

12 February 2025

**Business Fibre Connect changes**

Your Fibre Connect Program Letter Agreement is changing.

**nbn** is offering additional installation options to customers that upgrade to nbn® Ethernet (Fibre) via Fibre Connect and order a "Business Fibre Ordered Product".<sup>1</sup> These are Ordered Products that:

- (a) qualify for a Built for Business Plan 3 or a higher Built for Business Plan; or
- (b) are a combination of:
  - (i) either an Enhanced-4 (24/7) or Enhanced-12 (24/7) Enhanced Fault Rectification Service; and
  - (ii) an AVC TC-4 bandwidth profile with an upstream throughput of at least 100 Mbps (PIR)<sup>2</sup>.

We have already started to offer this flexibility on a pilot basis, with availability subject to nbn’s workforce capacity during the pilot.

As part of the commercial launch of these additional installation options, we are introducing the changes to installation charging for Fibre Connect that are set out in this notice. In summary:

- The \$200 installation charge will apply where a Business Fibre Ordered Product is ordered by an RSP but a minimum qualifying product is not retained by the RSP for 12 months.
- Upfront Installations charges will remain waived for these installations as per the standard Fibre Connect process.

Please refer to the changes to the Fibre Connect Program Letter Agreement set out in this notice for further details.

Below is a summary of the notified changes to your Fibre Connect Program Letter Agreement.

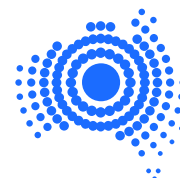
<b>EFFECTIVE DATE</b>	12 May 2025
<b>DOCUMENTS AMENDED IN MARK-UP</b>	<b>AMENDED SECTIONS</b>
<ul style="list-style-type: none"> <li>• Fibre Connect Program Letter Agreement</li> </ul>	Sections 2, 4, 6 and 17

**Further information**

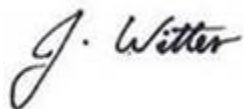
If you have any queries, please contact [Customer\\_Contracting@nbnco.com.au](mailto:Customer_Contracting@nbnco.com.au).

<sup>1</sup> Premises that upgrade to nbn® Ethernet (Fibre) through the Proactive Fibre Upgrade program and fibre installations that are not upgrades from FTTN/C are not currently planned to be eligible for these additional installation options.

<sup>2</sup> Eligible bandwidth profiles include the 250/100 Mbps, 500/200 Mbps and 1000/400 Mbps AVC TC-4 bandwidth profiles.



Yours sincerely,



Jane Witter  
General Manager  
Risk, Privacy, Compliance and Customer Contracting

This communication constitutes a notice under clause H1.1 of the WBA Head Terms.

