14 May 2025

Change Notice: WBA - May 2025

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

1. **UPDATE REGARDING USE OF COMMENTS SECTION AS ENQUIRY CHANNEL FOR ASSURANCE ENQUIRIES**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Following the WBA consultation last year and further RSP feedback this year, your WBA is changing to include an update regarding use of comments section as an enquiry channel for Assurance Enquiries, such that nbn will only respond to the enquiry if the comment contains the prefix “nbn Action Required”. | N/A | 1 July 2025 | * WBA Operations Manual v5.11
* WBA Smart Places Operations Manual v5.0
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1. **FY26 ENTERPRISE ETHERNET DISCOUNT**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Introduction of a discount to recurring Charges for the OVC Product Component and application of Premium – 4 (24/7) to nbn® Enterprise Ethernet OVC Product Component of 500 Mbps and higher. | 1166 | 1 September 2025 | * Discounts, Credits and Rebates Annexure to the nbn® Enterprise Ethernet Price List v5.3
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1. **ACCELERATING GREAT**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Changes to:* increase wholesale speeds on Home Fast, Home Superfast and Home Ultrafast over HFC and FTTP
* introduce 250/100 Mbps on HFC, 2000/500 on FTTP and Home Hyperfast on HFC and FTTP
* introduce new NTD devices and its related installation processes
 | 1179, 1160, 1166, 1185 | 14 September 2025 | * WBA Dictionary v5.8
* nbn® Ethernet Product Description v5.5
* nbn® Ethernet Product Technical Specification v5.6
* nbn® Ethernet Product Terms v5.1
* nbn® Ethernet Price List v5.6
* Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List v5.13
* WBA Operations Manual v5.11
* Fibre Connect Program Letter Agreement
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Please refer to the pages below or as appended with this notice 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
Executive General Manager
Risk, Privacy, Compliance and Customer Contracting

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

1. **Update regarding use of comments section as enquiry channel for Assurance Enquiries**

WBA Operations Manual v5.11

1.4.3 RSP Enquiry

RSPs may submit a RSP Enquiry through the enquiry channels supported for the applicable enquiry as outlined in the table below:

| **Enquiry channels supported** | **Order Enquiry** | **Assurance Enquiry** | **Billing Enquiry** |
| --- | --- | --- | --- |
| Phone | Y\* | Y | Y |
| Email | N | N | Y |
| Live chat | Y | Y | N |
| “Comments” section | N | Y\*\* | N |

\* **Note**: Phone enquiry channel is not available for Order Enquiry relating to **nbn**® Ethernet TC-4.

\*\* **Note**: **nbn** will only respond to the enquiry if the comment contains the prefix “**nbn** Action Required”.

WBA Smart Places Operations Manual v5.0

1.5.3 RSP Enquiry

RSPs may submit a RSP Enquiry through the enquiry channels supported for the applicable enquiry as outlined in the table below:

| **Enquiry channels supported** | **Order Enquiry** | **Assurance Enquiry** | **Billing Enquiry** |
| --- | --- | --- | --- |
| Phone | Y\* | Y | Y |
| Email | N | N | Y |
| Live chat via **nbn**® Service Portal | Y | Y | N |
| “Comments” section | N | Y\*\* | N |

\* **Note**: Phone enquiry channel is not available for Order Enquiry relating to **nbn**® Smart Places TC-4.

\*\* **Note**: **nbn** will only respond to the enquiry if the comment contains the prefix “**nbn** Action Required”.

1. **FY26 Enterprise Ethernet Discount**

Discounts, Credits and Rebates Annexure to the nbn® Enterprise Ethernet Price List v5.3

Part A List of current Discounts, Credits, Rebates and Waivers applicable to **nbn**® Enterprise Ethernet

A1.1 Current Discounts, Credits, Rebates and Waivers

The following Discounts, Credits, Rebates and Waivers, applicable to **nbn**® Enterprise Ethernet, 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 |
| --- | --- | --- | --- | --- | --- |
| Long-term Discounts, Credits, Rebates and Waivers (Part B) |
| 6. | **New OVC Discount** | A Discount applied to recurring Charges for the OVC Product Feature | 1 June 2024 – 30 November 2026 | N/A | Section B1.6 |
| […] | […] | […] | […] | […] | […] |
| 8. | **Active Product Changeover Discount** | A discount applied to recurring Charges for certain OVC Product Features supplied to Premises at which **nbn**® Enterprise Ethernet had been supplied or ordered prior to 1 June 2024 | 1 June 2024 – 30 June 2027 | N/A | Section B1.8 |
| 9. | **Enterprise Ethernet Term Extension Discount** | A discount applied to recurring Charges for certain Product Features in connection with nbn® Enterprise Ethernet Ordered Products for which a Minimum Term applies. | 1 May 2025 – 30 November 2026 | N/A | Section B1.9 |
| 10. | **FY26 Enterprise Ethernet Discount** | A discount applied to recurring Charges for the OVC Product Component and application of Premium – 4 (24/7) to **nbn**® Enterprise Ethernet OVC Product Component of 500 Mbps and higher.  | 1 September 2025 – 30 November 2026  | N/A | Section B1.10 |
| Short-term Discounts, Credits, Rebates and Waivers (Part C) |
| N/A |

***\*Note:*** *These Discounts, Credits, Rebates and Waivers have expired. They have been retained in this* ***nbn****® Enterprise Ethernet Discounts, Credits, and Rebates and Annexure as the terms are relevant to the operation of the Transitional Discount.*

[…]

Part B Details and conditions for Long-term Discounts, Credits, Rebates and Waivers

*The details and conditions in section B1.6 apply in respect of the New OVC Discount described in Part A.*

B1.6 New OVC Discount

B1.6.1 New OVC Discount details

(a) Subject to section B1.6.2, **nbn** will apply a discount to each nbn® Enterprise Ethernet OVC Product to achieve an effective recurring Charge per Billing Period as set out in the table below (**New OVC Discount**):

| Bandwidth profile (Symmetrical Mbps) | Effective recurring Charge |
| --- | --- |
| CoS-L | CoS-M | CoS-H |
| 10 | $170.00 | $207.00 | $245.00 |
| […] | […] | […] | […] |
| 10000 | $1,142.90 | $1,445.50 | $1,748.10 |

***Note:*** *If an nbn® Enterprise Ethernet OVC Product Component is subject to a New OVC Discount in section B1.6.1 and the FY26 Enterprise Ethernet Discount in section B1.10.1, the FY26 Enterprise Ethernet Discount under section B1.10.1 will apply instead of the New OVC Discount under section B1.6.1 as specified in section B1.10.3(b).*

B1.6.2 Interaction with other Discounts, Credits, Rebates and Waivers

If an nbn® Enterprise Ethernet Ordered Product is subject to a Transitional Discount under section B1.5, it will not be eligible for this New OVC Discount for the period that it is subject to a Transitional Discount.

B1.6.3 Process to Claim

nbn will automatically apply the New OVC Discount, as applicable.

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

[…]

B1.8 Active Product Changeover Discount

B1.8.1 Active Product Changeover Discount details

(a) Subject to the terms of this section B1.8, a discounted Charge will apply for each nbn® Enterprise Ethernet OVC Product Component with a bandwidth profile of 100 Mbps symmetrical or lower:

(i) that has never been subject to a Minimum Term; or

(ii) for which the Minimum Term has expired.

(b) The discounted Charge applied under section B1.8.1(a) will be the applicable Charge in the nbn® Enterprise Ethernet Price List less the corresponding Discount in the following table

| 1 June 2024 to 30 June 2027  |
| --- |
|  41.3% |

(c) If the New OVC Discount in section B1.6.1 applies to an nbn® Enterprise Ethernet OVC Product Component, the discount under section B1.8.1(a) will be applied to the effective Charge for that OVC Product Component under section B1.6.1, rather than applying to the corresponding Charge under the nbn® Enterprise Ethernet Price List.

***Note:*** *If the Active Product Changeover Discount under this section B1.8.1 applies to an OVC Product Component of an nbn® Enterprise Ethernet Ordered Product that is eligible for the FY26 Enterprise Ethernet Discount in section B1.10.1 then, despite sections B1.8.1(b) and B1.8.1(c), the Active Product Changeover Discount will not be applied to the applicable Charge in the nbn® Enterprise Ethernet Price List or the effective Charge under section B1.6.1, but rather to the effective recurring Charges set out in section B1.10.1 as specified in section B1.10.3(c).*

B1.8.2 Interaction with other Discounts, Credits, Rebates and Waivers

If an nbn® Enterprise Ethernet OVC Product Component is subject to a Transitional Discount under section B1.5, it will not be eligible for this Active Product Changeover Discount for the period that it is subject to a Transitional Discount.

B1.8.3 Process to Claim

nbn will automatically apply any applicable Active Product Changeover Discount.

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

[…]

*The details and conditions in section B1.9 apply in respect of the Enterprise Ethernet Term Extension Discount described in Part A.*

B1.9 Enterprise Ethernet Term Extension Discount

B1.9.1 Enterprise Ethernet Term Extension Discount details

* + - 1. Subject to the terms of this section B1.9, a discounted Charge will apply for each OVC Product Component and UNI Product Component for each **nbn**® Enterprise Ethernet Ordered Product with a bandwidth profile of 100 Mbps symmetrical or lower that has:
				1. an Order Acknowledged on or after 1 May 2025; or
				2. a Minimum Term,

provided that **nbn** did not undertake any Build Activities under a Build Agreement with RSP as a precursor to offering and supplying that **nbn**® Enterprise Ethernet Ordered Product.

* + - 1. Subject to section B1.9.1(c), the discounted Charge applied under section B1.9.1(a) will be the applicable Charge in the **nbn**® Enterprise Ethernet Price List on the date of the relevant Order Acknowledgement less the corresponding Discount in the following table on the date of the relevant Order Acknowledgement:

| Charge in the Price List for **nbn**® Enterprise Ethernet | Class of Service | Discount |
| --- | --- | --- |
| Recurring Charge for the OVC Product Component | CoS-L | 32.50% |
| CoS-M | 27.73% |
| CoS-H | 25.06% |
| Recurring Charge for the UNI Product Component | N/A | 15% |

* + - 1. If the New OVC Discount in section B1.6.1 applies to an OVC Product Component of an **nbn**® Enterprise Ethernet Ordered Product on the date of the Order Acknowledgement for that **nbn**® Enterprise Ethernet Ordered Product, the Discount in respect of the OVC Product Component under section B1.9.1(a) will be applied to the effective Charge for that OVC Product Component under section B1.6.1, rather than applying to the corresponding Charge under the **nbn**® Enterprise Ethernet Price List.
			2. If the FY26 Enterprise Ethernet Discount in section B1.10.1 applies to an OVC Product Component of an **nbn**® Enterprise Ethernet Ordered Product on the date of the Order Acknowledgement for that **nbn**® Enterprise Ethernet Ordered Product, the Discount in respect of the OVC Product Component under section B1.9.1(a) will be applied to the effective Charge for that OVC Product Component under section B1.10.1, rather than applying to the corresponding Charge under the **nbn**® Enterprise Ethernet Price List.

B1.9.2 Process to Claim

**nbn** will automatically apply any applicable Enterprise Ethernet Term Extension Discount.

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

*The details and conditions in section B1.10 apply in respect of the FY26 Enterprise Ethernet Discount described in Part A.*

B1.10 FY26 Enterprise Ethernet Discount

B1.10.1 FY26 Enterprise Ethernet Discount details

For each OVC Product Component of each **nbn®** Enterprise Ethernet Ordered Product for which Order Acknowledgement occurs:

(a) on or after 1 September 2025, regardless of whether that Product is subject to a Minimum Term; or

(b) before 1 September 2025 and:

(i) has never been subject to a Minimum Term; or

(ii) for which the Minimum Term has expired,

**nbn** will apply a discount to achieve an effective recurring Charge per Billing Period as set out in the table below (**FY26 Enterprise Ethernet Discount**):

| Bandwidth profile (Symmetrical Mbps) | Effective recurring Charge |
| --- | --- |
| CoS-L | CoS-M | CoS-H |
| 10 | $170.00 | $207.00 | $245.00 |
| 20 | $170.00 | $207.00 | $245.00 |
| 30 | $170.00 | $207.00 | $245.00 |
| 40 | $170.00 | $207.00 | $245.00 |
| 50  | $170.00 | $207.00 | $245.00 |
| 60 | $170.00 | $207.00 | $245.00 |
| 70 | $170.00 | $207.00 | $245.00 |
| 80 | $170.00 | $207.00 | $245.00 |
| 90 | $170.00 | $207.00 | $245.00 |
| 100 | $170.00 | $207.00 | $245.00 |
| 150 | $170.00 | $207.00 | $245.00 |
| 200 | $170.00 | $207.00 | $245.00 |
| 250 | $170.00 | $207.00 | $245.00 |
| 300 | $200.00 | $240.00 | $280.00 |
| 350 | $200.00 | $240.00 | $280.00 |
| 400 | $200.00 | $240.00 | $280.00 |
| 450 | $200.00 | $240.00 | $280.00 |
| 500 | $200.00 | $240.00 | $280.00 |
| 600 | $350.00 | $420.00 | $490.00 |
| 700 | $350.00 | $420.00 | $490.00 |
| 800 | $350.00 | $420.00 | $490.00 |
| 900 | $350.00 | $420.00 | $490.00 |
| 1000 | $350.00 | $420.00 | $490.00 |
| 2000 | $400.00 | $480.00 | $560.00 |
| 3000 | $600.00 | $720.00 | $840.00 |
| 4000 | $600.00 | $720.00 | $840.00 |
| 5000 | $600.00 | $720.00 | $840.00 |
| 6000 | $850.00 | $1,020.00 | $1,190.00 |
| 7000 | $850.00 | $1,020.00 | $1,190.00 |
| 8000 | $850.00 | $1,020.00 | $1,190.00 |
| 9000 | $850.00 | $1,020.00 | $1,190.00 |
| 10000 | $850.00 | $1,020.00 | $1,190.00 |

B1.10.2 Special Conditions

Subject to section B1.10.4 if **nbn** supplies a Premium Assurance Service option of Premium – 4 (24/7) in respect of an **nbn**® Enterprise Ethernet Ordered Product with a bandwidth profile of 500 Mbps symmetrical or higher that is subject to the FY26 Enterprise Ethernet Discount in section B1.10.1, **nbn** will waive the recurring Charge for that Premium Assurance Service.

B1.10.3 Interaction with other Discounts, Credits, Rebates and Waivers

(a) If an **nbn**® Enterprise Ethernet Ordered Product is subject to a Transitional Discount under section B1.5, it will not be eligible for the FY26 Enterprise Ethernet Discount in section B1.10.1 for the period that it is subject to a Transitional Discount.

(b) If an **nbn**® Enterprise Ethernet OVC Product Component is subject to a New OVC Discount in section B1.6.1 and the FY26 Enterprise Ethernet Discount in section B1.10.1, the FY26 Enterprise Ethernet Discount under section B1.10.1 will apply instead of the New OVC Discount under section B1.6.1.

(c) If the Active Product Changeover Discount under section B1.8.1 applies to an OVC Product Component of an **nbn®** Enterprise Ethernet Ordered Product that is eligible for the FY26 Enterprise Ethernet Discount in section B1.10.1, the Active Product Changeover Discount will be applied to the effective recurring Charges set out in section B1.10.1.

B1.10.4 Process to Claim

(a) **nbn** will waive the Premium Assurance Service specified in section B1.10.2 by omitting or listing as not payable the relevant recurring Charge for that Premium Assurance Service in RSP’s invoices during the period that the applicable **nbn**® Enterprise Ethernet Ordered Product satisfies the conditions in section B1.10.2.

(b) **nbn** will automatically apply the FY26 Enterprise Ethernet Discount in section B1.10.1.

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

1. **Accelerating Great**

 Refer to the ‘WBA Rider Booklet – Accelerating Great’ appended with this notice.