

1 May 2025

## **Changes to WBA Price Lists for the financial year from 1 July 2025 to 30 June 2026 and other updates**

This change notice includes changes to reflect the Tariff List FY26 and other updates including to pricing and rebates that will be effective on 1 July 2025.

We are also giving notice of changes to Built for Business Plans that will become effective during September 2025.

### **Tariff List FY26**

On 1 May 2025, **nbn** published a Tariff List for the financial year commencing on 1 July 2025 in accordance with clause 2B.2.3 of the SAU (**Tariff List FY26**).

Broadly, **nbn**'s wholesale prices will be adjusted, on average, by just under the annual percentage change in the Consumer Price Index (CPI), measured over the 12 months to 31 December 2024

This document gives notice of corresponding changes to the **nbn**® Ethernet Price List.

Please note that these changes will also apply to **nbn**® Smart Places in accordance with section 1(a) and section 2.1 of the **nbn**® Smart Places Price List.

### **Service Standards Evolution Near Term Improvements – commitment to increase rebates**

On 13 March 2025 consultation closed for the WBA Consultation - Service Standards Evolution: Near Term Improvements.

This document gives notice of changes to the **nbn**® Ethernet Service Levels Schedule and **nbn**® Smart Places Service Levels Schedule to introduce a commitment to increase most Commercial Rebates by the higher of the SAU "Weighted Average Price Change" and 0% on 1 July of each year.

On 1 July 2025 we will increase certain rebate amounts set out in the SFAA version of the **nbn**® Ethernet and **nbn**® Smart Places Service Levels Schedules in accordance with these new commitments. These increased amounts are also set out in Annexure 1 to this change notice.

We will pay rebates based on these increased amounts to all new and existing RSPs on and from 1 July 2025.

On 14 May 2025, **nbn** will provide a further update on the other changes that were included with the "Service Standards Evolution Near Term Improvements" consultation, including an update on timing for including those changes into your WBA.

### **Accelerating Great – Business Speed Tier Discount**



In February as part of the “WBA Rider Booklet – Speed Increases on HFC and FTTP, Introducing 250/100 Mbps on HFC and Future nbn Plans”, we consulted on a discount called “Temporary FY26 Business Speed Tier Discount”.

This new Accelerating Great – Business Speed Tier Discount includes the “Temporary FY26 Business Speed Tier Discount” and expands it to include an additional component for the period from 1 July 2025 to 31 August 2025.

### Get Started Rebate

We are reducing the amount of the Get Started Rebate from \$14.78 to \$13.47, effective 1 July 2025.

### Built for Business Plan changes

On 14 March 2025 consultation closed for the WBA Consultation – Accelerating Great: Speed Increases on HFC and FTTP, Introducing AVC TC-4 250/100 Mbps on HFC, Future nbn Plans and Next Generation FTTP NTD

This document gives notice of changes to the Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List. The changes include:

- Amending Built for Business Plans 1 and 3 and introducing Built for Business Plans 3A on 1 September 2025;
- Further amending Built for Business Plans 3 and 3A on 14 September 2025 when AVC TC-4 250/100Mbps on HFC becomes available.
- Introducing Built for Business Plan 6 on 14 September 2025.

On 14 May 2025, nbn will provide a further update on the other changes that were included with that consultation.

Below is a summary of the notified changes to your WBA.

EFFECTIVE DATE	1 July 2025
DOCUMENTS AMENDED IN MARK-UP	AMENDED SECTIONS
nbn® Ethernet Price List	1.1, 1.2, 1.5, 1.6, 1.7, 1.8, and 2.2

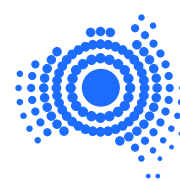


DOCUMENTS AMENDED IN MARK-UP	AMENDED SECTIONS
nbn® Ethernet Service Level Schedule	1.4, 2.4, 5.3, 8.5, 9.3, 11.4, 15, and 16
nbn® Smart Places Service Level Schedule	1.3, 4.2, 5.2, 6.3,
nbn® Smart Places – DCR Annexure	A1.1 #6, B1.6
nbn® Facilities Access Service Price List	1,
Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List	A1.1 #21, B2.6, C2.7.5

EFFECTIVE DATE	1 September 2025
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RIDER IN MARK-UP ANNEXURE 2	AMENDED SECTIONS
Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List	B2.2.1 (changes to Built for Business Plans 1 and 3 and introduction of Built for Business Plan 3A)

EFFECTIVE DATE	14 September 2025
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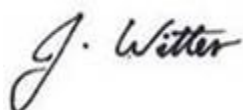


RIDER IN MARK-UP ANNEXURE 3	AMENDED SECTIONS
Discounts, Credits and Rebates Annexure to the nbn <sup>®</sup> Ethernet Price List	B2.2.1 (introduction of Built for Business Plan 6 and availability of Built for Business Plans 3 and 3A on HFC)

#### Further information

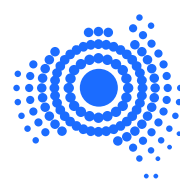
If you have any queries, please contact [Customer\\_Contracting@nbngo.com.au](mailto:Customer_Contracting@nbngo.com.au).

Yours sincerely,



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

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



# Annexure 1 – Increases to certain rebate amounts

## A1. nbn<sup>®</sup> Ethernet Service Levels Schedule

	CLAUSE	REBATE	CURRENT AMOUNTS	AMOUNTS ON AND FROM 1 JULY 2025
1.	1.4	Connection Rebate	<ul style="list-style-type: none"> <li>\$7.50 per Rebate Day for any End User Connection other than a Priority Assistance Connection; and</li> <li>\$10 per Rebate Day for any Priority Assistance Connection</li> </ul>	<ul style="list-style-type: none"> <li>\$7.68 per Rebate Day for any End User Connection other than a Priority Assistance Connection; and</li> <li>\$10.24 per Rebate Day for any Priority Assistance Connection</li> </ul>
2.	2.4	Missed Connection Appointment Rebate	<ul style="list-style-type: none"> <li>\$50 for each First Missed Connection Appointment; and</li> <li>\$75 for each Subsequent Missed Connection Appointment</li> </ul>	<ul style="list-style-type: none"> <li>\$51.20 for each First Missed Connection Appointment; and</li> <li>\$76.80 for each Subsequent Missed Connection Appointment</li> </ul>
3.	5.3	PIR Objective Rebate	<ul style="list-style-type: none"> <li>\$10 for each of the first three consecutive PIR Affected Billing Periods;</li> <li>\$15 for each of the fourth, fifth and sixth consecutive PIR Affected Billing Periods; and</li> <li>\$20 for each subsequent consecutive PIR Affected Billing Period.</li> </ul>	<ul style="list-style-type: none"> <li>\$10.24 for each of the first three consecutive PIR Affected Billing Periods;</li> <li>\$15.36 for each of the fourth, fifth and sixth consecutive PIR Affected Billing Periods; and</li> <li>\$20.48 for each subsequent consecutive PIR Affected Billing Period.</li> </ul>
4.	8.5	Service Fault Rebate	<ul style="list-style-type: none"> <li>\$15 per Rebate Day for any End User Fault other than a Priority Assistance Fault; and</li> <li>\$20 per Rebate Day for any Priority Assistance Fault.</li> </ul>	<ul style="list-style-type: none"> <li>\$15.36 per Rebate Day for any End User Fault other than a Priority Assistance Fault; and</li> <li>\$20.48 per Rebate Day for any Priority Assistance Fault</li> </ul>
5.	9.3	Enhanced Fault Rectification Rebate	See table in A2 below.	See table in A2 below.

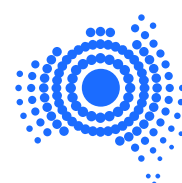


	CLAUSE	REBATE	CURRENT AMOUNTS	AMOUNTS ON AND FROM 1 JULY 2025
6.	11.4	Missed Trouble Ticket Appointment Rebate	<ul style="list-style-type: none"> <li>\$50 for each First Missed Trouble Ticket Appointment; and</li> <li>\$75 for each Subsequent Missed Trouble Ticket Appointment.</li> </ul>	<ul style="list-style-type: none"> <li>\$51.20 for each First Missed Trouble Ticket Appointment; and</li> <li>\$76.80 for each Subsequent Missed Trouble Ticket Appointment.</li> </ul>
7.	15	FTTB/N/C Connection Performance Rebate	\$20	\$20.48
8.	16	Wireless Speed Performance Rebate	\$20	\$20.48

## A2. nbn® Ethernet Service Levels Schedule – Enhanced Fault Rectification Rebate

### Amounts on and from 1 July 2025

Enhanced Fault Rectification Service option	Rebate amount	
	nbn is less than 1 hour in excess of the applicable Service Level	nbn is 1 hour or more in excess of the applicable Service Level
Enhanced – 4	<del>\$40.00</del> 40.96	<del>\$115.00</del> 117.76
Enhanced – 4 (24/7)	<del>\$75.00</del> 76.80	<del>\$150.00</del> 153.60
Enhanced – 6	<del>\$32.50</del> 33.28	<del>\$107.50</del> 110.08
Enhanced – 6 (24/7)	<del>\$65.00</del> 66.56	<del>\$140.00</del> 143.36
Enhanced – 8	<del>\$25.00</del> 25.60	<del>\$100.00</del> 102.40
Enhanced – 8 (24/7)	<del>\$55.00</del> 56.32	<del>\$130.00</del> 133.12
Enhanced – 12	<del>\$15.00</del> 15.36	<del>\$90.00</del> 92.16
Enhanced – 12 (24/7)	<del>\$40.00</del> 40.96	<del>\$115.00</del> 117.76
Enhanced (90 Day)-12 (24/7)	<del>\$40.00</del> 40.96	<del>\$115.00</del> 117.76



[...]

## 9.4 Conditions

- (a) The amount that **nbn** will pay in Enhanced Fault Rectification Rebates for an Ordered Product is capped in each Billing Period at \$~~150.00~~153.60

### B1. nbn® Smart Places Service Levels Schedule

	CLAUSE	REBATE	CURRENT AMOUNTS	AMOUNTS ON AND FROM 1 JULY 2025
1.	1.3	Connection Rebate	\$7.50 per Rebate Day	\$7.68 per Rebate Day
2.	4.2	Service Fault Rebate	\$15 per Rebate Day	\$15.36 per Rebate Day
3.	5.2	Enhanced Fault Rectification Rebate	See table in B2 below.	See table in B2 below.
4.	6.3	Missed Trouble Ticket Appointment Rebate	<ul style="list-style-type: none"> <li>\$50 for each First Missed Trouble Ticket Appointment; and</li> <li>\$75 for each Subsequent Missed Trouble Ticket Appointment</li> </ul>	<ul style="list-style-type: none"> <li>\$51.20 for each First Missed Trouble Ticket Appointment; and</li> <li>\$76.80 for each Subsequent Missed Trouble Ticket Appointment.</li> </ul>

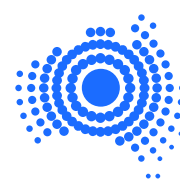
### B2. nbn® Smart Places Service Levels Schedule – Enhanced Fault Rectification Rebate

#### Amounts on and from 1 July 2025

Enhanced Fault Rectification Service option	Rebate amount	
	nbn is less than 1 hour in excess of the applicable Service Level	nbn is 1 hour or more in excess of the applicable Service Level
Enhanced-8	\$ <del>25.00</del> <u>25.60</u>	\$ <del>100.00</del> <u>102.40</u>
Enhanced-8 (24/7)	\$ <del>55.00</del> <u>56.32</u>	\$ <del>130.00</del> <u>133.12</u>
Enhanced-12	\$ <del>15.00</del> <u>15.36</u>	\$ <del>90.00</del> <u>92.16</u>
Enhanced-12 (24/7)	\$ <del>40.00</del> <u>40.96</u>	\$ <del>115.00</del> <u>117.76</u>

## 5.3 Conditions

- (a) The amount that **nbn** will pay in Enhanced Fault Rectification Rebates for an Ordered Product is capped in each Billing Period at \$~~150.00~~153.60









## Annexure 2 - Changes to Built for Business Plan 3 and introduction of Built for Business Plan 3A

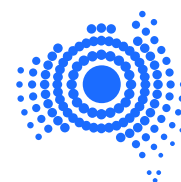
### Part B List of current Discounts, Credits, Rebates and Waivers

[...]

#### B2.2.1 Discounted charges

- (a) Subject to the terms of this section B2.2, if **nbn** supplies RSP with an Eligible Bandwidth Profile and an associated Eligible ESLA, the discounted Charge for the Eligible ESLA will be as follows:

Built for Business Plan	Eligible Bandwidth Profile		Eligible ESLA	nbn® Network	Discounted Charge per Billing Period per Eligible ESLA
	AVC TC-4 downstream Mbps (PIR)	AVC TC-4 upstream Mbps (PIR)			
Built for Business Plan 1	25-100	5-40	Enhanced-12 (24/7)	FTTB and FTTN	\$ <del>1</del> 0.00
	50-100	20-40	Enhanced-12 (24/7)	FTTC	\$ <del>1</del> 0.00
	100	40	Enhanced-12 (24/7)	Fibre and HFC	\$ <del>10</del> 0.00
Built for Business Plan 3	250	100	Enhanced-12 (24/7) <del>or Enhanced-4 (24/7)</del>	Fibre	\$0.00



<u>Built for Business Plan 3A</u>	<u>250</u>	<u>100</u>	<u>Enhanced-4 (24/7)</u>	<u>Fibre</u>	<u>\$10.00</u>
Built for Business Plan 4	500	200	Enhanced-12 (24/7) or Enhanced-4 (24/7)	Fibre	\$0.00
Built for Business Plan 5	1000*	400	Enhanced-12 (24/7) or Enhanced-4 (24/7)	Fibre	\$0.00

[...]



## Annexure 3 - Introduction of Built for Business Plan 6 and availability of Built for Business Plans 3 and 3A on HFC

### Part B List of current Discounts, Credits, Rebates and Waivers

[...]

#### B2.2.1 Discounted charges

- (a) Subject to the terms of this section B2.2, if **nbn** supplies RSP with an Eligible Bandwidth Profile and an associated Eligible ESLA, the discounted Charge for the Eligible ESLA will be as follows:

Built for Business Plan	Eligible Bandwidth Profile		Eligible ESLA	nbn® Network	Discounted Charge per Billing Period per Eligible ESLA
	AVC TC-4 downstream Mbps (PIR)	AVC TC-4 upstream Mbps (PIR)			
Built for Business Plan 1	25-100	5-40	Enhanced-12 (24/7)	FTTB and FTTN	\$0.00
	50-100	20-40	Enhanced-12 (24/7)	FTTC	\$0.00
	100	40	Enhanced-12 (24/7)	Fibre and HFC	\$0.00
Built for Business Plan 3	250	100	Enhanced-12 (24/7)	Fibre <u>and HFC</u>	\$0.00



Built for Business Plan 3A	250	100	Enhanced-4 (24/7)	Fibre <u>and HFC</u>	\$10.00
Built for Business Plan 4	500	200	Enhanced-12 (24/7) or Enhanced-4 (24/7)	Fibre	\$0.00
Built for Business Plan 5	1000*	400	Enhanced-12 (24/7) or Enhanced-4 (24/7)	Fibre	\$0.00
<u>Built for Business Plan 6</u>	<u>2000</u>	<u>500</u>	<u>Enhanced-12 (24/7) or Enhanced-4 (24/7)</u>	<u>Fibre</u>	<u>\$0.00</u>

[...]

