

13 August 2025

Change Notice: WBA - August 2025

We are notifying you of the following changes to your WBA:

1. Introduction of remaining Near Term Improvements to Service Levels

DESCRIPTION	RMID	EFFECTIVE DATE	AFFECTED DOCUMENTS	PAGE #
<p>Changes following the 12 February 2025 <i>WBA Consultation Service Standards Evolution: Near Term Improvements</i> closure paper to:</p> <ol style="list-style-type: none"><li>Uplift the Service Level in the nbn Ethernet Service Level Schedule applicable to a number of automated transactions from 1 Business Day/4 Hours to 1 Operational Hour for single transactions and 6 Operational Hours for bulk transactions; and</li><li>Uplift the Performance Objectives for some of the uplifted Service Levels from 90% to 95%;</li></ol> <p>We have also updated the definition of Single to align with the change to the definition of Bulk previously notified.</p> <p>Finally, on 1 May 2025 we issued a Change Notice that covered the Pricing Changes effective 1 July. This included the commitment to increase certain rebates. We unintentionally omitted the definition of Weighted Average Price Change (consulted on</p>	N/A	1 October 2025	<ul style="list-style-type: none"><li>WBA Ethernet Services Levels Schedule</li><li>WBA Dictionary</li></ul>	1



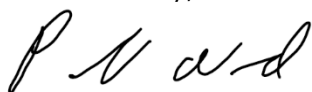
DESCRIPTION	RMID	EFFECTIVE DATE	AFFECTED DOCUMENTS	PAGE #
12 February 2025). We have included this definition now.				

Please refer to the pages below for a rider of the relevant contract changes in mark-up.

### Further information

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

Yours sincerely,



Peter Ward  
General Manager  
Commercial and Customer Contracting

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

## **1. Introduction of remaining Near Term Improvements to Service Levels**

Refer to WBA **nbn**® Ethernet Service Levels Schedule, and WBA Dictionary appended with this notice.