NNI Link(s) for downstream RSPs to obtain V-NNIs, and that since changes to the NNI Link bandwidth are performed under an NNI Modify, they cannot be performed while the NNI Group is already under an NNI Modify (for example, capacity upgrade/downgrade, NNI upsize, NNI Diversity upgrade), as multiple concurrent modifies are not supported. Any NNI modification can affect other modifications due to the need to comply with capacity business rules, for example, the sum of V-NNI capacities cannot exceed NNI Group capacity nor can the sum of CIR (Committed Information Rate) bandwidth. This interdependence complicates the management of modifications, and the rules required to handle multiple, concurrent modifications would be highly complex. Catering for each of the possible scenarios, future NNI development and/or enhancement costs would also increase due to the more extensive testing required. There is also a significant risk of over-provisioning NNIs, which could negatively impact service performance. RSPs are encouraged to engage their Account team for support with planning NNI capacity changes, to assist in minimising the duration of the NNI modify for an RSP and therefore minimise impact to their downstream RSPs.	There are more prudent or efficient options that can deliver the desired outcomes

RSP proposal	nbn action on proposal • adopted the proposal • partially adopted/being considered • deferred for consideration in a future ASIP • won't be progressing	nbn response	Main criteria informing decision
nbn continues to connect a large volume of FTTN services every week in fibre ready areas, (around 60,000 new copper-based nbn connections a month were recorded during Sept, October, November 2024). This is just adding more copper connections to the volume of nbn services that need to be migrated to fibre and therefore means that almost all those newly connected FTTN/C/B customers will need to go through a second connection event and be reprovisioned on the FTTP network via a subsequent fibre upgrade order or Fibre Connect. This requires significant re-work for RSPs, for nbn and is a disruptive second connection event and migration for each of these end users. **Proposed Solutions:** **1.** nbn should consider an uplift to the program where it connects new customers to fibre in the first instance – not as a phase 2 connection or migration after initially connecting them to copper. (This also continues to occur because of nbn current 100/20 Threshold to be eligible for a Fibre Connect upgrade and its withdrawal of Fibre Connect incentive rebates.) **2.** Under nbn ASIP there should be an uplift to remove the Fibre Connect threshold for existing customers who choose to have a 50/20 service or a 25/5 service, also if a location is never connected there should be no Fibre Connect threshold. This would need to be matched with an increased delivery timeframe for fibre upgrade connections to ensure customers can be connected to fibre in acceptable timeframes.	**1.** Partially adopted **2.** Deferred for future consideration **3.** Partially adopted	**1.** nbn acknowledges that continuing to connect customers to FTTN or FTTC, while also migrating customers to FTTP, may present challenges. This practice adds to the already substantial number of nbn services that need to be migrated to fibre, meaning that almost all newly connected FTTN/C/B customers will need to undergo a second connection and be reprovisioned on the FTTP network via a subsequent fibre upgrade order or Fibre Connect. A direct fibre connection is the preferred outcome for both RSPs and nbn. To facilitate this, nbn already permits FTTN locations that have never connected to nbn, to upgrade to fibre directly without the High-Speed Tier requirement. This was not initially possible for FTTC due to technical limitations, however nbn has now made this applicable to certain FTTC premises, and it's expected to be made more widely available in early FY26. Additionally, for customers reconnecting, nbn initiated industry discussions in February 2025, via the Replacement Module Application (RMA) process, to provide a direct fibre pathway for those reconnecting their nbn service at premises that were previously connected to an FTTN or FTTC service. This will provide an additional path for customers to connect directly to fibre. (*Refer to section 2.5.2 of the RMA Consultation Paper Two - Reconnections to the network default to fibre. Adoption of this scenario is subject to further consultation.*)	nbn partially adopted proposals (1) and (3) taking into account the following, and nbn needs to further assess deferred proposal (2) to determine: • the anticipated benefits to end users and/or Access Seekers that the initiative is planned to deliver; • whether the initiative will make a meaningful impact operationally in a timely manner; • whether the initiative is technically and operationally viable.

RSP proposal	nbn action on proposal • adopted the proposal • partially adopted/being considered • deferred for consideration in a future ASIP • won't be progressing	nbn response	Main criteria informing decision
Proposed Solutions: (continued) **3.** nbn to commit in its ASIP to issuing a whitepaper and a draft plan for the cease-sale and exit of additional FTTN/C/B copper connections in certain areas and works closely with RSPs on how this ongoing program would work. nbn is likely to never achieve its ASIP stated goal of 90% of Australians in the fixed-line footprint having access to the Ultrafast speed tier if it continues to connect an average of 60,000 new FTTN/C/B copper based nbn connections each month. A clear action plan and roadmap to the cease sale of copper in fibre ready areas is needed.		**2.** To date, nbn has primarily upgraded connections from FTTN and FTTC to FTTP on an "on-demand" basis, triggered by a request from a participating RSP for a fibre service. Typically, an order for a higher wholesale speed tier (e.g., nbn® Home Fast 100/20 Mbps or higher) is required for eligibility. This 'on-demand' phase of fibre upgrades (under the Fibre Connect program) has exceeded order volumes for FY25, showing strong demand for fibre and its benefits over legacy technologies, providing significant advantages for customers, RSPs, nbn, and national interests. Additionally, certain SDU locations can upgrade without ordering a specific qualifying wholesale speed tier. This applies to specific premises selected by nbn, typically where nbn has identified that there are compelling customer experience (CX) reasons such as that the existing copper-based service is not meeting performance expectations, or the premises have never connected to an FTTN or FTTC service. nbn will continue to review and adjust the criteria for customers who do not require a High-Speed Tier in FY26, however there are currently no plans to eliminate this requirement universally as part of this ASIP. **3.** Working closely with RSPs as nbn further scales fibre migrations is vitally important. In February 2025, nbn released Consultation Paper Two as part of the nbn RMA process. This document is not an exit plan from the FTTN/C/B networks but suggests several methods to boost full fibre migrations: • Proactive assurance-led migrations to fibre • Reconnections defaulting to fibre • Network-led targeted migrations to fibre The response from RSPs to these new approaches has been positive. These changes will be submitted for further review by the nbn Product Development Process (PDP) in early FY26, providing RSPs with additional details, as well as another opportunity to provide feedback to nbn.	

RSP proposal	nbn action on proposal • adopted the proposal • partially adopted/being considered • deferred for consideration in a future ASIP • won't be progressing	nbn response	Main criteria informing decision
As part of its next ASIP nbn needs to commit to improved reliability and performance of the HFC network to be equivalent to FTTP. nbn and RSPs must ensure that consumers are offered consistent experience across both networks as it is complex and confusing for end users and RSPs if nbn offers different speed tiers, different service level commitments across networks for the same price. **Proposed Solution:** Opportunity exists for nbn to commit to improved uniformity across speed tiers, planned and unplanned outages, dropout thresholds and speed consistency across both FTTP and HFC access technologies.	nbn has partially adopted the proposal	nbn has partially adopted the proposal, as communicated to RSPs in nbn's June 2024 RSP webinar. HFC remains a crucial access technology, with several upgrades planned. nbn® HFC network will support faster wholesale speeds by September 2025 on Home Fast, Home Superfast, and Home Ultrafast tiers. nbn is continuing to deliver benefits to RSPs and end customers through existing programs of work addressing improvements on the HFC network. The Speed Increases initiative aims to increase alignment across FTTP and HFC offerings, this includes the launch of the 250/100 bandwidth profile on HFC (previously only available on FTTP), and aligning the Home Ultrafast downstream Peak Information Rate (PIR) with ~1000/400 on FTTP (removing the 500-~1000 Mbps range). It is important that ongoing investment in the network is prudent and efficient. nbn considered RSP consultation feedback in finalising the Home Hyperfast 2Gbps speed tiers across HFC and FTTP given the current HFC upstream speed limitation of 100 Mbps. RSP feedback was split between having separate tiers for FTTP (2000/200Mbps) and HFC (2000/100Mbps), or a single technology agnostic 2Gbps tier. Some RSPs indicated a preference for a single technology agnostic residential tier structure noting two individual tiers added complexity to marketing messages and implementation. However, other RSPs also recognised the limitations of nbn® HFC capability and suggested that nbn should not hold back the FTTP upstream capability. nbn has taken the decision to offer two tiers in order to provide RSPs with maximum flexibility to either differentiate by network or create a single tier with lower upstream speeds. nbn announced HFC network upgrades to enhance upstream capacity by ~60% and stability, utilising additional spectrum from 2024. In FY24, nbn began HFC plant modernisation, replacing nodes and amplifiers in targeted areas to boost capacity. 200 segments have been updated, with 1000 more planned for FY25. Improving HFC performance and customer experience is ongoing. For the next Regulatory Cycle, nbn is considering a new Performance Objective to measure fault resolution effectiveness across FTTP, HFC, and FW technologies. nbn is confident that its current approach will deliver the desired outcomes for nbn customers and RSPs and will continue with existing programs as planned.	partially adopted proposals taking into account the following, and nbn needs to further assess to determine: • the anticipated benefits to end users and/or Access Seekers that the initiative is planned to deliver; • whether the initiative will make a meaningful impact operationally in a timely manner; • whether the initiative is technically and operationally viable.

RSP proposal	nbn action on proposal • adopted the proposal • partially adopted/being considered • deferred for consideration in a future ASIP • won't be progressing	nbn response	Main criteria informing decision
nbn has said that its goal is for 90% of Australians in the fixed line footprint to be able to access Ultrafast speeds on FTTP or HFC – this means there will be approximately 1 million Australians in the fixed line footprint who are unable to access Ultrafast speeds and remain stuck on copper-based lines indefinitely. **Proposed Solution:** The ASIP should be uplifted to provide low-speed rebates for the 10% of Australians who are stranded on copper FTTN/C and are currently unable to be upgraded to FTTP or HFC to access Home Ultrafast speeds. These end customers (and RSPs) should also not be charged the same monthly recurring price as customers on FTTP or HFC that can achieve different download speeds at the same speed tier. This could potentially be managed as a modification to the existing FTTN/C PIR Objective rebate. Suggest a two-tier rebate for those customers whose line can achieve a typical busy hour download speed of 50Mbps or more and those customers whose line cannot achieve a typical busy hour download speed of 50Mbps or more. Given that nbn defines both of these services as "Homefast Speed tier" this pricing disparity is best addressed with a recurring monthly rebate for the customers who are unable to upgrade to FTTP with low-speed copper-based lines to be discounted with a recurring monthly rebate. The rebate amount should also be escalated with duration and should further increase after 6 or 12 months if nbn is still unable to offer that particular location an upgrade to FTTP or HFC.	nbn won't be progressing this proposal	nbn Fibre upgrade program aims to enhance the reliability and speed of internet services across Australia. By December 2025, more than 10 million premises, or up to 90% of the fixed line network, are projected to have access to speeds approaching 1 Gbps, providing access to all three speed increase tiers via the existing FTTP network, eligibility for an upgrade to FTTP, or through nbn's HFC network. In January 2025, nbn and the Australian Government® jointly announced plans to upgrade the remaining FTTN network across Australia. This initiative is expected to benefit approximately 622,000 homes and businesses, with more than 95% of these additional premises having the option to upgrade to FTTP, with upgrades expected to be completed to be completed by 2030. Given this announcement, all FTTN and FTTC services have a pathway to FTTP or future technology. The FTTP upgrade program is a massive operational deployment that will take many years to complete due to the significant and complex works required. Connection upgrades have been progressively made available to premises within the existing upgrade footprint as the corresponding network rollout has been completed, allowing customers to access the benefits as soon as upgrades are available. A side effect of this is to naturally improve some customers' services before others, but this is driven by the operational deployment schedule, not commercial choice. Introducing rebates for those scheduled for later upgrade availability would not accelerate their upgrade timeline as this timeline is dictated by operational deployment efficiencies. As a result, nbn does not believe that providing rebates to customers effectively on the basis of this deployment schedule is appropriate. Additionally, the nature of the Multi Technology Mix (MTM) adopted by nbn in 2013 has meant that different parts of Australia are serviced by different access technologies which offer different performance and speed capabilities for the same plan fee. This extends beyond fixed line services to Fixed Wireless and Satellite. On this basis, nbn does not currently consider access technology specific rebates to be appropriate. The existing PIR Objective Rebate was introduced in response to regulatory obligations to supply broadband service of at least 25/5 Mbps speeds, and nbn does not currently believe the introduction of a two-tier rebate or escalating rebate is appropriate. At this time, nbn does not intend to make any changes to the pricing of copper services outside the existing Pricing Roadmap.	• There are more prudent or efficient options that can deliver the desired outcomes

RSP proposal	nbn action on proposal • adopted the proposal • partially adopted/being considered • deferred for consideration in a future ASIP • won't be progressing	nbn response	Main criteria informing decision
Development funding for mass upgrades – Service Uplift: In order to achieve its goals nbn intends for RSPs to assist it with revisiting, migrating and upgrading millions of existing nbn customers to FTTP or HFC over the next few years and this is creating an increasing financial and operational burden for every RSP. There remains concern that the volume of upgrades and migrations will not be possible without additional development funding from nbn to RSPs. **Proposed Solution:** Therefore, under its ASIP nbn needs to consider additional funding and incentives for this purpose and this should be factored into nbn future operating expenses. RSPs will require additional funding to scale up and facilitate the expected high volume of upsells and migrations and nbn should factor this into its future expense. There is also a portion of nbn base that are happy with their existing nbn speed tier and show no interest in increasing their existing speed. In order to encourage these customers to move off copper-based services, nbn needs to consider incentives such as a no cost speed upgrade (for example 100/20 speeds for 12 months of the 50/20 Mbps price – a try before you buy option with the option for the customer to downgrade back to 50/20 at the end of a 12-month trial without a downgrade penalty).	Deferred for future consideration	nbn recognises the operational and financial challenges faced by RSPs in the significant program to expand more of the network to be fibre ready. This initiative has required RSPs to scale up their operations and manage the anticipated high volume of upgrades and migrations effectively. Early in the Fibre upgrade program, nbn provided considerable support to RSPs for the migrations program through a number of programs – RSP Development Funds (RDFs) for Fibre Connect to support systems changes, Market Development Funds (MDFs) for Fibre Connect to support marketing of fibre upgrades, and Fibre Connect rebates to support RSPs operational costs, and some end customer offers as the program established. As fibre upgrade sales and associated processes have become increasingly automated and efficient, and underlying market adoption of high-speed tiers that trigger fibre upgrades has ramped up, nbn has reduced and removed this direct support to RSPs for Fibre upgrades. Indirect support remains, however, for fibre upgrades through other MDFs and rebate programs that promote high-speed tiers which can trigger an upgrade to fibre for many customers. As the upgrade program evolves into the future, nbn will continue to review the need to support RSPs where necessary. This support will be evaluated as program settings, eligibilities and business rules change on a case-by-case basis and as demand for fibre upgrade changes over time. nbn will also consider program changes to continue to move customers off copper-based services. For example, nbn has already removed the High-Speed Tier requirement for ~700k locations and by H1 FY26 expects this to expand to ~1m locations. As part of the recent (RMA) process, nbn has consulted on additional initiatives for stimulating fibre upgrades, and look forward to working with RSPs on these plans, noting that eligibility changes and RSP support needs to balancing volume, CAPEX and OPEX on a commercial basis. Given current upgrade volumes, nbn does not believe the 'try before you buy' proposal is appropriate to pursue at this point in time, but appreciate the proposal and may consider it at a future time.	nbn needs to further assess the proposal to determine: • the anticipated benefits to end users and/or Access Seekers that the initiative is planned to deliver; • whether the initiative will make a meaningful impact operationally in a timely manner; • whether there are more prudent or efficient options that can deliver the desired outcomes.

RSP proposal	nbn action on proposal • adopted the proposal • partially adopted/being considered • deferred for consideration in a future ASIP • won't be progressing	nbn response	Main criteria informing decision
Proposed Solution: As part of the test and diagnostic process there are a number of steps that RSPs have to conduct prior to being able to raise a fault to nbn. What this checklist does not cover is how multiple issues can be managed at the same time. An example of this is an FTTN customer having speed issues, which could be due to multiple issues – a customer may have a bridge tap in premises as well as network issues. The Customer and RSP are required to clear that bridge tap prior to nbn attending site. nbn should look at how they attend site to rectify the network issue as well as resolve the other symptoms where able to do so to minimise customer impact timeframes.	nbn won't be progressing this proposal	nbn acknowledges the feedback referencing RSP desire for nbn to review the current Test & Diagnostics (T&D) process. nbn will not be progressing with the proposed feedback at this time as the Service Health Summary (SHS) and Incident Handler are designed to prioritise testing the health of the nbn® network, before proceeding to test potential issues downstream at the customers premises. However, test and diagnostic results could be impacted or masked by downstream factors e.g., bridge taps. In the event where the Next Best Action is returned to an RSP to advise of a fault within the customer premises, this is a scenario where no other issues have been detected on the nbn® network. To optimise nbn field workforce coverage and prioritise technician attendance to the necessary locations, the removal of service impacting equipment would need to be principally resolved to enable nbn to complete further comprehensive testing to dispatch the appropriate technician to complete specific remediation activities where applicable.	There are more prudent or efficient options that can deliver the desired outcomes
nbn provide a lot of material on their website about their product offerings as well as what to expect for the connect experience, the same does not apply from an assurance perspective. **Proposed Solution:** nbn should make publicly available criteria nbn use to assess if a service is within or out of specification (e.g., dropouts, etc.). Whilst RSPs can communicate some of this information as part of nbn's Test and Diagnostic processes, having a record of such rules available on nbn website allows RSPs a reference point for customers if they wish to confirm such rules. This should be relatively easy for nbn to produce and make available and shows transparency of what nbn considers or does not consider a fault/performance incident.	Deferred for future consideration	As part of nbn's (RMA) submission, nbn has defined unexpected dropouts for Service Faults & Performance Incidents for fixed line technologies. nbn acknowledges the feedback and are currently reviewing its RSP operational documentation Service Health Summary (SHS) User Guide & Operations User Guide to understand how nbn can provide additional transparency for RSPs around Service Fault eligibility. As referenced in the ASIP for FY25, Appendix A Industry Consultation, under 'Access Seeker feedback on potential initiatives that Access Seekers think should be considered by nbn' in developing the next ASIP nbn now shares service performance information with RSPs through the SHS.	nbn needs to further assess the proposal to determine: • the anticipated benefits to end users and/or Access Seekers that the initiative is planned to deliver; • whether the initiative will make a meaningful impact operationally in a timely manner; • whether the initiative is technically and operationally viable.

Access Seeker feedback on areas of service experience of end-customers and Access Seekers that should be considered by nbn in developing ASIP-26

This table captures feedback on general areas of service experience, as opposed to a specific initiative, that RSPs have raised in feedback for consideration in development of ASIP-26.

Access Seeker feedback on service level commitment	nbn response
As nbn has continued to expand its fibre footprint and continues to migrate customers from copper to fibre, further improvements are still needed to address some of the recurring issues and to improve customer experience. Although nbn has recently introduced some improvements to its installation policies allowing up-to a 12-metre radial distance of internal cabling from the PCD, the agreed placement and initial installation of nbn in premises FTTP NTD equipment continues to be a challenge for end customers. This has been reflected in high rates of orders cancelled on the day as the NTD placement is declined or the customer and technician are not in agreement with the work required resulting in an onsite order cancellation. The 12-metre radial distance rule is an improvement, but it does not fully address the recurring problems identified with Fibre Upgrade orders.	nbn is aware of the challenges related to end customer NTD placement and this was a primary focus in FY25. nbn reviewed how nbn NTD installation guidelines were being applied in practice and carefully considered feedback from RSPs and their customers. nbn issued an update to RSPs on October 9, 2024, to further clarify nbn's NTD installation guidelines. For instance, the NTD should not be installed in a bedroom or garage unless specifically requested by the customer, and 12m rule was clarified as a radial distance. nbn also revised its installation process for customers ordering eligible Business nbn® Fibre plans, offering greater flexibility when installing the FTTP NTD. Looking ahead, nbn is set to release a new FTTP NTD in FY2026 with an enhanced form factor. nbn believes this update will facilitate better discussions about the placement of NTDs within customers' premises. nbn will continue to monitor the results of these changes and make further improvements as necessary.

Access Seeker feedback on service level commitment	nbn response
In nbn FY25 ASIP nbn aimed to simplify its network, however, there remains concern that nbn has moved in the opposite direction to simplification and has made its network more complicated than ever by: • Creating different additional speed tiers and product offerings on FTTP and HFC. • By further fragmenting its speed tiers and pricing structure across business and residential. • By changing its product strategy with Enterprise Ethernet and TC-2 yet again. • By widening the gap between FTTN/B/C services and FTTP or HFC services. • By introducing 2 entirely new FTTP NTDs alongside the existing and also a new HFC NTD. • Continuing to offer a range of different services across different access technologies that do not perform consistently. • Service assurance dispute process troubleshooting also inconsistent More effort is needed in nbn future ASIP to simplify and streamline nbn offerings.	nbn is launching new NTDs for both HFC and FTTP to replace the current devices that are at the end of their supply life. The new devices will further align nbn with evolving global standards, helping to ensure more sustainable supply for the industry. These devices will also enable eligible customers to access Multi Gigabit speeds with the introduction of 2Gbps wholesale nbn speed tiers in September 2025. nbn is also proposing to extend Performance Incident assurance framework (already available on FTTN, FTTC, and HFC access technologies) to the FTTP access technology. nbn is focused on delivering products that meet the varied needs of residential and business customers. Over recent years, nbn has adjusted its product positioning for the Business and Enterprise segments, including changes to product inclusions and pricing. The Enterprise Ethernet (EE) product is designed to serve the Enterprise segment, offering specific product specifications, speed tiers, and service inclusions. To assist RSPs during this transition, for premises where the minimum term after the initial build has completed or almost completed, nbn has introduced: • The Active Product Changeover Discount for services with bandwidths up to 100Mbps. • The EE Term Extension Modify Order capability, which supports RSPs seeking fixed price terms and associated retention discounts for bandwidths up to 100Mbps. The Active Product Changeover Discount will be available until 30 June 2027. The Term Extension is nbn strategic measure to support RSPs desiring fixed price terms and retention options. Additionally, nbn has announced price reductions on higher TC4 speed tiers starting in September 2025 to help RSPs serve the Enterprise segment. For TC2, nbn has streamlined the pricing of TC2 services, setting them lower than EE (for CoS H) in all zones, thereby providing clear product positioning for RSPs offering committed rate symmetrical services up to 100Mbps. nbn acknowledges the feedback regarding the need to continue to review & refine the Dispute Trouble Ticket process. nbn Operations team have partnered closely with RSP Operations Teams to address concerns raised regarding the service assurance Dispute Trouble Ticket process. Collaboration included providing detailed process information, reference guides for education and answering all questions, which have improved understanding and adherence to the process. nbn will continue to work with RSPs to address any rejected Dispute Trouble Tickets to enhance their acceptance rate, as outlined in the nbn Trouble Ticket Dispute process document available on Customer Centre. Ongoing, nbn will continue to review Dispute Trouble Ticket outcomes to identify any improvement opportunities, both internally and for RSPs. nbn are taking this feedback as an opportunity to ensure that all RSPs are fully satisfied with the process and to identify any potential opportunities for further enhancement.

Access Seeker feedback on service level commitment	nbn response
Although nbn continues to refer to most FTTB locations as Fibre Ready or Fibre Ready to Serve, this is often not the case as customers in MDU locations cannot upgrade to higher speeds unless their body corporate or building owner is willing to pay to upgrade the MDU buildings cabling (at considerable expense to the residents/tenants). This limitation is holding back both residential and business customers whose MDU premises are currently serviced by nbn FTTB. nbn MDU Fibre Program to date has had little success and nbn should address this as an uplift to its ASIP. Observation is that the take up is p is <1.5% since that programs launch in August 2023. There are around 700,000 to 800,000 FTTB MDU premises and as of the 3rd of December 2024 only 3968 are flagged as eligible for a MDU upgrade. nbn has forecasted an additional 3706 to April 2025 which will still only be a total of 7674 MDU premises which will be a small proportion of the residential and business FTTB MDU locations.	Under the Full Fibre Upgrade Strata (FFUS) Program, nbn is currently offering full fibre upgrades to eligible MDU customers within the FTTN and FTTC footprint with a customer co-contribution of $275 per premise. Moving into FY26 and FY27, nbn plans to scale Fibre Connectivity in the FTTN/FTTC footprint to meet the growing demand for high-speed internet services. While a full fibre upgrade for the FTTB footprint is not currently planned, limited trials for FTTB to FTTP upgrades are in progress. These trials aim to provide key insights into customer responsiveness and market opportunities. The findings from these trials will help inform future strategy.
As nbn are uplifting the network to incorporate more Fibre, customers are experiencing more customer faults as a result. Whilst this is somewhat expected when "hands are in the network" it creates an unwanted customer experience and additional interactions into RSPs. It's suggested that additional quality assurance measures be put in place to ensure that there is a minimal impact on customers' existing services, be it by proactive monitoring and resolution of service issues as well as additional physical assessment of network changes to limit impact.	nbn values providing a positive experience for customers upgrading to fibre. As part of this, the Accelerating Great initiative will extend the Performance Incidents framework to FTTP technology for customer assurance faults. This will further enhance the SHS and Pulse tools with new throughput test capability. This test will be conducted at the end of the assurance process to identify any issues. Additionally, SHS will receive more frequent bit rate data updates for better diagnostic accuracy. These additional quality assurance measures will help improve the customer assurance journey as nbn continues to connect more customers to full fibre.

Access Seeker feedback on initiatives that nbn has started undertaking (or plans to start undertaking) in FY26 as part of our existing ASIP-25
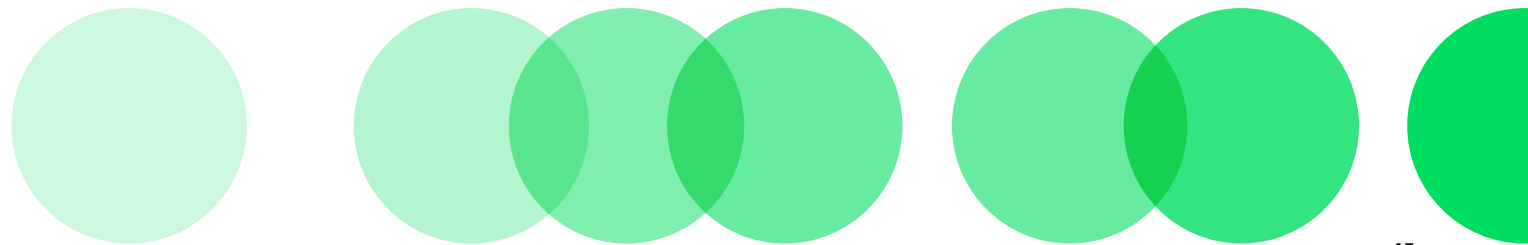
Access Seeker feedback on service level commitment	nbn response
In FY25 ASIP nbn planned to implement Subscription Based RSP communications. It's understood that nbn has now cancelled this ASIP-25 initiative (could nbn please confirm if this is the case). What process would nbn normally follow for removing or cancelling items that nbn has indicated in its ASIP, the concern is that if any ASIP items can simply be removed or cancelled then what is published is not really a commitment to improve.	nbn recognises the importance of delivering the benefits from these initiatives as soon as possible. While some improvements can be delivered sooner, particularly those that would have a material impact on RSP or customer experience. The proposal to implement Subscription Based RSP communications has not been cancelled. Instead, this FY25 initiative has been delayed and will now be developed in a future phase aligned with evolving AI and digital capabilities. In FY25, nbn has successfully delivered ongoing API enhancements and new capabilities, leading to increased usage of RSP API digital platforms. These improvements have streamlined processes and enhanced the overall efficiency and effectiveness of the digital platforms used by RSPs. For instance, the existing API offering has been augmented to ensure consistent programmatic access to essential operational data, such as order history and trouble ticket history archives. Additionally, nbn aims to reduce the volume of RSP communications by implementing a new technical capability via the Portal. This will allow RSPs to subscribe, select, and manage the types of communications they receive from nbn. nbn will continue to monitor the results of these changes and make further improvements as necessary.
nbn also indicated in its FY25 ASIP that it would be undertaking a 12-month proof of concept trial for improvements to billing experience. Has information been provided to RSPs from nbn on this service improvement, if it was implemented and what improvements it has delivered. Several of nbn billing changes have made the billing experience more difficult, in particular the removal of overage charge billing at an AVC level. Could nbn provide further detail on this FY25 ASIP commitment and if it has progressed and delivered any improvements.	nbn has conducted a thorough review of the order-to-payment journey to enhance processes, transparency, and engagement. The findings from this review will help identify areas for improvement and efficiency. There has also been a focused effort to better engage and educate account teams and RSPs to raise awareness on the nbn /RSP engagement model and billing dispute process. Planning is currently underway to determine the scope of work for FY26. The review of the overall order-to-payment journey focused on automation, commerciality, and RSP communication. As part of the multi-year-phased enhancements, education and awareness initiatives have been successfully delivered. Additionally, the following initiatives will be included as part of the ASIP FY26 Partner Experience Program. • RSP Invoice Enhancements: The RSP invoice Summary (PDF Invoice) omits headings when total charges are $0, even though individual charges are listed in the BEF. Improved reconciliation will show all relevant headings, driving process accuracy and efficiency. • Billing Event File (BEF Uplift): The 2024 RSP Annual Survey Feedback highlights an opportunity to enhance the current BEF by adding key fields for complete invoice reconciliation and tracking, such as the Invoice Summary Aggregation field, RSP Ref number, and the Associated order ID. These enhancements will improve the accuracy and efficiency of the reconciliation process.

Access Seeker feedback on service level commitment	nbn response
Under its existing Fibre Upgrade Program, nbn currently only changes the Service Class on underperforming FTTN lines that cannot attain 25/5 Mbps. This same process should be applied to all underperforming FTTN/C lines that cannot attain at least 50/20 Mbps and nbn should change the Service Class to FTTP on all of those additional underperforming copper services. A similar item was previously raised to nbn in feedback to nbn on its FY25 ASIP consultation. RSPs communicated that services within the Fibre Upgrade footprint that don't achieve 50/20 Mbps should be eligible for a tech flip to COAT. nbn responded to this ASIP-25 feedback with "Deferred for future consideration". nbn needs to further assess the proposal to determine the anticipated benefits to end users, whether the initiative will make meaningful impact, whether the initiative is technically and operationally valid etc. Could nbn please provide an update on its future consideration of this ASIP-25 item as it appears nothing has happened. This should be a future ASIP commitment.	nbn continues to address this initiative under the ASIP-26 FTTN/FTTC to FTTP Program and under the ASIP-25 Enhanced Customer Service Delivery Program as part of the Fibre Connect and assure journey. nbn currently applies the Change of Access Technology process to FTTN lines that cannot achieve 50Mbps on the downlink, as well as those experiencing issues such as dropouts or a history of repeat faults. Due to technical limitations, this process was not initially available for FTTC. However, as announced in October 2024 Proactive Fibre Upgrades Bulletin, the FTTC Assurance Fibre Upgrade Pilot is now underway. This pilot includes locations that are unable to achieve 50Mbps on the downlink. Upon completion of the trial, nbn plans to expand this process to cover underperforming FTTC lines more broadly in early FY26. This will ensure that the same process is applied to all underperforming FTTN/C lines that cannot achieve at least 50 Mbps.

RSP feedback on other matters

In consulting with Access Seekers as part of developing ASIP-26, nbn received feedback on other matters (i.e., matters which were not proposed initiatives or areas of service experience to be considered in developing ASIP-26, or initiatives in ASIP-25). nbn notes that feedback below for completeness.

Access Seeker feedback on service level commitment	nbn response
As has previously been provided to nbn, Network Activity Reporting is extremely complex and does not provide a clear end-to-end view of each Network Activity. This has been communicated to nbn on numerous instances via different forums with a promise for rectification, however there is no further clarity on when this will be resolved. This is being re-raised for increased visibility.	nbn acknowledges the complexity of the current NAT (UPL) reporting and the challenges it presents in providing a clear end-to-end view of each Network Activity. We understand this has been a recurring topic of discussion, and nbn have explored options to improve the reporting experience. nbn are actively addressing the root causes of Network Activity Tickets through its Fibre and Fixed Wireless and Satellite upgrade programs. These initiatives are already delivering measurable improvements. For example, the FTTN/C to FTTP migration program has led to a 40% average monthly reduction in new Network Activity Tickets and a 50% decline in tickets on hand. Notably, 88% of the remaining tickets are now being addressed through FTTP solutions, with further options being explored for the remainder, including migration to the Fixed Wireless network where appropriate. nbn remain open to exploring opportunities to improve reporting transparency as part of its ongoing engagement with industry. nbn appreciate the feedback and will continue to monitor this issue as part of its broader service performance review and transformation efforts.
Whilst nbn has specific service levels behind key system transactions being available what nbn are not measured against is the quality of those transactions. As a result, RSPs' need to raise incidents against the relevant transaction outlining where underlying data is not available and until the issue is resolved, RSPs are unable to transact, however from an NPIS perspective the interface is up and operational. It's suggested that nbn incorporate a quality measure against its key interactions. A recent example of this is where nbn Service Qualification was still returning a result, however the DSQ information was missing, the interface would be considered up and operational, however data that is critical to the sales process was missing.	nbn acknowledges the challenges faced by RSPs in improving quality metrics for key interactions. nbn measures the quality and availability of API interfaces and transactions, using these metrics and KPIs to drive the quality of nbn interfaces. These measurements are reported on a weekly and monthly basis. nbn will continue to consider the feedback on uplifting of nbn current operational system and transaction metrics. Changes to service levels fall outside the scope of the ASIP. Instead, ASPR serves as the appropriate mechanism for considering service level changes. The ASPR provides a comprehensive view of the network and nbn operations, to meet service standards as well as insight as to the effectiveness and appropriateness of current Service Standards.

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