15 January 2025

**Monthly Change Notice: WBA - January 2025**

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

1. **Introduction of Service Levels for Fixed Wireless in Isolated and Limited Access Areas**

On 12 December 2024, the WBA consultation titled “Consultation to introduce Service Levels and Operational Targets for nbn (Wireless) in Isolated and Limited Access Areas” closed with no feedback being received. Consequently, we are now notifying you of those changes.

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Changes for Service Levels and Operational Targets for Fixed Wireless in Isolated and Limited Access AreasRefer to ‘Consultation Fixed Wireless in Isolated and Limited Access Areas’ issued on 13 November (CMID01347) for further information. | N/A | 1 March 2025 | * WBA nbn® Ethernet Services Levels Schedule v5.2
* WBA Operations Manual v5.8
 | 3 |

1. **Introduction of the TC-1 Pricing Refresh and Rebalance Discount**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| A discount applied to TC-1 Charges to simplify the price structure | N/A | 1 February 2025 | Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List v5.9 | 12 |

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

**Further information**

Our contact email has changed. 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. **Introduction of Service Levels for Fixed Wireless in Isolated and Limited Access Areas**

WBA nbn Ethernet® Service Levels Schedule

[…]

1. Service Levels

Section 1 sets out the Service Levels, Performance Objectives and Connection Rebates that **nbn** offers for End User Connections. See section 22 for rules of interpretation that apply to these Service Levels and Performance Objectives.

# End User Connections

1. Service Levels for End User Connections
2. The Service Levels for Standard Connections from the time of Order Acknowledgement for **nbn**® Ethernet are:

|  |  |  |
| --- | --- | --- |
| Network | Service Class | Location of Premises and Service Level (Business Days) |
| Urban Area | Major Rural Area or Minor Rural Area | Remote Area | Isolated Area | Limited Access Area |
| Fibre Network | Service Class 0 | N/A | N/A | N/A | N/A | N/A |
| Service Class 1 | 14 | 19 | 19 | 40 | N/A |
| Service Class 2 | 9 | 14 | 19 | 35 | N/A |
| Service Class 3 | 1 | 1 | 1 | 1 | N/A |
| Wireless Network | Service Class 4 | N/A | N/A | N/A | N/A | N/A |
| Service Class 5 | 9 | 14 | 19 | 35 | N/A1 |
| Service Class 6 | 1 | 1 | 1 | 1 | 1 |
| Satellite Network | Service Class 72 | N/A | N/A | N/A | N/A | N/A |
| Service Class 8 | 20 | 20 | 20 | 35 | N/A3 |
| Service Class 9 | 1 | 1 | 1 | 1 | 1 |
| FTTB Network and FTTN Network | Service Class 10 | N/A | N/A | N/A | N/A | N/A |
| Service Class 114 | 14 | 19 | 19 | N/A | N/A |
| Service Class 12 | 9 | 14 | 19 | N/A | N/A |
| Service Class 13 | 1 | 1 | 1 | N/A | N/A |
| HFC Network  | Service Class 20 | N/A | N/A | N/A | N/A | N/A |
| Service Class 21 | 14 | N/A | N/A | N/A | N/A |
| Service Class 22 | 9 | N/A | N/A | N/A | N/A |
| Service Class 23 | 9 | N/A | N/A | N/A | N/A |
| Service Class 24 | 1 | N/A | N/A | N/A | N/A |
| FTTC Network | Service Class 30 | N/A | N/A | N/A | N/A | N/A |
| Service Class 31 | 14 | 19 | 19 | N/A | N/A |
| Service Class 32 | 9 | 14 | 19 | N/A | N/A |
| Service Class 33 | 9 | 14 | 19 | N/A | N/A |
| Service Class 34 (FTTC-NCD Shortfall)5 | 9 | 14 | 19 | N/A | N/A |
| Service Class 346  | 1 | 1 | 1 | N/A | N/A |

**Notes:**

1 An Operational Target applies: see section 21.9

2 Service Class 7 does not specifically relate to the Satellite Network. See the Dictionary for further details.

3 An Operational Target applies: see section 21.8.

4 Service Class 11 is not applicable to **nbn**® Ethernet (FTTB).

5 Applies to a Standard Connection at a Service Class 34 Premises in respect of which an FTTC-NCD Shortfall applies.

6 Applies to a Standard Connection at a Service Class 34 Premises in respect of which an FTTC-NCD Shortfall does not apply

[…]

*Section 8 sets out the Service Levels, Performance Objectives and Service Fault Rebates that* ***nbn*** *offers for Service Fault rectification (other than Enhanced Fault rectification). See section 22 for rules of interpretation that apply to these Service Levels and Performance Objectives.*

1. Service Fault rectification
	1. Service Levels for End User Fault rectification

The Service Levels for rectification of End User Faults from the time of Service Fault Trouble Ticket Acceptance (or Trouble Ticket Acknowledgement if section 7.3(c) applies) are:

| Location of Premises | End User Fault rectification Service Level by **nbn**® Network |
| --- | --- |
| Fibre Network, FTTB Network, FTTN Network, FTTC Network6,HFC Network1 and Wireless Network | Satellite Network |
| Urban Area and other locations where End User Fault does not require external or internal plant work or **nbn** attendance at Premises  | 5:00pm next Business Day | 5:00pm next Business Day25:00pm third Business Day3 |
| Major Rural Area or Minor Rural Area where End User Fault requires external or internal plant work or **nbn** attendance at Premises | 5:00pm second Business Day | 5:00pm third Business Day |
| Remote Area where End User Fault requires external or internal plant work or **nbn** attendance at Premises  | 5:00pm third Business Day | 5:00pm fourth Business Day |
| Isolated Area where End User Fault requires external or internal plant work or **nbn** attendance at Premises | 5:00pm tenth Business Day4 | 5:00pm tenth Business Day |
| Limited Access Area where End User Fault requires external or internal plant work or **nbn** attendance at Premises | N/A7 | N/A5 |

***Notes:***

1 *No Premises served by the HFC Network will be located in an area other than an Urban Area.*

2 *Applies to a location (including an Urban Area) where the End User Fault does not require external or internal plant work or* ***nbn*** *attendance at Premises.*

3 *Applies to an Urban Area only where the End User Fault requires external or internal plant work or* ***nbn*** *attendance at Premises.*

4 Applies only to **nbn**® Ethernet (Fibre) and **nbn**® Ethernet (Wireless).

5 *An Operational Target applies: see section 21.8.*

*6 If RSP selects the Self Replacement – FTTC option at the time of submitting a Service Fault Trouble Ticket, the Service Level that will apply to that Service Fault will be the applicable Service Level set out in the table above for an End User Fault that requires internal plant work. For example, for an End User Fault for a Premises located in a Major Rural Area, the applicable Service Level would be 5:00pm the second Business Day. On and from the date notified by* ***nbn****, the applicable Service Level in these circumstances will be extended by an additional 1 Business Day. For example, for a Premises located in a Major Rural Area, the applicable Service Level will instead be 5:00pm the third Business Day.*

*7An Operational Target applies: see section 21.9.*[…]

1. Modifications
	1. Service Levels for Access Component Modifications
2. The Service Level for Access Component Modifications that do not require attendance at Premises from the time of Order Acknowledgement is:

| Activity | Service Level (hours) |
| --- | --- |
| Access Component Modification (no attendance at Premises required) | 4  |

1. The Service Levels for Access Component Modifications that require attendance at Premises, Professional Wiring Services and Priority Assistance Modifications at Premises where a Power Supply (Standard) is installed, from the time of Order Acknowledgement are:
2. in respect of the Fibre Network, FTTB Network, FTTN Network, FTTC Network, HFC Network1 and Wireless Network:

| Location of Premises1 | Service Level (Business Days) |
| --- | --- |
| Urban Area | 9 |
| Major Rural Area or Minor Rural Area | 14 |
| Remote Area | 19 |
| Isolated Area | 352 |
| Limited Access Area | N/A3 |

\* **Notes:**

1 No Premises served by the HFC Network will be located in an area other than an Urban Area.

2 Applies only to **nbn**® Ethernet (Fibre) and nbn® Ethernet (Wireless).

3 An Operational Target applies: see section 21.9. Applies only to nbn® Ethernet (Wireless).

[…]

1. Operational Targets

Section 21 sets out the Operational Targets that nbn has set in relation to certain Service Levels. See section 22 for rules of interpretation that apply to these Operational Targets.

1. Operational Targets

The Operational Targets are non-binding and aspirational. They may be developed into Service Levels in the future.

[…]

* 1. Supply of nbn® Ethernet (Wireless) in Limited Access Areas

**nbn** will aim to achieve the following Operational Targets for Activities in respect of the supply of nbn® Ethernet (Wireless) to Premises in a Limited Access Area (measured from the time of Order Acknowledgement or the time of Service Fault Trouble Ticket Acceptance, as applicable):

|  |  |
| --- | --- |
| Activity | Operational Target |
| Standard Connection at a Premises that is designated as Service Class 5 | At least 70% of such Standard Connections to be Completed within 90 calendar days |
| End User Fault rectification where an End User Fault requires external or internal plant work or **nbn** attendance at Premises | At least 70% of such End User Faults to be rectified within 90 calendar days |
| Access Component Modification that requires attendance at a Premises | At least 70% of such Access Component Modifications to be Completed within 90 calendar days |

[…]

WBA nbn Ethernet® Service Levels Schedule

[…]

* 1. Rescheduling Appointments

|  |  |
| --- | --- |
| P6862C1T370#yIS1 | **Note**: The restrictions to rescheduling an Appointment in this section do not apply while an Appointment has a **Reserved** Appointment Status. |

1. * 1. Updating and Rescheduling an Appointment

|  |  |
| --- | --- |
| P6867C1T371#yIS1 | **Important**: Amending an Appointment through the **nbn**® Service Portal or B2B AccessAs the previously-stored information will be replaced by the details submitted in the request, when updating Appointment details, your organisation must submit all details relating to the following:* Personal Information of the Appointment Representative
* If required, additional comments via an RSP Enquiry regarding the Premises relating to the Installation or Trouble Ticket Appointment.
 |

Your organisation may make changes to or reschedule an Appointment in the following circumstances and by undertaking the following activities.

| **Appointment Status** | **Reschedule options** |
| --- | --- |
| **Booked****P6879C3T372#yIS1 P6879C3T372#yIS2 P6879C3T372#yIS3 P6879C3T372#yIS4** | (*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.

|  |  |
| --- | --- |
| P6883C4T372#yIS1 | **Important**: If **nbn** accepts a request to reschedule a Co-ordinated Appointment with less than 24 hours notice, your organisation may incur a late rescheduling charge in accordance with the **nbn**® Ethernet Price List. |

*(For Co-ordinated Appointments, within 24 hours of the scheduled Co-ordinated Appointment)*Directly contact **nbn** as detailed in the ***Contact Matrix***  |
| **Booked****P6891C5T372#yIS1 P6891C5T372#yIS2 P6891C5T372#yIS3 P6891C5T372#yIS4** | *(For Appointments relating to a Priority Assistance Transaction, at least 24 hours prior to the scheduled Appointment)*Reschedule via the **nbn**® Service Portal or B2B access.Amend Personal Information or Appointment Representative details as applicable.*(For Appointments relating to a Priority Assistance Transaction, within 24 hours prior to the scheduled Appointment)*Directly contact **nbn** as detailed in the ***Contact Matrix***.

|  |  |
| --- | --- |
| P6897C6T372#yIS1 | **Important**: If your organisation is required to directly contact **nbn** as detailed in the ***Contact Matrix*** to reschedule an Appointment, **nbn** may reject that request (for example if a technician is at or approaching the Premises), in which case **nbn** will attend the Appointment and your organisation may incur a Missed Appointment Charge in accordance with the **nbn**® Ethernet Price List. |

*(For Appointments relating to a Premises in an Isolated Area or Limited Access Area, and not related to a Priority Assistance Transaction, at least 48 hours prior to the scheduled Appointment)*:Reschedule or amend via the **nbn**® Service Portal or B2B AccessAmend Personal Information or Appointment Representative details as applicable*(For Appointments relating to a Premises in an Isolated Area or Limited Access Area, and not related to a Priority Assistance Transaction, within 48 hours of the scheduled Appointment)*:Directly contact **nbn** as detailed in the ***Contact Matrix***.*(For all other Appointments, at least 4 hours prior to the scheduled Appointment):*Reschedule or amend via the **nbn**® Service Portal or B2B AccessAmend Personal Information or Appointment Representative details as applicable.*(For all other Appointments, within 4 hours of the scheduled Appointment:*Directly contact **nbn** as detailed in the ***Contact Matrix***. |
| **Booked****P6913C7T372#yIS1** | *(For Appointments relating to a Premises in an Isolated Area or Limited Access Area, at least 48 hours prior to the scheduled Appointment)*:Reschedule or amend via the **nbn**® Service Portal or B2B AccessAmend Personal Information or Appointment Representative details as applicable.*(For Appointments relating to a Premises in an Isolated Area or Limited Access Area, within 48 hours of the scheduled Appointment)*:Directly contact **nbn** as detailed in the ***Contact Matrix****(For all other Appointments, at least 1 Business Day prior to the scheduled Appointment):*Reschedule or amend via the **nbn**® Service Portal or B2B AccessAmend Personal Information or Appointment Representative details as applicable.

|  |  |
| --- | --- |
| P6917C8T372#yIS1 | **Important**: If your organisation is required to directly contact **nbn** as detailed in the ***Contact Matrix*** to reschedule an Appointment, **nbn** may reject that request (for example if a technician is at or approaching the Premises), in which case **nbn** will attend the Appointment and your organisation may incur a Missed Appointment Charge in accordance with the **nbn**® Ethernet Price List. |

*(For all other Appointments, within 1 Business Day of the scheduled Appointment)*Directly contact **nbn** as detailed in the ***Contact Matrix*** |

[…]

* 1. Cancelling Appointments

[…]

* + 1. Required notice periods for Appointment cancellation by your organisation

If **nbn** accepts an Appointment cancellation request for an Installation Appointment or for a Trouble Ticket Appointment with less than the following notice periods, your organisation may incur a late cancellation charge in accordance with the **nbn**® Ethernet Price List.

| Network | Required Notice Period for Appointment Cancellation |
| --- | --- |
| P7053C3T377#yIS1 P7053C3T377#yIS2 P7053C3T377#yIS3 P7053C3T377#yIS4 | For Co-ordinated Appointments or Appointments relating to a Priority Assistance Transaction, at least 24 hours prior to the scheduled AppointmentFor Appointments relating to a Premises in an Isolated Area or Limited Access Area, and not relating to a Co-ordinated Appointment or Priority Assistance Transaction, at least 48 hours prior to the scheduled Appointment dateFor all other Appointments, at least 4 hours prior to the scheduled start time |
| P7060C5T377#yIS1 | For Appointments relating to a Premises in an Isolated Area or Limited Access Area, at least 48 hours prior to the scheduled Appointment dateFor all other Appointments, at least 1 Business Day prior to the scheduled Appointment date |
| P7063C7T377#yIS1 | At least 1 Business Day prior to the scheduled Actual Appointment date for a Premises in an Urban Area, Major Rural Area, Minor Rural Area or Remote AreaAt least 48 hours prior to the scheduled Actual Appointment date for a Premises in an Isolated Area or Limited Access Area. |

1. **Introduction of the TC-1 Pricing Refresh and Rebalance Discount**

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

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 |
| […] | […] | […] | […] | […] | […] |
| 39 | **TC-1 Pricing Refresh and Rebalance Discount** | A discount applied to TC-1 Charges to simplify the price structure | 1 February 2025 – 30 June 2025 | 1 February 2025 – 30 June 2025 | Section C2.6 |

[…]

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 C2.6 apply in respect of the TC-1 Pricing Refresh and Rebalance Discount in Part A.*

C2.6 TC-1 Pricing Refresh and Rebalance Discount

C2.6.1 Discount

Subject to the terms of this section C2.6 , the recurring Charges per Billing Period for the AVC TC-1 Product Component supplied during the term of this discount are:

| **nbn**® Network | AVC TC-1 symmetrical Mbps (CIR) | Recurring Charge\* |
| --- | --- | --- |
| Fibre, FTTB, FTTN, FTTC, HFC, Wireless and Satellite | 0.15 | $10.00 |
| Fibre, FTTB, FTTN, FTTC, HFC and Wireless  | 0.3 | $18.50 |
| Fibre, FTTB, FTTN, FTTC and HFC  | 0.5 | $18.50 |
| 1.0 | $18.50 |
| 2.0 | $18.50 |
| 5.0 | $60.00 |

*\** ***Note:*** *The recurring Charges in grey cells replicate the Charges specified in the* ***nbn****® Ethernet Price List. These Charges are unaffected by the TC-1 Pricing Refresh and Rebalance Discount and are set out in the table above for ease of reference.*

C2.6.2 Process to Claim

**nbn** will automatically apply the TC-1 Pricing Refresh and Rebalance Discount.

|  |
| --- |
| ***Note:*** *RSP does not need to submit any Credit/Rebate Claim Form in respect of this Discount.* |