12 February 2025

Change Notice WBA - February 2025

We are notifying you of the following changes to your WBA, which includes a notice for the withdrawal of certain non-recurring charges:

1. **GET STARTED BUSINESS REBATE**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| A discount to enable RSPs to offer End Users higher speeds associated with an Eligible Bandwidth Profile, where bandwidth profile may better suit the Contracted End Users’ needs and help provide a better customer experience | N/A | 1 March 2025 | * Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List v5.10
 | 5 |

1. **WITHDRAWAL OF CERTAIN NON-RECURRING CHARGES**

nbn has decided to simplify the non-recurring charges that apply in respect of nbn Ethernet, nbn Smart Places and the nbn Facilities Access Service and will withdraw certain non-recurring charges that are not currently used or applied (i.e. not charged).

These non-recurring charges are ‘Other Charges’ under the SAU and are currently included in the FY25 SAU Tariff List and the FY25-27 Pricing Roadmap. They are also included in the relevant WBA Price Lists.

On 12 March 2025, nbn will withdraw these Other Charges under clause 2B.1.3(b) of the SAU and update the FY25 SAU Tariff List and FY25-FY27 Pricing Roadmap to account for these changes. On the same day, these non-recurring charges will be withdrawn from the nbn Ethernet - Price List, nbn Smart Places - Price List and the nbn Facilities Access Service – Price List.

The non-recurring charges that will be withdrawn are listed in the table below:

| **Product** | **Name of charge**  | **Reference – FY25 SAU Tariff List** | **NBN Co Network**  | **FY25 Charge**  |
| --- | --- | --- | --- | --- |
| Facilities Access Service | Additional / Replacement Access Card (excluding the First Access Card) – per access card  | Table 11  | N/A  | $100  |
| Missed Appointment (During Business Hours) – per missed appointment   | Table 11   | $300  |
| Missed Appointment (Outside Business Hours) – per missed appointment   | Table 11   | $450  |
| nbn Ethernet | Late Rescheduling (Co-ordinated Appointment) (Day)  | Table 8.7  | Fibre, FTTB, FTTN, FTTC, HFC | $200  |
| Late Rescheduling (Co-ordinated Appointment) (Night)  | Table 8.7   | $300  |
| Site Survey Charge  | Table 8.3   | Satellite  | $225 plus incidental charges which may apply for Limited Access Areas  |
| Restoration of an Ordered Product  | Table 8.7, Table 8.9  | Fibre, FTTB, FTTN, FTTC, HFC, Wireless, Satellite   | $50  |
| Incorrect Callout  | Table 8.7  | FTTB, FTTN, FTTC and HFC  | $75  |
| On Site Maintenance Call Out  | Table 8.7 | Fibre, Wireless | $0  |
| On Site Maintenance Call Out  | Table 8.9  | Satellite  | $0 plus incidental charges which may apply for Limited Access Areas   |
| Smart Places | Late Rescheduling (Smart Places Co-ordinated Appointment) (Day)  | Table 8.8  | Fibre  | $200  |
| Late Rescheduling (Smart Places Co-ordinated Appointment) (After Hours)  | Table 8.8  | $300  |
| Restoration of an Ordered Product  | Table 8.8 | $50  |
| On Site Maintenance Call Out  | Table 8.8   | $0 |

The effective date of the changes and affected WBA documents are summarised below:

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| nbn is withdrawing a number of non-recurring charges in the nbn Ethernet - Price List, nbn Smart Places - Price List, and the nbn Facilities Access Service – Price List that are currently not in use or not applied. Consequential changes have also been made to the WBA Dictionary and Operations Manual. | N/A | 12 March 2025 | * WBA Dictionary v5.6
* Facilities Access Service - Price List v5.1
* nbn® Ethernet - Price List v5.5
* WBA Operations Manual v5.7
* nbn® Smart Places - Price List v5.0
* Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List v5.10
 | 12 |

1. **DATE CHANGE FOR NBN ACCESS TRANSFER INDUSTRY CODE UPDATES**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Following the recent WBA consultation and subsequent correspondence, your WBA is changing so that 18 May 2025 is the date on or after which RSPs must provide an AVC ID for service transfer orders submitted in accordance with NBN Access Transfer Industry Code C647:2023, given that the previously notified date of 18 April 2025 is the Good Friday public holiday. | N/A | 1 April 2025 | * WBA Operations Manual v5.7
 | 24 |

1. **ACCELERATING GREAT – CVC MAX BANDWIDTH PROFILE**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| nbn is introducing a new CVC TC-4 (CVC Max) which is configured to the same bandwidth as the NNI that is associated with the CVC. Refer to ‘nbn Product Construct Paper – Accelerating Great: Unlocking Greater nbn Speeds and Value’ issued on 5 September 2024 and the WBA consultation for ‘Speed Leadership: CVC Max bandwidth profile’ issued on 13 November 2024 for further information.  | 1197 | 13 April 2025 | * WBA Dictionary v5.6
* nbn® Ethernet – Product Description v5.4
* nbn® Ethernet – Product Technical Specifications v5.5
* WBA Operations Manual v5.7
* Network Interface Specification – CVC v5.0
 | 26 |

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

**Further information**

If you have any queries, please contact Customer\_Contracting@nbnco.com.au.

Yours sincerely,

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

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

1. **Get Started Business Rebate**

Discounts Credits and Rebates Annexure to the nbn® Ethernet Price List v5.10

Part A List of current Discounts, Credits, Rebates and Waivers

A1.1 Current Discounts, Credits, Rebates and Waivers

The following Discounts, Credits, Rebates and Waivers are currently available to RSP subject to the corresponding conditions set out in Parts B and C.

| # | Name | Description | Duration | Campaign Period | Details and conditions |
| --- | --- | --- | --- | --- | --- |
| Short-term Discounts, Credits, Rebates and Waivers (Part C) |
| Module C2: Campaign Discounts |
| […] | […] | […] | […] | […] | […] |
| 40 | Get Started Business Rebate | A discount to enable RSPs to offer End Users higher speeds associated with an Eligible Bandwidth Profile | 1 March 2025 – 31 August 2025 | 1 March 2025 – 31 August 2025 | Section C2.7 |

[…]

Module C2: Campaign Discounts

***Note:*** *The Short-term Discounts, Credits, Rebates and Waivers set out in this Module C2: Campaign Discounts are Campaign Discounts are made available by* ***nbn*** *to RSPs subject to the Master Campaign Terms which are set out in Part D of this document.*

*When reviewing the Discounts, Credits, Rebates and Waivers set out in this Module C2 please ensure you review not only the content in the tables below and also the Master Campaign Terms in Part D.*

[…]

*The details and conditions in section C2.7 apply in respect of the Get Started Business Rebate in Part A.*

C2.7 Get Started Business Rebate

| Section | Issue | Detail |
| --- | --- | --- |
|  | **Name of the Campaign Discount and Campaign ID** | **Name of the Campaign Discount:** Get Started Business Rebate**Campaign ID**: GET-STARTED |
|  | **Objective** | To enable RSPs to offer End Users higher speeds associated with an Eligible Bandwidth Profile, where that bandwidth profile may better suit the Contracted End Users’ needs and help provide a better customer experience. |
|  | **Campaign Period** | 1 March 2025 to 31 August 2025 (inclusive) |
|  | **Discount Period** | From the time that the Eligible AVC first becomes eligible for this Get Started Business Rebate until the end of the Campaign Period.  |
| 1.
 | **Amount of the Campaign Discount** | * + - * 1. **nbn** will provide RSP with the Get Started Business Rebate set out below for each Eligible AVC supplied to RSP in respect of each Billing Period (or part thereof):

that falls within the Discount Period applicable to that Eligible AVC; andin which the Eligible AVC has an Eligible Bandwidth Profile.

| Original Bandwidth Profile2  | Eligible Bandwidth Profile | **nbn**® Network | Get Started Business Rebate |
| --- | --- | --- | --- |
| AVC TC-4 downstream Mbps1 | AVC TC-4 upstream Mbps1 | AVC TC-4 downstream Mbps1 | AVC TC-4 upstream Mbps1 |
| 50 | 20 | 250 | 100 | Fibre | $14.78 |
| Home Fast | 250 | 100 | Fibre | $14.78 |
| 100 | 40 | 250 | 100 | Fibre | $14.78 |
| 250 | 100 | 500 | 200 | Fibre | $25 |

*\** ***Notes:*** 1 *The Information Rates for the AVC TC-4 bandwidth profiles shown in this table are Peak Information Rates (PIR). To be read subject to the WBA, including the specific limitations in sections 3 and 13 of the* ***nbn****® Ethernet Product Description.*2 *Applicable only to Service Transfer Upgrades or* *Existing Modify Upgrades.** + - * 1. Where only part of a Billing Period falls within the Discount Period applicable to an Eligible AVC, the amount of the Rebate for that Eligible AVC for that Billing Period will be pro-rated based on the proportion of that Billing Period that falls within the applicable Discount Period.
 |
|  | **Eligible AVCs** | An **Eligible AVC** means an AVC TC-4 that has an Eligible Bandwidth Profile as a result of either a New Connect, a Fibre Connect Eligible Order, a Service Transfer Upgrade or Existing Modify Upgrade that is first changed to In Progress and subsequently Completed during the Campaign Period.***Note:*** *“Fibre Connect Eligible Order” is defined in the Dictionary.* |
|  | **Performance Target** | ¨ **Yes** þ **No** |
|  | **List of Eligible Premises to be provided** | ¨ **Yes** þ **No**  |
|  | **Other terms and conditions** | * + - * 1. Notwithstanding section D1.1.7 of the Master Campaign Terms, if RSP modifies an Eligible AVC during the Discount Period, the following consequences will apply:

|  |  |
| --- | --- |
| Status of Eligible AVC after Modify Order is Completed | Consequences for any applicable Get Started Business Rebate |
| Continues to be an Eligible AVC but on a different Eligible Bandwidth Profile. | The Get Started Business Rebate will be calculated separately on a pro-rata daily basis for the parts of the Discount Period before and after the Modify Order is Completed, based on the Eligible Bandwidth Profile supplied during each such period of time. |
| Stops being an Eligible AVC because it is modified to have a bandwidth profile that is not an Eligible Bandwidth Profile. | The Get Started Business Rebate will be applied on a pro-rata daily basis for the part of the Billing Period before the Modify Order is Completed. No Get Started Business Rebate will apply for the remainder of the Discount Period (subject to the next row).  |
| Resumes being an Eligible AVC after an intervening period in which it was not (e.g. because in that intervening period it had a bandwidth profile that is not an Eligible Bandwidth Profile).  | The Get Started Business Rebate will be calculated on a pro-rata daily basis for the part of the remaining Discount Period (if any) after the Modify Order is Completed.  |

  |
| 1.
 | **Interaction with other Discounts, Credits and Rebates and the WBA** | * + - * 1. Subject to C2.7.10.(b), where an Eligible AVC is supplied to a Premises that is eligible for both the Get Started Business Rebate and:

the Light Up Low Take Up Postcode Locations Rebate;the Light Up Locations Rebate;the Take 3 Rebate; Connect the Unconnected Rebate;Connect the Unconnected Rebate H2 FY25; orthe Win Inactives Rebate, RSP will be entitled to both Rebates.* + - * 1. Where an Eligible AVC is eligible for the Get Started Business Rebate, and both the Connect the Unconnected Rebate H2 FY25 and the Win Inactives Rebate, RSP will be entitled to the Get Started Business Rebate and the Win Inactives Rebate only, in accordance with the terms of section C2.4.10.
 |
|  | **Additional Definitions that apply to this Campaign Discount** | **Eligible Bandwidth Profile** means the bandwidth profiles listed in the table in section C2.7.5.(a) under the heading ‘Eligible Bandwidth Profile’. **Existing Modify Upgrade** means a Modify Order in respect of an AVC TC-4 where: 1. the Modify Order modifies the AVC TC-4 from an Original Bandwidth Profile or an Eligible AVC to an Eligible Bandwidth Profile; and
2. the AVC TC-4 had the same Original Bandwidth Profile for at least one month immediately prior to that Modify Order being Completed (unless the AVC already qualified as an Eligible AVC before the Modify Order).

**New Connect** means a Connect Order for an AVC TC-4 with an Eligible Bandwidth Profile that is supplied to a Premises at which **nbn** has not supplied any ordered product by means of the same access technology to RSP or any Other RSP in the 30 days prior to the Connect Order being changed to In Progress. **Original Bandwidth Profile** means a bandwidth profile listed in the table in section C2.7.5.(a) under the heading ‘Original Bandwidth Profile’ corresponding to that Eligible Bandwidth Profile. **Service Transfer Upgrade** means a Service Transfer Order (including for clarity, any Non-Infrastructure Type Transfer) in respect of an AVC TC-4 that: 1. is for the supply of an AVC TC-4 with an Eligible Bandwidth Profile; and
2. results in the disconnection of an AVC TC-4 supplied to the Other Losing RSP that had the same Original Bandwidth Profile for at least one month immediately prior to the Service Transfer Order being Completed.

***Note****: It is RSP’s responsibility to verify whether a Service Transfer Order constitutes a Service Transfer Upgrade.* ***nbn*** *is not obliged to provide a Get Started Business Rebate for a Service Transfer that is not a Service Transfer Upgrade even if RSP genuinely believes that it is, e.g. due to incorrect information being received from a Contracted End User about a previous service supplied to them.****nbn*** *may elect to provide a Get Started Business Rebate for a supplied AVC if* ***nbn*** *cannot verify whether it constitutes a Service Transfer Upgrade (e.g. because* ***nbn*** *cannot verify the bandwidth profile of the AVC TC-4 Product Component supplied prior to the Service Transfer Order for the purposes of administering this Get Started Business Rebate).* |

1. **Withdrawal of unused or not applied charges**

WBA Dictionary v5.6

[…]

[…]

Facilities Access Service Module – Price List v5.1

3 Service management

[…]

| Activity  | Charge |
| --- | --- |
|  |  |
|  |  |
|  |  |
| Co-location Equipment Rack to **nbn**® ODF tie cable augmentation | As set out in section 3(b) |

[…]

nbn® Ethernet Product Module – Price List v5.5

3 Installation and activations

[…]

The Charges for the installation and activation of **nbn**® Ethernet (Satellite) are:1

| Activity | Charge per Activity |
| --- | --- |
| Initial Standard Installation | $0.00Incidentals may apply for Limited Access Areas |
| Initial Non Standard Installation | Satellite Labour Rate + Materials + Incidentals over and above Initial Standard Installation |
| Subsequent Installation in Urban Area, Major Rural Area, Minor Rural Area or Remote Area | 0.8m NTD outdoor unit dish | 1.2m NTD outdoor unit dish | 1.8m NTD outdoor unit dish |
| $692.00 | $1,057.00 | $2,226.00 |
| Subsequent Installation in Isolated Area | 0.8m NTD outdoor unit dish | 1.2m NTD outdoor unit dish | 1.8m NTD outdoor unit dish |
| $1,559.00 | $1,751.00 | $3,732.00 |
| Subsequent Installation in Limited Access Area | Satellite Labour Rate + Materials + Incidentals |
| Access Component Reactivation  | $5.00Incidentals may apply for Limited Access Areas |
| CVC Activation | $0.00 |
| NNI 1000BaseLX Activation | $1,000.00 |
| NNI 10GBaseLR Activation | $3,000.00 |
| NNI 1000BaseEX Activation | $2,000.00 |
| NNI 10GBaseER Activation | $4,000.00 |
|  |  |
| Service Transfer2 | $5.00 |
| Transfer Reversal | $5.00 |
| Non-Infrastructure Type Transfers (per Service Transfer)2 | $1.50 |

[…]

5 Service management

(a) The Charges for service management relating to **nbn**® Ethernet (Fibre), **nbn**® Ethernet (FTTB), **nbn**® Ethernet (FTTN), **nbn**® Ethernet (FTTC), **nbn**® Ethernet (HFC) and **nbn**® Ethernet (Wireless) are:

| Activity | Charge per Activity by **nbn**® Network |
| --- | --- |
| Fibre and Wireless | FTTB, FTTN and FTTC | HFC |
|  |  |  |  |
| No Fault Found (No Truck Roll Required) | $50.00 | $50.00 | $50.00 |
| No Fault Found (Truck Roll Required) | Labour Rate (min 2 hours) | Labour Rate (min 2 hours) | Labour Rate (min 2 hours) |
| No Fault Found (Truck Roll Required and Professional Wiring Service) | N/A | Labour Rate (min 3.5 hours) + Materials (min $10)\*\* | N/A |
| Late Cancellation (Site Visit Required) | $0.00 | $75.00 | $75.00 |
| Late Cancellation (After Hours Installation Appointment) | $150.00\* | $150.00 | N/A |
| Late Cancellation (Co-ordinated Appointment) | The Charge for the Co-ordinated Appointment\* |
|  |  |
|  |  |  |  |
|  |  |  |  |
| Voiceband Reinstatement | N/A | $250.00\*\* | N/A |
| Transition Reversal | N/A | $250.00 | N/A |

[…]

The Charges for service management relating to **nbn®** Ethernet (Satellite) are:

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

WBA Operations Manual v5.7

3.3 Electronic Access Cards and Key Maintenance

3.3.2 Lost Electronic Access Cards or Keys: Required information

[…]

When your organisation contacts **nbn** to notify **nbn** that an Electronic Access Card or Key for a Type 1 Facility or Type 2 Facility has become lost, has been stolen or is missing, your organisation must provide the following information:

* The Electronic Access Card number (located on the Electronic Access Card) or the Key serial number (as applicable)
* The circumstances surrounding the loss, theft or misplacement of the Electronic Access Card(s) and/or Key(s).

In addition to reporting the lost/stolen/missing Electronic Access Card(s) and/or Key(s), your organisation must also request a new Electronic Access Card or Key if a replacement Electronic Access Card or Key is required.

|  |
| --- |
|  |

[…]

4.5 Orders

4.5.2.2 Product Component Orders: Additional Information

[…]

**Access Virtual Circuit (AVC) Orders**

[…]

See section 6.7.1 Selecting Appointments for details of Installation activities applicable for Access Component Orders.

| nbn® Network | Activities |
| --- | --- |
| […] | […] |
| A blue square with white text and a house and a white arrow  Description automatically generated |

|  |
| --- |
| **Prerequisite**: **nbn** is not responsible for in-building cabling (other than Jumpering to be carried out in accordance with this Agreement) and cannot progress an order unless suitable in-building cabling connecting the Customer Side MDF to the relevant Premises exists. If **nbn** attends the Premises and suitable in-building cabling connecting the Customer Side MDF to the relevant Premises does not exist, **nbn** will not proceed with the Installation activities and will put the order into **Pending**. |

Each AVC order includes the UNI Product Component for the same Premises.The AVC order must include the following information:* The requested FTTB Installation type (see FTTB Installation type descriptions below)
* If your organisation is performing the Installation, the Customer Required Date for the activation of the **nbn**® Ethernet (FTTB) (optional)
* Any information required by the relevant Product Order Form (e.g. if your organisation is requesting a Transition Order (see section 4.5.2.3 Transition Orders below), the FNN or ULL ID where required, and confirmation if your organisation wants **nbn** to install Voiceband Continuity (see section 4.5.2.4 Voiceband Continuity (optional) below).

FTTB installation typeFor each AVC order, your organisation must select one of the following installation types: |
| […] | **[…]** |
| A blue square with white text and a door  Description automatically generated |

|  |  |
| --- | --- |
| A blue circle with a white exclamation mark  Description automatically generated | **Important**:**Prerequisite**: **nbn** is not responsible for in-building cabling (other than Jumpering to be carried out in accordance with this Agreement) or civil works to extend or alter a serviceable pre-existing Lead-In Cable or Copper Connecting Cable within that Premises (regardless of the length of the pre-existing Lead-In Cable or Copper Connecting Cable). **nbn** cannot progress an order unless suitable:* In-building cabling from the **nbn**® Network Boundary to the Telecommunications Outlet exists (where applicable); or
* Civil works, where required in order to establish a Standard Installation have been undertaken.

If **nbn** attends the Premises and suitable in-building cabling or civil works do not exist, **nbn** will not proceed with the Installation activities and will put the order into **Pending**. |

Each AVC order includes the UNI Product Component for the same Premises.The AVC order must include any information required by the relevant Product Order Form (e.g. if your organisation is requesting a Transition Order (see section 4.5.2.3 Transition Orders), the FNN or ULL ID where required, and confirmation if your organisation wants **nbn** to install Voiceband Continuity (see section 4.5.2.4 Voiceband Continuity (optional) below).[…] |
| […] | […] |
| A blue and white logo  Description automatically generated | Each AVC order includes the UNI Product Component for the same Premises.The AVC order must include any information required by the relevant Product Order Form.Your organisation may order Professional Wiring Service as a Product Component of **nbn**® Ethernet (FTTC), it is optional and not part of a Standard Installation – see section 4.5.2.5 Professional Wiring Service (optional).

|  |  |
| --- | --- |
| A white exclamation mark in a blue circle  Description automatically generated | **Important**:Prerequisite: **nbn** is not responsible for In-building Wiring, in-building cabling or civil works to extend or alter a serviceable pre-existing Lead-In Cable or Copper Connecting Cable within that Premises (regardless of the length of the pre-existing Lead-In Cable or Copper Connecting Cable). **nbn** cannot progress an order unless suitable:* In-building Wiring or in-building cabling from the **nbn**® Downstream Network Boundary to the Telecommunications Outlet exists (where applicable); or
* civil works, where required in order to establish a Standard Installation have been undertaken.

If **nbn** attends the Premises and suitable In-building Wiring, in-building cabling or civil works do not exist, **nbn** will not proceed with the Installation activities and will put the order into **Pending**.**nbn** may disconnect an Ordered Product pursuant to section 5.3 of the **nbn**® Ethernet Product Terms if **nbn** becomes aware that an In-building Wiring Consent relating to that Ordered Product has not been properly obtained or has been withdrawn. |

|  |  |
| --- | --- |
| A white exclamation mark in a blue circle  Description automatically generated | **Important**: If your organisation places an order for a Service Class 31 or Service Class 32 **nbn**® Copper Pair, instead of activating the Service Class 32 or Service Class 33 **nbn**® Copper Pair at a Service Class 32 or Service Class 33 Premises. **nbn** will, in the first instance, reuse the **nbn**® DPU port that has previously been allocated to the **nbn**® Copper Pair with the highest Service Class. |

 |

6.4 Rescheduling Appointments

6.4.1 Updating and Rescheduling an Appointment

[…]

| Appointment Status | Reschedule options |
| --- | --- |
| Booked\\nbnco.local\filestore\MEL-Users\johnleefe\Desktop\fibre.png A blue square with white text and a white sign  Description automatically generated A blue and white logo  Description automatically generated A blue square with white text  Description automatically generated | (*For Co-ordinated Appointments, at least 24 hours prior to the scheduled Co-ordinated Appointment*):* Reschedule via the **nbn**® Service Portal or B2B Access.
* Amend Personal Information or Appointment Representative details as applicable.

|  |  |
| --- | --- |
|  |  |

*(For Co-ordinated Appointments, within 24 hours of the scheduled Co-ordinated Appointment)** Directly contact **nbn** as detailed in the Contact Matrix
 |
| […] | […] |

nbn® Smart Places – Price List v5.0

5 Service management

(a) […]

| Activity | Charge per Activity  |
| --- | --- |
|  |  |
| No Fault Found (No Truck Roll Required) | $50.00 |
| No Fault Found (Truck Roll Required) | Labour Rate (min 2 hours) |
|  |  |

6 Appointments

(a) […]

| Activity | Charge per Activity  |
| --- | --- |
| Smart Places Co-ordinated Appointment (Day)\* | $200.00 |
| Smart Places Co-ordinated Appointment (After Hours)\*^ | $300.00 |
| Late Cancellation (Smart Places Co-ordinated Appointment) | The Charge for the Smart Places Co-ordinated Appointment |
|  |  |
| Missed Appointment (Smart Places Co-ordinated Appointment) | The Charge for the Smart Places Co-ordinated Appointment |
| First Missed Appointment (Trouble Ticket Appointment)  | $0.00 |
| Subsequent Missed Appointment (Trouble Ticket Appointment) | $0.00 |

Discounts Credits and Rebates Annexure to the nbn® Ethernet Price List v5.9

B1.3 Ancillary Charges Waiver details and conditions

[…]

| # | Charge  | Applicable to access technology | **nbn**® Ethernet Price List section reference |
| --- | --- | --- | --- |
|  | Initial Non-Standard Installations (except if performed in connection with Multi Site Migration Orders described in section B2.1) | All | 3 |
| 2. | Subsequent Installations | **nbn**® Ethernet (Fibre); **nbn**® Ethernet (Wireless) or **nbn**® Ethernet (Satellite)  | 3 |
| 3. | Any Labour Rate or Materials Charges above the minimum charge of $270 for Subsequent Installations  | **nbn**® Ethernet (FTTB); **nbn**® Ethernet (FTTN); **nbn**® Ethernet (FTTC); **nbn**® Ethernet (HFC) | 3(a) |
| 4. | Access Component Reactivations | **nbn**® Ethernet (Satellite) | 3(b) |
|  |  |  |  |
| 6. | Equipment Modifications  | All | 4 |
| 7. | Equipment Removals  | **nbn**® Ethernet (Fibre); **nbn**® Ethernet (FTTB); **nbn**® Ethernet (FTTN); **nbn**® Ethernet (FTTC); **nbn**® Ethernet (HFC); **nbn**® Ethernet (Wireless)  | 4(a) |
| 8. | Equipment Repairs  | All | 4 |
|  |  |  |  |
| 10. | No Fault Found (No Truck Roll Required) | All | 5 |
| 11. | No Fault Found (Truck Roll Required) | All | 5 |
| 12. | No Fault Found (Truck Roll Required and Professional Wiring Service)  | **nbn**® Ethernet (FTTB); **nbn**® Ethernet (FTTN) | 5(a) |
| 13. | Late Cancellation (Site Visit Required)  | **nbn**® Ethernet (FTTB); **nbn**® Ethernet (FTTN); **nbn**® Ethernet (FTTC); **nbn**® Ethernet (HFC); **nbn**® Ethernet (Satellite) | 5 |
| 14. | Missed Appointment  | **nbn**® Ethernet (FTTB); **nbn**® Ethernet (FTTN); **nbn**® Ethernet (FTTC); **nbn**® Ethernet (HFC); **nbn**® Ethernet (Satellite) | 5 |
|  |  |  |  |
| 16. | Incidentals | **nbn**® Ethernet (Satellite) | 3(b), 4(b), 5(c), 8 |

1.
2. **Date change for NBN Access Transfer Industry Code updates**

WBA Operations Manual v5.7

4.5.1.6 Order Status Life-cycle

[…]

| **Order Status** | **Affected Product Component types** | **Related event & activities** |
| --- | --- | --- |
| **Rejected** | * Infrastructure Component
* Connectivity Component
* Access Component
 | **Event****nbn** reasonably determines that the order is invalid, due to one or more of the following circumstances:* Your organisation has not complied with Product-specific ordering terms or requirements
* The order is not submitted in accordance with the requirements, restrictions or other processes set out in the WBA, including this WBA Operations Manual
* A Stop Sell Period currently applies to the ordered Product, Product Component, Product Feature or access technology and the order is not a Transition-out Modify Order or Disconnect Order
* The order fails **nbn**’s feasibility and design and/or configuration phase
* The order includes invalid information, including (at the time of order) an invalid FNN or ULL ID
* The order does not include a valid Customer Authority (where required)
* In respect of a Service Transfer Order (other than a Non-Infrastructure Type Transfer) submitted on or after 18 May 2025, your organisation has not provided the AVC ID or last 5 digits of the AVC ID of the Ordered Product supplied to the Other Losing RSP that is the subject of the Service Transfer
* In respect of a Service Transfer Order requesting a Service Transfer, the order has been placed in respect of a Premises flagged as receiving a service and requires transfer validation action to be taken by your organisation under the ***Communications Alliance Industry Guideline NBN Access Transfer – Transfer Validation Trial*** or ***NBN Access Transfer Industry Code C647:2023***
* The order fails to meet the Business Rules in respect of the relevant Product Component
* (*For orders in respect of* ***nbn****® Ethernet (Satellite))* **nbn** has determined that your organisation has placed orders or requested Appointments in a way that has adversely impacted Other RSPs or **nbn** installation activities
* (*For orders in respect of* ***nbn****® Ethernet (Satellite)*) **nbn** has determined that the Premises is a Medium/Large Business Premises that is not currently receiving a Sky Muster® Service
* There is an in-flight Connect Order associated with a Fibre Connect Connection in respect of the relevant Premises
* The order is otherwise defective.

**Activities*** **nbn** updates the order status to **Rejected**
* **nbn** sends a Rejected Notification to your organisation
* **nbn** provides your organisation with reasons for rejecting the order (located in the order’s “comments” field).
 |

[…]

4.5.2.6 Service Transfer Orders

[…]

Your organisation may only place a Service Transfer Order requesting a Service Transfer if:

* your organisation is the Gaining RSP;
* your organisation has a valid Customer Authority;
* your organisation has provided **nbn** with a Customer Authority signed date that is neither a future date nor a date that is more than 45 calendar days before the placement of the Service Transfer Order;
* for a Service Transfer Order (other than a Non-Infrastructure Type Transfer) submitted on or after 18 May 2025, your organisation provides to **nbn** the AVC ID of the Ordered Product supplied to the Other Losing RSP that is the subject of the Service Transfer;
* **nbn** has notified your organisation that the Service Transfer is a Blocked Service Transfer, and your organisation has received a notification from the Other Losing RSP or **nbn** (as relevant) that the flag requiring Transfer Validation has been removed from the relevant Premises;
* the relevant **nbn**® Ethernet Product is supplied to the Other Losing RSP in respect of a Contracted End User who is the same person as the Contracted End User to whom your organisation or a Downstream Service Provider proposes to supply an RSP Product or Downstream Product (as the case may be); and
* your organisation has nominated an Overlap Period if required.

[…]

1. **Accelerating Great – CVC Max Bandwidth Profile**

WBA Dictionary v5.6

**CVC Class** means, in relation to **nbn**® Ethernet (Satellite), a class of CVC TC-4 as set out in section 2.2(e) of the **nbn**® Ethernet Product Description.

**CVC Class 0** means a CVC Class of that name set out in section 2.2(e) of the **nbn**® Ethernet Product Description.

**CVC Class 1** means a CVC Class of that name set out in section 2.2(e) of the **nbn**® Ethernet Product Description.

**CVC Class 2** means a CVC Class of that name set out in section 2.2(e) of the **nbn**® Ethernet Product Description.

[…]

**CVC Max** means the **nbn**® Ethernet CVC TC-4 bandwidth profile described as such in section 2.2(c)(i) of the **nbn®** Ethernet Product Description.

nbn® Ethernet – Product Description v5.4

[…]

* 1. CVC TC-4
		+ - 1. RSP may order a CVC TC-4 in respect of **nbn**® Ethernet (Fibre), **nbn**® Ethernet (FTTB), **nbn**® Ethernet (FTTN), **nbn**® Ethernet (FTTC), **nbn**® Ethernet (HFC), **nbn**® Ethernet (Wireless) and **nbn**® Ethernet (Satellite).
				2. RSP must select a bandwidth profile for the CVC TC-4.
				3. The CVC TC-4 bandwidth profiles available in respect of:

**nbn**® Ethernet (Fibre), **nbn**® Ethernet (FTTB), **nbn**® Ethernet (FTTN), **nbn**® Ethernet (FTTC), **nbn**® Ethernet (HFC) and **nbn**® Ethernet (Wireless) are:

|  |  |
| --- | --- |
| CVC TC-4 symmetrical Mbps (PIR)  | In symmetrical Mbps (PIR) increments of |
| 0 | 0 |
| 100-300 | 50 |
| 300-10,000 | 100 |
| CVC Max | N/A |

**nbn**® Ethernet (Satellite), subject to sections 2.2(e) and 2.2(f), are:

|  |  |  |
| --- | --- | --- |
| CVC TC-4 symmetrical Mbps (CIR)  | In symmetrical Mbps (CIR) increments of | For CVC Class |
| 0 | 0 | 0, 1, 2 |
| 100-1,000 | 25 | 0, 1, 2 |

* + - * 1. A CVC TC-4 with the CVC Max bandwidth profile has a symmetrical PIR that is automatically configured to equal the bandwidth of the associated NNI as modified from time to time.
				2. In respect of **nbn**® Ethernet (Satellite), RSP must:

specify a CVC Class for each CVC TC-4;

associate at least 1,600 AVCs with each CVC TC-4 before ordering any further CVC TC-4 in the same CVC Class; and

at all times, associate at least the following number of AVCs with each CVC TC-4:

|  |  |
| --- | --- |
| CVC Class | Minimum number of AVCs that must be associated with each CVC TC-4 |
| Initial 100 Mbps bandwidth profile | Initial 25 Mbps bandwidth profile increment above 100 Mbps | Each additional 25 Mbps bandwidth profile increment |
| 0 | 0 | 202 | 71 |
| 1 | 0 | 166 | 65 |
| 2 | 0 | 151 | 58 |

**Note:** If RSP orders more than one CVC in a CVC Class, each limitation in this section 2.2(e) applies to each such CVC.

* + - * 1. If RSP fails to comply with section 2.2(e)(iii) in connection with a CVC TC-4 (without limiting any rights that **nbn** may have in relation to such failure under the Head Terms or the **nbn**® Ethernet Fair Use Policy), **nbn** may modify the bandwidth profile of that CVC TC-4 by following the process set out in the WBA Operations Manual.

[…]

nbn® Ethernet – Product Technical Specification v5.5

[…]

5 Connectivity Virtual Circuit (CVC)

5.1.1 Overview

The CVC implements the S-VLAN component of an IEEE802.1ad Provider Bridge, as further described in the Network Interface Specification - CVC. This is an Ethernet virtual circuit that provides connectivity from an NNI to a CSA. It is dimensioned with a specific, configured amount of bandwidth capacity to deliver a higher-layer service (or number of services) to a range of AVCs within a particular CSA.[[1]](#footnote-2)10

The **nbn**® Ethernet CVC Product Component has two variants:

* 1:1 VLAN – required for 1:1 AVC unicast services delivered using the UNI-D or UNI-DSL interface
* N:1 VLAN – required for N:1 AVC unicast services delivered using the UNI-V interface

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| CVC Type | Fibre Network | FTTB / FTTN Network | FTTC Network | HFC Network | Wireless Network | Satellite Network |
| 1:1 CVC | Available | Available | Available | Available | Available | Available |
| N:1 CVC | Available | Not Available | Not Available | Not Available | Not Available | Not Available |

The CVC type availability is dependent on the access technologies:

The NNI, and all CVCs delivered through it, are specific to RSP. It is possible that RSP may have multiple CVCs within a CSA delivered using a number of NNI. CVCs are isolated from each other on an NNI via the use of distinct S-VIDs and can each be individually dimensioned according to the service needs of each CSA and each AVC contained within the CVC. Subject to section 1.1(e) of the **nbn**® Ethernet Product Description, different CVC types are able to co-exist on the same NNI.

[…]

Appendix B Traffic Class Combinations

[…]

B.5 CVC Bandwidth Profiles

B.5.1 Unicast 1:1 and N:1 CVC Bandwidth Profiles

The bandwidth profile for a unicast CVC may be constructed by independently selecting the TC-1, TC-2 and TC-4 capacities, from the following tables, provided that the total combination of CVC bandwidth profiles is not zero.[[2]](#footnote-3)43

|  |  |
| --- | --- |
| Profile Number | CVC\_TC-1 (Mbps) |
| […] | […] |

**Table 32: Unicast CVC TC-1 Bandwidth Profile Capacities**44

|  |  |
| --- | --- |
| Profile Number | CVC\_TC-2 (Mbps) |
| […] | […] |

**Table 33: Unicast CVC TC-2 Bandwidth Profile Capacities[[3]](#footnote-4)45**

|  |  |
| --- | --- |
| Profile Number | CVC\_TC-4 (Mbps) |
| […] | […] |
| 104 | CVC Max[[4]](#footnote-5)46 |

**Table 34:** **Unicast CVC TC-4 Bandwidth Profile Capacities[[5]](#footnote-6)47**

WBA Operations Manual v5.7

[…]

4.5 Orders

[…]

4.5.6 Modify Orders

[…]

4.5.6.1 Permitted Modifications to Product Components

The following table describes the modifications and other changes your organisation is permitted to make to existing Product Components and requirements your organisation must comply with.

| **Product component** | **Allowable Modifications and supporting notes; requirements** |
| --- | --- |
| **Connectivity Virtual Circuit (CVC)**C:\Users\CH\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\DH3MQIBK\satellite.png | * CVC bandwidth profile (TC-1 and TC-4).
* Other modifications, as set out by **nbn** from time to time in the ***nbn® Operations User Guide***.

*CVC Class modification*To modify the CVC Class of a CVC TC-4 Product Component of the **nbn**® Ethernet (Satellite), your organisation must place a Connect Order for a new CVC with the desired CVC Class.At the completion of this order, your organisation may associate existing AVCs with the new CVC by placing a Modify Order for those AVCs.Upon completion of the Modify Orders for those AVCs, your organisation may choose to place a Disconnect Order for the previous CVC in accordance with section 4.5.7 Disconnect Orders.Refer to the **nbn**® Ethernet Product Description and the **nbn**® Ethernet Fair Use Policy for further information regarding permitted modifications to CVCs in connection with **nbn**® Ethernet (Satellite).*CVC downgrades*Your organisation must associate at least the minimum number of AVCs with each ordered CVC TC-1 or CVC TC-4 for **nbn**® Ethernet (Satellite) as set out in the **nbn**® Ethernet Product Description.**CVC TC-1**If the number of AVCs that your organisation has associated with a particular CVC TC-1 is less than the relevant CVC Class threshold set out in section 2.3(c) of the **nbn**® Ethernet Product Description, **nbn** may contact your organisation and request the CVC TC-1 bandwidth profile to be reduced. Following three separate requests, **nbn** will downgrade the bandwidth profile of the CVC TC-1 to comply with the applicable CVC Class threshold in the **nbn**® Ethernet Product Description and will provide your organisation with a notification to confirm the new CVC TC-1 bandwidth profile.**CVC TC-4**If the number of AVCs that your organisation has associated with a particular CVC TC-4 is less than the relevant CVC Class threshold set out in section 2.2(e)(iii) of the **nbn**® Ethernet Product Description by 50 AVCs or more, **nbn** will send up to three notifications within a 7 calendar day period to indicate that the CVC bandwidth profile should be reduced. Each notification will include:* The date that the number of provisioned AVCs fell below the relevant CVC Class threshold
* The date by which the CVC bandwidth profile must be reduced to comply with the relevant CVC Class threshold.

If your organisation fails to reduce the relevant CVC bandwidth profile by the notified date, **nbn** may initiate a Modify Order to automatically reduce the CVC TC-4 bandwidth profile to comply with the applicable CVC Class threshold in the **nbn**® Ethernet Product Description.Once the Modify Order has been completed, **nbn** will provide your organisation with a further notification to confirm the new CVC TC-4 bandwidth profile.Your organisation will be responsible for configuring its CVC interface in its RSP Network and RSP Platform to align with any modified CVC bandwidth profile notified by **nbn** to avoid any associated performance issues. |

[…]

Network Interface Specification – Connectivity Virtual Circuit v5.0

[…]

3 Class of Service

3.1 Bandwidth Specification Model

**Important**: Customer is required to nominate the capacity for each required traffic class within the CVC at time of order, as part of submitting a Product Order Form for the CVC.[[6]](#footnote-7)3 The CVC bandwidth profile components for traffic classes are shown in Table 2, Table 3 and Table 4. The limitations specified in these tables are enforced at the NNI.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Traffic Class | Component | Units | Description | Classification |
| TC-1 | CIR | Mbps | CIR requirement for TC-1Available settings are described in section 2 of the **nbn**® Ethernet Product Description | Major |
| CBS0F0F[[7]](#footnote-8)4 | Bytes | 16,000 | Major |
| TC-2 | CIR | Mbps | CIR requirement for TC-2Available settings are described in section 2 of the **nbn**® Ethernet Product Description | Major |
| CBS1F1F[[8]](#footnote-9)5 | msec | 10 | Major |
| TC-4 | PIR[[9]](#footnote-10)6 / CIR[[10]](#footnote-11)7 | Mbps | PIR / CIR requirement for TC-4Available settings are described in section 2 of the **nbn**® Ethernet Product Description | Major |
| PBS[[11]](#footnote-12)8 / CBS[[12]](#footnote-13)9 | msec | 10 | Major |

**Table 2:** **Bandwidth Profile Components – 1:1 Unicast CVC**

**Important:** The CVC TC-4 PBS and CBS values in Table 2 do not apply where the bandwidth of the CVC TC-4 Product Component is:

* greater than 10,000 Mbps; or
* equal to the bandwidth of:
	+ (where the associated NNI is not a V-NNI) the associated NNI; or
	+ (where the associated NNI is a V-NNI) the relevant Upstream Linked NNI.

In those cases, no PBS or CBS supported value will apply.

1. 10 For the CVC Max CVC TC-4 bandwidth profile, the amount of bandwidth capacity will be automatically configured to equal the bandwidth of the associated NNI. [↑](#footnote-ref-2)
2. 43 Provided the selected combination does not have an aggregated CIR that exceeds the capacity within an NNI Group.

44 Available for unicast CVC services configured as N:1 or 1:1. [↑](#footnote-ref-3)
3. 45 Available for unicast CVC services configured as 1:1 only [↑](#footnote-ref-4)
4. 46 A CVC TC-4 with the CVC Max bandwidth profile has a symmetrical PIR that is automatically configured to equal the bandwidth of the associated NNI as modified from time to time. [↑](#footnote-ref-5)
5. 47 Available for unicast CVC services configured as 1:1 only. [↑](#footnote-ref-6)
6. 3 For CVC TC-4 Product Components, other than for **nbn**® Ethernet Satellite, RSP can select the CVC Max bandwidth profile, in which case **nbn** will automatically configure the capacity of the CVC TC-4 Product Component to equal the bandwidth of the associated NNI. [↑](#footnote-ref-7)
7. 4 The CVC TC-1 CBS is set by **nbn**, and cannot be modified by Customer. [↑](#footnote-ref-8)
8. 5 The CVC TC-2 CBS is set by **nbn**, and cannot be modified by Customer. [↑](#footnote-ref-9)
9. 6 Applicable to **nbn**® Ethernet other than **nbn**® Ethernet (Satellite). [↑](#footnote-ref-10)
10. 7 Applicable to **nbn**® Ethernet (Satellite) only. [↑](#footnote-ref-11)
11. 8 The CVC TC-4 PBS is set by **nbn**, and cannot be modified by Customer. Applicable to **nbn**® Ethernet other than **nbn**® Ethernet (Satellite). [↑](#footnote-ref-12)
12. 9 The CVC TC-4 CBS is set by **nbn**, and cannot be modified by Customer. Applicable to **nbn**® Ethernet (Satellite) only. [↑](#footnote-ref-13)