WBA Rider Booklet – Accelerating Great

May 2025

A logo with blue dots

Description automatically generated

WBA Rider Booklet – Accelerating Great

May 2025

Copyright

This document is subject to copyright and must not be used except as permitted below or under the Copyright Act 1968 (Cth). You must not reproduce or publish this document in whole or in part for commercial gain without the prior written consent of **nbn**. You may reproduce and publish this document in whole or in part for educational or non-commercial purposes as approved by **nbn** in writing.

Copyright © 2025 nbn co limited. All rights reserved. Not for general distribution.

Disclaimer

This document is provided for information purposes only. The recipient must not use this document other than with the consent of **nbn** and must make its own inquiries as to the currency, accuracy and completeness of this document and the information contained in it. The contents of this document should not be relied upon as representing **nbn**’s final position on the subject matter of this document, except where stated otherwise. Any requirements of **nbn** or views expressed by **nbn** in this document may change as a consequence of **nbn** finalising formal technical specifications, or legislative and regulatory developments.

Environment

**nbn** asks that you consider the environment before printing this document.

Table of Contents

[Dictionary 4](#_Toc197004004)

[**nbn**® Ethernet Product Description 6](#_Toc197004005)

[**nbn**® Ethernet Product Technical Specification 13](#_Toc197004006)

[**nbn**® Ethernet Price List 21](#_Toc197004007)

[Discounts, Credits and Rebates Annexure to the **nbn**® Ethernet Price List 25](#_Toc197004008)

[**nbn**® Ethernet Product Terms 30](#_Toc197004009)

[WBA Operations Manual 31](#_Toc197004010)

[Fibre Connect Program Letter Agreement 72](#_Toc197004011)

Dictionary

**1 Port NTD** means a 1 port F-NTD (version 3) or later as described in section 13.3 of the **nbn**® Ethernet Product Description.

**4 Port NTD** means a 4 port F-NTD (version 4) or later as described in section 13.3 of the **nbn**® Ethernet Product Description.

**F-NTD Installation Consent** means a consent for **nbn** to disconnect a Battery Backup Service, UNI-V, or both (as applicable), in connection with an Installation of an F-NTD.

**FTTN/C Fibre Upgrade Installation** means an Installation:

* + - 1. in respect of a Premises that is in the footprint of the FTTC Network or FTTN Network and is Serviceable for the purposes of **nbn**® Ethernet (FTTC) or **nbn**® Ethernet (FTTN);
      2. following which Installation, the Premises is Serviceable for the purposes of **nbn**® Ethernet (Fibre); and
      3. which would otherwise be an Initial Non Standard Installation or Subsequent Installation.

**FTTN/C Fibre Upgrade Installation (1 Port NTD)** means an FTTN/C Fibre Upgrade Installation that includes the installation of 1 Port NTD.

**FTTN/C Fibre Upgrade Installation (4 Port NTD)** means an FTTN/C Fibre Upgrade Installation that includes the installation of a 4 Port NTD.

**Home Hyperfast** means the **nbn**® Ethernet AVC TC-4 bandwidth profile described as such in section 3.2(a) of the **nbn**® Ethernet Product Description.

**Initial Standard Installation** means a Standard Installation that is:

(a) the first Installation performed by **nbn** (or an Installer) in respect of a Premises or Smart Location; or

(b) performed by **nbn** (or an Installer) in respect of an existing active **nbn**® Copper Pair that is being used to supply a Voiceband Service or Non-Voiceband Service to a Service Class 12, Service Class 13, Service Class 32 or Service Class 33 Premises, that will be transitioned to an Ordered Product,

but does not include any FTTB/FTTN Subsequent Installation, FTTC Subsequent Installation, Initial Standard Installation (1 Port NTD) or Initial Standard Installation (4 Port NTD).

**Initial Standard Installation (1 Port NTD)** means an Installation that includes the installation of a 1 Port NTD and that would otherwise be an Initial Standard Installation.

**Initial Standard Installation (4 Port NTD)** means an Installation that includes the installation of a 4 Port NTD and that would otherwise be an Initial Standard Installation.

**Initial Non Standard Installation** means a Non Standard Installation that is the first Installation performed by **nbn** (or an Installer) in respect of a Premises or Smart Location but does not include any FTTB/FTTN Subsequent Installation, FTTC Subsequent Installation, Initial Non Standard Installation (1 Port NTD) or Initial Standard Installation (4 Port NTD).

**Initial Non Standard Installation (1 Port NTD)** means an Installation that includes the installation of a 1 Port NTD and that would otherwise be an Initial Non Standard Installation.

**Initial Non Standard Installation (4 Port NTD)** means an Installation that includes the installation of a 4 Port NTD and that would otherwise be an Initial Non Standard Installation.

**Migration Connection** means an End User Connection in respect of a Premises:

(a) that is Service Class 1, Service Class 2, Service Class 11, Service Class 12, Service Class 21, Service Class 22, Service Class 23, Service Class 31, Service Class 32 or Service Class 33 and is supplied with a working standard telephone service at the time at which RSP places the order for the End User Connection; and

(b) for which **nbn** needs to perform an Initial Standard Installation, an Initial Standard Installation (1 Port NTD), an Initial Standard Installation (4 Port NTD), an Initial Non Standard Installation, an Initial Non Standard Installation (1 Port NTD), an Initial Non Standard Installation (4 Port NTD), FTTB/FTTN Subsequent Installation or FTTC Subsequent Installation.

**NTD Add** means the Installation of an NTD at a Premises without disconnecting any existing NTD at that Premises.

**NTD Replace** means the Installation of an NTD at a Premises and related disconnection of an existing NTD at that Premises.

**NTD Replace Outage** means a Planned Outage as described in section 5.5.7 of the WBA Operations Manual.

**Planned Outage Window** means:

1. 11:00pm to 6:00am in the place where an Outage occurs or is to occur;
2. in respect of an HFC Rollout Planned Outage, 7:00am to 3:00pm in the place where an Outage occurs or is to occur;
3. in respect of an FTTC Rollout Planned Outage, 7:00am to 3:00pm in the place where an Outage is to occur;
4. in respect of an Outage in connection with the nbn® Platform Interfacing Service, 11:00pm to 6:00am AET;
5. in respect of a Fibre Upgrade Outage, 7:00am to 7:00pm in the place where an Outage occurs or is to occur; and
6. in respect of an NTD Replace Outage, 7:00am to 7:00pm in the place where an Outage occurs or is to occur, unless the NTD Replace is performed during a Co-ordinated Appointment or After Hours Installation Appointment, in which case the NTD Replace Outage will occur at the time the relevant Appointment occurs.

**Self-Installation Consent – HFC** means a consent (either given directly to RSP or to a Downstream Service Provider) of the Contracted End User to:

1. the installation and making ready for service of HFC-NTD Connecting Equipment by means of an End User Installation – HFC; and
2. where applicable, the deinstallation and disposal of any HFC-NTD Connecting Equipment being replaced.

**Subsequent Installation** means any Installation by **nbn** (or an Installer) which is not an Initial Standard Installation, an Initial Standard Installation (1 Port NTD), an Initial Standard Installation (4 Port NTD), an Initial Non Standard Installation, an Initial Non Standard Installation (1 Port NTD), an Initial Non Standard Installation (4 Port NTD), an FTTN/C Fibre Upgrade Installation, a WNTD Upgrade Installation, a Professional Wiring Service in connection with **nbn**® Ethernet (FTTB) and **nbn**® Ethernet (FTTN) or an Access Component Reactivation, and includes an FTTB/FTTN Subsequent Installation and FTTC Subsequent Installation but does not include any Installation at an Approved Non-Premises Location.

[…]

**nbn**® Ethernet Product Description

Part B: Required Product Components

3. Access Virtual Circuit (AVC)

[…]

3.2 AVC TC-4

(a) Subject to sections 3.2(b) to 3.2(d), the AVC TC-4 bandwidth profiles are:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AVC TC-4 downstream Mbps (PIR)1 | | | AVC TC-4 upstream Mbps (PIR)1 | **nbn**® Network |
| 12 | | | 1 | Fibre, FTTB, FTTN, FTTC, HFC, Wireless and Satellite |
| 25 | | | 5 | Fibre, FTTB, FTTN, FTTC, HFC, Wireless and Satellite |
| 25 | | | 5 - 102 | FTTB and FTTN |
| 25 | | | 10 | Fibre, FTTC and HFC |
| 25 - 502 | | | 5 - 202 | FTTB and FTTN |
| 50 | | | 20 | Fibre, FTTC and HFC |
| Wireless Plus | (up to 100 Mbps)3 | | (up to 20 Mbps)3 | Wireless |
| Home Fast | (25-100)2 | | (5-20)2 | FTTB and FTTN |
| (50-100)2 | | (20)2 | FTTC |
| (500) | | (50) | Fibre and HFC |
| Fixed Wireless Home Fast5, 6 | (200-250)2 | | (8-20)2 | Wireless |
| 25 - 1002 | | | 5 - 402 | FTTB and FTTN |
| 50 - 1002 | | | 20 - 402 | FTTC |
| 100 | | | 40 | Fibre and HFC |
| Fixed Wireless Superfast5, 7 | (400) | | (10-40)2 | Wireless |
| Home Superfast | (750) | | (50) | Fibre and HFC |
| 250 | | | 100 | Fibre and HFC |
| 500 | | | 200 | Fibre |
| Home Ultrafast | (~1000)4, | | (100) | Fibre and HFC |
| 10004 | | | 400 | Fibre |
| Home Hyperfast | | (2000)8 | (100) | HFC |
| (2000)8 | (200) | Fibre |
| 20008 | | | 500 | Fibre |

Notes:

*1 To be read subject to (1) the capacity management provisions for the Satellite Network in section 3.7 below; (2) the description of how the PIR for these bandwidth profiles is to be interpreted in section 13 below; and (3) section 4.1.3 of, and Appendix B to, the* ***nbn****® Ethernet Product Technical Specification. The Information Rate for Wireless Plus is not a PIR, it is a maximum Information Rate, as described in note 3 below. Note that higher bandwidth profiles, if used inappropriately or excessively, may contribute disproportionately to interference, disruption, congestion or, more generally, sub-optimal network performance. See the* ***nbn****® Ethernet Fair Use Policy for RSP responsibilities to avoid and prevent Unfair Use and remedies nbn may exercise in cases of non-compliance.*

[…]

4 Inherent limitations of **nbn**® Ethernet in relation to service frame overhead means the effective Layer 2 Peak Information Rate will be limited to, depending on the Frame Size, up to a maximum of 970Mbps (at 2,000 Byte Frame Size). See section 2.2.2.1 of the **nbn**® Ethernet Product Technical Specificationand section 13 of this **nbn**® Ethernet Product Description.[…]

8 Requires the installation of a 1 Port NTD or 4 Port NTD or HFC CM3500 as described in section 13.3 (below) if not already present.

[…]

3.3 AVC TC-1

(a) The AVC TC-1 bandwidth profiles are:

|  |  |
| --- | --- |
| AVC TC-1 symmetrical Mbps (CIR) | **nbn**® Network |
| 0 | Fibre, FTTB, FTTN, FTTC, HFC, Wireless and Satellite |
| 0.15 | Fibre, FTTB, FTTN, FTTC, HFC, Wireless and Satellite |
| 0.3 | Fibre, FTTB, FTTN, FTTC, HFC and Wireless |
| 0.5 | Fibre, FTTB, FTTN, FTTC and HFC |
| 1 | Fibre, FTTB, FTTN, FTTC and HFC |
| 2 | Fibre, FTTB, FTTN, FTTC and HFC |
| 5 | Fibre, FTTB, FTTN, FTTC and HFC\* |

**\* Note:** **nbn**® Ethernet (HFC) AVC TC-1 bandwidth profiles above 2 Mbps are not available on the CM820B variant of the HFC-NTD.

(b) The AVC TC-1 Data Transfer Rate will be included in the overall AVC TC-4 Data Transfer Rate except where the AVC TC-1 is mapped to the UNI-V in the case of **nbn**® Ethernet (Fibre) under section 6.

(c) Where available, RSP may acquire both an AVC TC-1 mapped to the UNI-D and an additional AVC TC-1 mapped to the UNI-V in the case of **nbn**® Ethernet (Fibre) under section 6.

(d) The maximum AVC TC-1 capacity that RSP may order in respect of each NTD used by **nbn** to supply **nbn**® Ethernet (Wireless) is 0.6 symmetrical Mbps.

(e) The maximum AVC TC-1 capacity that RSP may order in respect of any Home Fast, Home Superfast, Home Ultrafast, Home Hyperfast or 2000/500 Mbps (PIR) AVC TC-4 bandwidth profile is 0.15 symmetrical Mbps.

3.4 AVC TC-2

[…]

(f) RSP must not order any AVC TC-2 with any Home Fast, Home Superfast, Home Ultrafast, Home Hyperfast or any 2000/500 Mbps (PIR) AVC TC-4 bandwidth profile.

[…]

4. User Network Interface (UNI)

4.1 UNI description

(a) The **User Network Interface** or **UNI** is a physical port to which **nbn** supplies **nbn**® Ethernet in respect of a Premises.

(b) Access to and use of a UNI used to serve a Premises is subject to any availability rules set out in the WBA Operations Manual.

(c) **nbn** will make one or more of the following types of UNI available in respect of a Premises, in accordance with section 4.1(d) and subject to the last note in section 4.3:

(i) the UNI-D;

(ii) the UNI-V; and

(iii) the UNI-DSL.

(d) The type of UNI which **nbn** makes available in respect of a Premises depends on the **nbn**® Network used to serve the Premises, the functionality requested by RSP and the type of Premises:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **nbn**® Network | Type of Premises | Type of UNI | Port | Number of available ports on NTD or FTTC-NCD (if any) | Location of UNI port | **nbn**® Downstream Network Boundary |
| Fibre | All Premises¹ | UNI-V | Analogue | 2 | NTD | UNI |
| Fibre | All Premises¹ | UNI-D | Ethernet | 1 or 4 | NTD | UNI |
| Wireless and Satellite | All Premises | UNI-D | Ethernet | 4 | NTD | UNI |
| HFC | All Premises¹ | UNI-D | Ethernet | 12 | NTD | UNI |
| FTTC | Premises not at an MDU Site | UNI-D3 | Ethernet | 1 | FTTC-NCD4 | Telecommunications Outlet or, if present, Passive NTD5 |
| FTTC | Premises at an MDU Site6 | UNI-D3 | Ethernet | 1 | FTTC-NCD4 | Customer Side MDF |
| FTTB | All Premises | UNI-DSL | xDSL | N/A7 | Jumper Cable termination on the Customer Side MDF | UNI |
| FTTN | Premises not at an MDU Site | UNI-DSL | xDSL | N/A7 | Telecommunications Outlet or, if present, Passive NTD5 | UNI |
| FTTN | Premises at an MDU Site6 | UNI-DSL | xDSL | N/A7 | Jumper Cable termination on the Customer Side MDF | UNI |

**Notes:**

¹ In a Multi-Premises Site served by the Fibre Network or HFC Network, **nbn** will be responsible for the installation, supply and repair of **nbn**® Ethernet up to and including the UNI on the NTD in the same way as for any other Premises served by the Fibre Network or HFC Network (as applicable), including where the UNI is located on an NTD installed at a Centralised Deployment location associated with a Non-Addressable Object.

² Although the CM8200B variant of the HFC-NTD is physically equipped with two UNI-D ports (UNI-D1 and UNI-D2), only UNI-D1 is available for use. Typically, UNI-D2 will be covered with a sticker.

3 For the FTTC Network, the **nbn**® Downstream Network Boundary is separate to, and located before, the UNI-D. See section 4.6 for further details.

4 The FTTC-NCD is not a Network Termination Device - see definition of Network Termination Device and section 4.6.

5 Where a Passive NTD is installed, **nbn** will be responsible for the installation, supply and repair of **nbn**® Ethernet up to, and including, the Passive NTD. In those cases, **nbn** will not be responsible for reconfiguring wiring beyond the Passive NTD to the Telecommunications Outlet.

6 Refer to the Dictionary definition of an MDU Site, as this may include single premises with an MDF.

7 There is no NTD or FTTC-NCD used in connection with the supply of **nbn**® Ethernet (FTTB) or **nbn**® Ethernet (FTTN).

4.2 UNI-D

(a) The number of UNI-Ds available at a Premises served by the Fibre Network, FTTC Network, HFC Network, Wireless Network or Satellite Network depends on:

(i) whether a Premises is located in the footprint of the Fibre Network, FTTC Network, HFC Network, Wireless Network or Satellite Network; and

(ii) the number and type of NTDs or FTTC-NCDs which are installed at that Premises.

(b) The UNI-D has an electrical interface and will not be made available with an optical interface.

(c) It is a condition of supply of an AVC TC-4 Product Component of **nbn**® Ethernet (Fibre), **nbn**® Ethernet (FTTC), **nbn**® Ethernet (HFC), **nbn**® Ethernet (Wireless) and **nbn**® Ethernet (Satellite)that RSP also acquire a UNI-D in conjunction with that AVC TC-4 for each Premises at which **nbn**® Ethernet will be supplied.

4.3 UNI-V

(a) The number of UNI-Vs available at a Premises served by the Fibre Network depends on the number and version of NTDs which **nbn** has installed at that Premises.

(b) The UNI-V is an optional Product Feature of **nbn**® Ethernet (Fibre) and incorporates an analogue telephone adaptor for the supply of telephony services to a Premises.

**Notes:**

 *See section 6 for more information.*

 ***nbn*** *issued a notice in relation to the withdrawal of the UNI-V Product Feature on 26 May 2023. Following the expiry of the Continued Ordering Period for the UNI-V Product Feature on 26 May 2024, RSP must not submit an order for a UNI-V Product Feature unless that order is a Transition-out Modify Order or Disconnect Order.* ***nbn*** *will continue supplying UNI-V Product Features in respect of existing orders until the UNI-V Product Feature is withdrawn on 31 January 2031, unless disconnected earlier.*

4.4 UNI-DSL

(a) The number of UNI-DSLs available at a Premises served by the FTTB Network or FTTN Network depends on:

(i) the number of distinct **nbn**® Copper Pairs installed at the Premises which terminate at an accessible xDSL port; and

(ii) the allocation and installation by **nbn** of a single xDSL port to each distinct **nbn**® Copper Pair.

(b) It is a condition of supply of an AVC TC-4 Product Component of **nbn**® Ethernet (FTTB) and **nbn**®Ethernet (FTTN)that RSP also acquires a UNI-DSL in conjunction with that AVC TC-4 for each Premises at which **nbn**® Ethernet will be supplied.

4.5 UNI mappings and AVC bandwidth profiles

The UNI mappings and AVC bandwidth profiles available for those UNI mappings are:

|  |  |  |  |
| --- | --- | --- | --- |
| **nbn**® Network | AVC | UNI mapping | Available bandwidth profiles described in |
| Fibre | AVC TC-4 | UNI-D | Section 3.2(a) |
| AVC TC-1 | UNI-D (default) | Section 3.3(a) |
| UNI-V (optional) | Section 6 |
| AVC TC-2 | UNI-D | Section 3.4 |
| FTTB and FTTN | AVC TC-4 | UNI-DSL | Section 3.2(a) |
| AVC TC-1 | UNI-DSL | Section 3.3(a) |
| AVC TC-2 | UNI-DSL | Section 3.4 |
| FTTC | AVC TC-4 | UNI-D | Section 3.2(a) |
| AVC TC-1 | UNI-D | Section 3.3(a) |
| AVC TC-2 | UNI-D | Section 3.4 |
| HFC | AVC TC-4 | UNI-D | Section 3.2(a) |
| AVC TC-1 | UNI-D | Section 3.3(a) |
| AVC TC-2 | UNI-D | Section 3.4 |
| Wireless | AVC TC-4 | UNI-D | Section 3.2(a) |
| AVC TC-1 | UNI-D | Section 3.3(a) |
| Satellite | AVC TC-4 | UNI-D | Section 3.2(a) |
| AVC TC-1 | UNI-D | Section 3.3(a) |

13. Speeds, performance and availability

[…]

13.3 NTD Throughput Limits

(a) This section 13.3 applies to each of **nbn**® Ethernet (Fibre), **nbn**® Ethernet (HFC), **nbn**® Ethernet (Wireless) and **nbn**® Ethernet (Satellite).

(b) If the aggregate PIR bandwidth profiles of ordered products supplied to the same NTD exceed the NTD maximum aggregate throughput set out in section 13.3(c), the ordered products supplied to that NTD may not achieve maximum peak data throughput simultaneously.

(c) The maximum aggregate throughput for an NTD in respect of all UNIs on that NTD are1:

|  |  |  |
| --- | --- | --- |
| **nbn**® Network | Downstream (Mbps) | Upstream (Mbps) |
| Fibre | 1000 for F-NTD (version 1) | 1000 for F-NTD (version 1) |
| 2200 for 1 port F-NTD (version 3) | 1100 for 1 port F-NTD (version 3) |
| 2200 for 4 port F-NTD (version 4) | 1100 for 4 port F-NTD (version 4) |
| HFC | 2300 for CM3500 | 1200 for CM3500 |
| 970 for CM8200B | 900 for CM8200B |
| Wireless | 80 for W-NTD version 12 | 8.62 for W-NTD version 12 |
| 108 for W-NTD version 22 | 8.89 for W-NTD version 22 |
| 250 for W-NTD version 32 | 25 for W-NTD version 32 |
| 460 for W-NTD version 42 (over 4G) | 25 for W-NTD version 42 (over 4G) |
| 2000 for W-NTD version 42 (over 5G mmWave) | 200 for W-NTD version 42 (over 5G mmWave) |
| Satellite | 120 | 20 |

\* **Notes**:

1. Details regarding different NTD versions are set out in the Network Interface Specification – Premises Network Devices.

2 In relation to **nbn**® Ethernet Wireless:

 *If a Premises has a W-NTD version 1 or W-NTD version 2 installed, then the maximum Information Rate that can be achieved by a Wireless Plus Ordered Product at that Premises using the current Wireless Network configuration will be the relevant maximum aggregate throughput specified in the table above, until the W-NTD is replaced with a W-NTD version 3 or any later version.*

 *RSP may request that* ***nbn*** *replace a W-NTD version 1 or W-NTD version 2 in accordance with the process set out in the WBA Operations Manual or as otherwise permitted by* ***nbn*** *from time to time.*

 *The throughput values for W-NTD version 3 and W-NTD version 4 were derived from testing to a higher standard than is required to confirm the maximum aggregate throughput. Ordered Products supplied using these W-NTD versions may be observed to achieve higher throughputs than committed to under this Agreement.*

(d) RSP must ensure that End Users are aware of the potential for the maximum aggregate throughput of NTDs to affect the ability of multiple ordered products supplied using the same NTD to achieve maximum peak data throughput simultaneously.

**Note**: The maximum aggregate NTD throughputs set out in this section 13.3 apply in respect of all ordered products supplied by **nbn** to RSP and all Other RSPs. Limitations apply to the number of **nbn**® Ethernet (Satellite) ordered products which **nbn** makes available in respect of a Premises as set out in section 3.7(a) and the **nbn**® Ethernet Fair Use Policy.

**nbn**® Ethernet Product Technical Specification

2 Introduction

[…]

2.2.2 Bandwidth Profile Parameter Considerations

This section describes the bandwidth profile parameters used within the **nbn**® Network.

2.2.1 Calculation of Information Rate

All Information Rate limitations, including as set out in this **nbn**® Ethernet Product Technical Specification, are enforced at the NNI interface between the RSP and the **nbn**® Network.

Where the bandwidth profile is equivalent to or greater than the negotiated Line Rate, a degraded useable payload will occur.

The Peak Information Rate for **nbn**® Ethernet is calculated on Layer 2 Ethernet service frames, over the series of bytes from the first bit of the Destination MAC Address through the last bit of the Frame Check Sequence. IEEE 802.3 physical-layer fields such as the preamble, start of frame delimiter and inter-frame gap are not included in the Bandwidth Profile.

This means the effective Layer 2 payload rate of the **nbn**® Network will degrade slightly for lowest-sized Ethernet service frames. This is the expected behaviour for Ethernet-based services for which the bandwidth profile is based on the service frame definitions in the relevant Network Interface Specification. It is the responsibility of RSP to accommodate any payload rate degradation as a result of Layer 2 Frame Sizes. Effectively, in compliance with the IEEE 802.3 standards, the Peak Information Rate is limited by capability depending on the Frame Size. An illustrative example of how this applies in respect of a negotiated Line Rate of 1000 Mbps is set out in Table 1.

|  |  |
| --- | --- |
| **Frame Size (Byte)** | **Maximum effective layer 2 Information Rate (Mbps)** |
| 64 | 735 |
| 128 | 838 |
| 986 | 970 |
| 1518 | 970 |
| 2000 | 970 |

**Table 1: Maximum effective Layer 2 Information Rate range in respect of a negotiated line rate of 1000Mbps**

[…]

* + 1. Physical Interface

The following interface modes are available via the UNI-D (detailed specifications are set out in the Network Interface Specification – Premises Network Devices):



|  |  |  |  |
| --- | --- | --- | --- |
| Network | NTD/NCD version | Interface modes (electrical and full/half-duplex[[1]](#footnote-2)) | |
| **Auto-negotiated speed** | **Fixed speed (100BASE-TX)** |
| Fibre Network | F-NTD (version 1) | 10BASE-T/100BASE-TX/1000BASE-T | Available |
| 1-port F-NTD (version 3) | 100BASE-TX/1000BASE-T/2.5GBASE-T | Not available |
| 4-port F-NTD (version 4) [[2]](#footnote-3) | 100BASE-TX/1000BASE-T/2.5GBASE-T/10GBASE-T | Not available |
| HFC Network | CM8200B | 10BASE-T/100BASE-TX/1000BASE-T | Available |
| CM3500 | 10BASE-T/100BASE-TX/1000BASE-T/2.5GBASE-T | Not available |
| FTTC Network | FTTC-NCD | 10BASE-T/100BASE-TX/1000BASE-T | Not available |
| Wireless Network | W-NTD version 1, 2 and 3 | 10BASE-T/100BASE-TX/1000BASE-T | Available |
| W-NTD version 4 | 10BASE-T/100BASE-TX/1000BASE-T/2.5GBASE-T | Available |
| Satellite Network | S-NTD | 10BASE-T/100BASE-TX/1000BASE-T | Not available |

The UNI-D must be associated with an active AVC at all times.

* + - UNI-D Scalability Factors

The UNI-D is scalable in terms of capacity and services. Each UNI-D has two capacity metrics that define its ability to carry RSP Products and Downstream Products.

* + - * Line Rate

The UNI-D supports the following Ethernet Line Rates as indicated in the table in section 3.2.1.The Line Rate sets the maximum bound on the information-carrying capacity of the link. RSP must be familiar with the inherent limitations of Ethernet in relation to the impact of framing overhead and asynchronous operation on bandwidth efficiency, and accommodate this within any capacity allocation.

By default, the UNI-D will be configured to auto-negotiate the Line Rate with the End User Equipment attached to the UNI-D. An active UNI-D may be configured by **nbn** as a 100Mbps interface if required by RSP where available in accordance with the table in section 3.2.1.

RSP is responsible for ensuring that the UNI-D is operating with a Line Rate that is sufficient to carry the requested AVC capacity, using auto-negotiation or, where available, a fixed Line Rate setting requested by RSP.

RSP is also responsible for the Duplex mode of the UNI-D.

# **Appendix A Access Technology Compatibility**

[…]

## A.6 AVC Feature Availability

[…]

## A.6.7 Bandwidth Profile – Unicast 1:1 AVC TC-4

This section describes restrictions on the availability of unicast 1:1 AVC TC-4 bandwidth profiles (described in section [4.1.3.1](#_bookmark65)) according to access technology.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Bandwidth Profile  (TC-4)** | **Fibre** | **Wireless** | **HFC** | **FTTC** | **Satellite** | **FTTB/FTTN** |
| 0 Mbps | Available subject to UNI-V order being in place36F37F[[3]](#footnote-5) | Not Available | Not Available | Not Available | Not Available | Not Available |
| 12/1 Mbps | Available on UNI-D | Available on UNI-D | Available on UNI-D | Available on UNI-D | Available on UNI-D | Available on UNI-DSL |
| 25/5 Mbps | Available on UNI-D | Available on UNI-D | Available on UNI-D | Available on UNI-D | Available on UNI-D | Available on UNI-DSL |
| 25/5-10 Mbps | Not Available | Not Available | Not Available | Not Available | Not Available | Available on UNI-DSL |
| 25/10 Mbps | Available on UNI-D | Not Available | Available on UNI-D | Available on UNI-D | Not Available | Not Available |
| 50/20 Mbps | Available on UNI-D | Not Available | Available on UNI-D | Available on UNI-D | Not Available | Not Available |
| 25-50/5-20 Mbps | Not Available | Not Available | Not Available | Not Available | Not Available | Available on UNI-DSL |
| Home Fast | Available on UNI-D | Not Available | Available on UNI-D | Available on UNI-D | Not Available | Available on UNI-DSL |
| Wireless Plus | Not Available | Available on UNI-D | Not Available | Not Available | Not Available | Not Available |
| Fixed Wireless Home Fast | Not Available | Available on UNI-D | Not Available | Not Available | Not Available | Not Available |
| 25-100/5-40 Mbps | Not Available | Not Available | Not Available | Not Available | Not Available | Available on UNI-DSL |
| 50-100/20-40 Mbps | Not Available | Not Available | Not Available | Available on UNI-D | Not Available | Not Available |
| 100/40 Mbps | Available on UNI-D | Not Available | Available on UNI-D | Not Available | Not Available | Not Available |
| Fixed Wireless Superfast | Not Available | Available on UNI-D | Not Available | Not Available | Not Available | Not Available |
| Home Superfast | Available on UNI-D | Not Available | Available on UNI-D | Not Available | Not Available | Not Available |
| 250/100 Mbps | Available on UNI-D | Not Available | Available on UNI-D | Not Available | Not Available | Not Available |
| 500/200 Mbps | Available on UNI-D | Not Available | Not Available | Not Available | Not Available | Not Available |
| Home Ultrafast | Available on UNI-D | Not Available | Available on UNI-D | Not Available | Not Available | Not Available |
| 1000/400 Mbps | Available on UNI-D | Not Available | Not Available | Not Available | Not Available | Not Available |
| Home Hyperfast | Available on UNI-D | Not Available | Available on UNI-D | Not Available | Not Available | Not Available |
| 2000/500 Mbps | Available on UNI-D | Not Available | Not Available | Not Available | Not Available | Not Available |

**Table 27: AVC Feature Availability – Bandwidth Profile (TC-4) by nbn® Network**

Note: To be read subject to section 2.2.2 of this **nbn**® Ethernet Product Technical Specification and section 13 of the **nbn**® Ethernet Product Description.

[…]

# Appendix B Traffic Class Combinations

[…]

B.1 Unicast 1:1 AVC Bandwidth Profiles for **nbn**® Ethernet (Fibre), **nbn**® Ethernet (Wireless), **nbn**® Ethernet (HFC) and **nbn**® Ethernet (Satellite)

This table shows the valid combinations that may be used to populate the bandwidth profile (upstream and downstream) for a unicast 1:1 AVC for **nbn**® Ethernet (Fibre), **nbn**® Ethernet (Wireless), **nbn**® Ethernet (HFC) and **nbn**® Ethernet (Satellite). The bandwidth profile to be used for a unicast 1:1 AVC must be selected by RSP at the time of order.

[…]

This table shows the valid combinations that may be used to populate the bandwidth profile (upstream and downstream) for a unicast 1:1 AVC for **nbn**® Ethernet (Fibre), **nbn**® Ethernet (Wireless), **nbn**® Ethernet (HFC) and **nbn**® Ethernet (Satellite). The bandwidth profile to be used for a unicast 1:1 AVC must be selected by RSP at the time of order.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Profile Number | AVC\_TC-4 (downstream)  (Mbps) | AVC\_TC-4 (upstream)  (Mbps) | AVC\_TC-2 (upstream, downstream)  (Mbps) | AVC\_TC-1 (upstream, downstream)  (Mbps) | UNI Interface | UNI-D Supported Interface Mode37F37F38F[[4]](#footnote-6) | | Availability by Access Technology |
| **Default-Mapped**  **(Traffic Class)** | **DSCP-Mapped, Priority-Tagged and Tagged** | **F = Fibre**  **H = HFC**  **W = Wireless**  **S = Satellite** |
| 1 | 12 | 1 | 0 | 0 | UNI-D | 4 | Y | All |
| 2 | 12 | 1 | 0 | 0.15 | UNI-D | 1[[5]](#footnote-7) | Y | All |
| […] | […] | | | | | | | |
| 71 | Home Superfast | Home Superfast | 0 | 0.15 | UNI-D | - | Y | F/H |
| 72 | 250 | 100 | 0 | 0 | UNI-D | 4 | Y | F/H |
| 73 | 250 | 100 | 0 | 0.15 | UNI-D | - | Y | F/H |
| 74 | 250 | 100 | 0 | 0.3 | UNI-D | - | Y | F/H |
| 75 | 250 | 100 | 0 | 0.5 | UNI-D | - | Y | F/H |
| 76 | 250 | 100 | 0 | 1 | UNI-D | - | Y | F/H |
| 77 | 250 | 100 | 0 | 2 | UNI-D | - | Y | F/H |
| 78 | 250 | 100 | 0 | 5 | UNI-D | - | Y | F/H |
| 79 | 250 | 100 | 5 | 0 | UNI-D | - | Y | F/H |
| 80 | 250 | 100 | 5 | 0.15 | UNI-D | - | Y | F/H |
| 81 | 250 | 100 | 5 | 0.3 | UNI-D | - | Y | F/H |
| 82 | 250 | 100 | 5 | 0.5 | UNI-D | - | Y | F/H |
| 83 | 250 | 100 | 5 | 1 | UNI-D | - | Y | F/H |
| 84 | 250 | 100 | 5 | 2 | UNI-D | - | Y | F/H |
| 85 | 250 | 100 | 5 | 5 | UNI-D | - | Y | F/H |
| 86 | 250 | 100 | 10 | 0 | UNI-D | - | Y | F/H |
| 87 | 250 | 100 | 10 | 0.15 | UNI-D | - | Y | F/H |
| 88 | 250 | 100 | 10 | 0.3 | UNI-D | - | Y | F/H |
| 89 | 250 | 100 | 10 | 0.5 | UNI-D | - | Y | F/H |
| 90 | 250 | 100 | 10 | 1 | UNI-D | - | Y | F/H |
| 91 | 250 | 100 | 10 | 2 | UNI-D | - | Y | F/H |
| 92 | 250 | 100 | 10 | 5 | UNI-D | - | Y | F/H |
| […] | […] | | | | | | | |
| 293 | Wireless Plus | Wireless Plus | 0 | 0.3 | UNI-D | - | Y | W |
| 294 | Home Hyperfast | Home Hyperfast | 0 | 0 | UNI-D | 4 | Y | F/H |
| 295 | Home Hyperfast | Home Hyperfast | 0 | 0.15 | UNI-D | - | Y | F/H |
| 296 | 2000 | 500 | 0 | 0 | UNI-D | 4 | Y | F |
| 297 | 2000 | 500 | 0 | 0.15 | UNI-D | - | Y | F |

**Table 28: Unicast 1:1 AVC Bandwidth Profiles - nbn® Ethernet (Fibre), nbn® Ethernet (Wireless), nbn® Ethernet (HFC) and nbn® Ethernet (Satellite)**

Notes:

 **nbn** may limit the availability of bandwidth profiles with TC-1 capacities greater than 1 Mbps in CSAs where **nbn** does not, or considers it is likely to not, have sufficient capacity to provide all requested TC-1 capacity. RSP must conduct a Site Qualification Enquiry which will indicate the availability of bandwidth profiles for TC-1 capacities greater than 1 Mbps in relation to each Premises.

 **nbn** may limit the availability of bandwidth profiles with TC-2 capacities greater than 10 Mbps in CSAs where **nbn** does not, or considers it is likely to not, have sufficient capacity to provide all requested TC-2 capacity. RSP must conduct a Site Qualification Enquiry which will indicate the availability of bandwidth profiles for TC-2 in relation to each Premises.

 **nbn** may limit the availability of bandwidth profiles with TC-4 capacities greater than 100 Mbps in CSAs where **nbn** does not, or considers it is likely to not, have sufficient capacity to provide all requested TC-4 capacity. RSP must conduct a Site Qualification Enquiry which will indicate the availability of bandwidth profiles for TC-4 capacities greater than 100 Mbps in relation to each Premises.

 Only a subset of bandwidth profiles is available in relation to each of **nbn**® Ethernet (Fibre), **nbn**® Ethernet (Wireless), **nbn**® Ethernet (HFC) and **nbn**® Ethernet (Satellite). Additional restrictions may apply to the supply of certain of those bandwidth profiles.

 To be read subject to section 2.2.2 of this **nbn**® Ethernet Product Technical Specification and section 13 of the **nbn**® Ethernet Product Description.

**nbn**® Ethernet Price List

Part A: Recurring Charges

Section 1 sets out the recurring Charges which apply to the **nbn**® Ethernet Product Components which RSP must acquire as part of **nbn**® Ethernet. The specific Charges which apply to an Ordered Product depend on the Product Features selected by RSP (e.g. bandwidth profile).

1. Recurring Charges for core components

[…]

1.2 Flat-Rate AVC Charges

The recurring Charges per Billing Period for the following AVC TC-4 Product Components, and any CVC TC-4 capacity utilised in conjunction with such AVC TC-4 Product Components, are:1

|  |  |  |  |
| --- | --- | --- | --- |
| **nbn**® Network | AVC TC-4 downstream Mbps (PIR)2 | AVC TC-4 upstream Mbps (PIR)2 | Recurring Charge |
| Fibre, FTTB, FTTN, FTTC and HFC | Home Fast3 | | $58.53 |
| Wireless | Fixed Wireless Home Fast3 | | $58.53 |
| FTTB and FTTN | 25 – 100 | 5 – 40 | $61.53 |
| FTTC | 50 – 100 | 20 – 40 | $61.53 |
| Fibre and HFC | 100 | 40 | $61.53 |
| Wireless | Fixed Wireless Superfast3 | | $63.93 |
| Fibre and HFC | Home Superfast3 | | $63.93 |
| Fibre | 250 | 100 | $75.50 |
| HFC | 250 | 100 | $61.53 |
| Fibre | 500 | 200 | $101.00 |
| Fibre and HFC | Home Ultrafast3 | | $73.93 |
| Fibre | 1,0003 | 400 | $126.50 |
| Fibre and HFC | Home Hyperfast3 | | $115.00 |
| Fibre | 2000 | 500 | $150.00 |

Notes:

1 No additional recurring CVC TC-4 or Overage Charges apply in connection with any Flat Rate AVC TC-4 Product Components.

2 To be read subject to section 3.2 of the **nbn**® Ethernet Product Description and section 4.1.3 of, and Appendix B to, the **nbn**® Ethernet Product Technical Specification.

3 Refer to the **nbn**® Ethernet Product Description for further information, including the specific limitations set out at sections 3.2(a) and 13.

Part B: Non-recurring Charges

Section 3 sets out the Charges which apply to installations and activations in connection with the supply of **nbn**® Ethernet.

3. Installation and activations

(a) The Charges for the installation and activation of **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 | Wireless | FTTB, FTTN and FTTC | HFC |
| Initial Standard Installation | N/A | $0.00 | $0.00 | $0.00 |
| Initial Standard Installation (1 Port NTD) | $0.00 | N/A | N/A | N/A |
| Initial Standard Installation (4 Port NTD) | $100.00 | N/A | N/A | N/A |
| Initial Non Standard Installation | N/A | Labour Rate + Materials over and above Initial Standard Installation | | |
| Initial Non Standard Installation (1 Port NTD) | Labour Rate + Materials over and above Initial Standard Installation (1 Port NTD) | N/A | N/A | N/A |
| Initial Non Standard Installation (4 Port NTD) | $100.00 + Labour Rate + Materials over and above Initial Standard Installation (4 Port NTD) | N/A | N/A | N/A |
| After Hours Installation1 | $150.00 | N/A | $150.00 | $150.00 |
| **nbn** Professional Installation – FTTC | N/A | N/A | Labour Rate (min 2 hours)2 | N/A |
| **nbn** Professional Installation - HFC | N/A | N/A | N/A | Labour Rate (min 2 hours)3 |
| Subsequent Installation | $270.00 + Labour Rate + Materials  over and above Initial Standard Installation | | | |
| FTTN/C Fibre Upgrade Installation (1 Port NTD) | $200.00 | N/A | N/A | N/A |
| FTTN/C Fibre Upgrade Installation (4 Port NTD) | $300.00 | N/A | N/A | N/A |
| W-NTD Upgrade Installation | N/A | $200.00 | N/A | N/A |
| Access Component Reactivation | $5.00 | $5.00 | $5.00 | $5.00 |
| CVC Activation | $0.00 | $0.00 | $0.00 | $0.00 |
| NNI 1000BaseLX Activation | $1,000.00 | | | |
| NNI 10GBaseLR Activation | $3,000.00 | | | |
| NNI 100GBaseLR4 Activation | $20,000.00 | | | |
| NNI 1000BaseEX Activation | $2,000.00 | | | |
| NNI 10GBaseER Activation | $4,000.00 | | | |
| NNI 100GBaseER4 Activation | $24,000.00 | | | |
| NNI Link Activation | $0.00 | | | |
| V-NNI Activation | $250.00 | | | |
| Service Transfer4 | $5.00 | $5.00 | $5.00 | $5.00 |
| Transfer Reversal | $5.00 | $5.00 | $5.00 | $5.00 |
| Non-Infrastructure Type Transfers (per Service Transfer)4 | $1.50 | $1.50 | $1.50 | $1.50 |
| Co-ordinated Appointment (Day)5 | $200.00 | N/A | $200.00 | $200.00 |
| Co-ordinated Appointment (Night)5 | $300.00 | N/A | $300.00 | $300.00 |

***Notes:***

*Part C sets out other Charges which may apply in circumstances where Charges in this section also apply.*

1 *The Charge for an After Hours Installation applies in addition to any Installation charges that would otherwise apply if the Installation was performed in Standard Hours. As set out in section 5(c)(ii) of the* ***nbn****® Ethernet Product Description, this Charge will not apply if the Ordered Product in respect of which* ***nbn*** *performs an After Hours Installation includes any of the following Enhanced Fault Rectification Service Level options: Enhanced-12 (24/7), Enhanced-4 (24/7) or Enhanced (90 Day)-12 (24/7).*

2 *This Charge applies where an order is completed as an* ***nbn*** *Professional Installation – FTTC, except that no Charge will apply if that* ***nbn*** *Professional Installation - FTTC is performed:*

 *in respect of an Accelerated Connection; or*

 *as a result of a failed Activation following an End User Installation – FTTC (****nbn*** *Dispatched), End User Installation – FTTC (RSP Dispatched) or RSP Professional Installation – FTTC, where* ***nbn*** *determines that such failure is not attributable to any act or omission of RSP, Downstream Service Provider or Contracted End User (as the case may be).*

3 *This Charge applies where an order is completed as an* ***nbn*** *Professional Installation – HFC, except that no Charge will apply if that* ***nbn*** *Professional Installation - HFC is performed:*

 *in respect of an Accelerated Connection; or*

 *as a result of a failed Activation following an End User Installation – HFC (****nbn*** *Dispatched), End User Installation – HFC (RSP Dispatched) or RSP Professional Installation – HFC, where* ***nbn*** *determines that such failure is not attributable to any act or omission of RSP, Downstream Service Provider or Contracted End User (as the case may be).*

4 *This Charge will not apply in respect of the transfer of Ordered Products in certain circumstances as set out in clause H4.3 of the* *Head Terms*.

5 *The Charge for a Co-ordinated Appointment applies in addition to any applicable charges for an activity performed in respect of the Co-ordinated Appointment.*

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

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 |
| --- | --- | --- | --- | --- | --- |
| Long-term Discounts, Credits, Rebates and Waivers (Part B) | | | | | |
| Module B1: General | | | | | |
| 16. | **4 Port NTD Installation Waiver** | A Waiver of certain non-recurring Charges for the Installation of a 4 Port NTD when performed to supply specified **nbn**® Ethernet (Fibre) Ordered Products. | 14 September 2025 – 30 November 2026 | N/A | Section B1.16 |

[…]

*The details and conditions in section B1.3 apply in respect of the Ancillary Charges Waiver described in Part A.*

B1.3 Ancillary Charges Waiver details and conditions

B1.3.1 Details

(a) Subject to section B1.3.1(b) and B1.3.1(c), **nbn** waives its right to require RSP to pay the following Charges (each an **Ancillary Charge**) in respect of **nbn**® Ethernet for the period that this Waiver remains effective for the relevant Ancillary Charge in accordance with section B1.3.3:

| # | Charge | Applicable to access technology | **nbn**® Ethernet Price List section reference |
| --- | --- | --- | --- |
| 1. | Initial Non-Standard Installations and Initial Non-Standard Installations (1 Port NTD) (except if performed in connection with Multi Site Migration Orders described in section B2.1) | All | 3 |
| 2. | Any Labour Rate + Materials Charges above the $100 fixed component for Initial Non-Standard Installations (4 Port NTD) (except if performed in connection with Multi Site Migration Orders described in section B2.1) | **nbn**® Ethernet (Fibre) | 3 |
| 3. | Subsequent Installations | **nbn**® Ethernet (Fibre); **nbn**® Ethernet (Wireless) or **nbn**® Ethernet (Satellite) | 3 |
| 4. | 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) |

[…]

1. The waiver of the Subsequent Installation Charge for **nbn**® Ethernet (Fibre) in section B1.3.1(a) only applies in respect of any Labour Rate or Material component above the $270 fixed component of the Charge (and **nbn** may therefore charge RSP the $270 fixed component of the Subsequent Installation Charge) in circumstances where:

(i) the Subsequent Installation includes the installation of a 4 Port NTD; and

(ii) the fixed component of the Subsequent Installation Charge is not otherwise waived under this Agreement (such as under section B1.16 (4 Port NTD Installation Waiver)).

[…]B1.16 4 Port NTD Installation Waiver

B1.16.1 Details

(a) **nbn** will waive the following amounts if they apply in respect of an Eligible Installation:

(i) the Initial Standard Installation (4 Port NTD) Charge;

(ii) the Initial Non Standard Installation (4 Port NTD) Charge;

(iii) the $270 fixed component of the Subsequent Installation Charge; and

(iv) $100 of the FTTN/C Fibre Upgrade Installation (4 Port NTD) Charge.

(b) An Installation will be an “**Eligible Installation**” if it includes the installation of a 4 Port NTD for the purpose of **nbn** supplying an Ordered Product that:

(i) will be eligible for the Built for Business Plan 3, Build for Business Plan 3a, Build for Business Plan 4, Built for Business Plan 5 or Built for Business Plan 6 Discount;

(ii) will result in the total aggregate upstream PIR or downstream PIR for all AVC TC-4 ordered products supplied to the relevant existing NTD at the Premises exceeding the available bandwidth for that NTD as determined by nbn; or

(iii) cannot be supplied to that Premises without the installation of a 4 Port NTD because all UNI-D ports on the existing F-NTDs at the Premises are being used to supply ordered products and those ordered products are not intended to be disconnected following the Installation.

B1.16.2 Process to Claim

**nbn** will provide RSP the 4 Port NTD Installation Waiver by omitting or listing as not payable the waived Charge or Charge component in RSP’s invoices.

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

[…]

The details and conditions in section B2.1 apply in respect of the Multi Site Migration Initial Non Standard Installation Charges Waiver described in Part A.

B2.1 Multi Site Migration Initial Non Standard Installation Charges Waiver

B2.1.1 Waiver

1. Subject to the terms of this section B2.1, **nbn** waives the Charge for any Initial Non Standard Installation or Initial Non Standard Installation (1 Port NTD) and the Labour and Materials component of the Charge for any Initial Non Standard Installation (4 Port NTD) (each such waiver, a **Multi Site Migration Initial Non Standard Installation Charges Waiver**):
   * + - 1. that is performed in connection with a Multi Site Migration Order; and
         2. in respect of which the conditions in clause B2.1.2 have been satisfied.
2. For the purposes of this section B2.1, a **Multi Site Migration Order** means a Connect Order for an **nbn**® Ethernet Ordered Product, where that Ordered Product:
   * + 1. is to be supplied over the Fibre Network, the FTTB Network, the FTTN Network, the FTTC Network or the HFC Network;
       2. requires an Initial Standard Installation, Initial Standard Installation (1 Port NTD), Initial Standard Installation (4 Port NTD), Initial Non Standard Installation, Initial Non Standard Installation (1 Port NTD) or Initial Non Standard (4 Port NTD);
       3. contains any or all of the following:
          1. an AVC TC-1 bandwidth profile of 0.3 Mbps symmetrical CIR or higher;
          2. an AVC TC-2 bandwidth profile; or
          3. the Enhanced Fault Rectification Service; and
       4. is not supplied for the purposes of transitioning a Designated Special Service.

B2.1.2 Conditions

1. RSP is not entitled to, and **nbn** is not required to provide, a Multi Site Migration Initial Non Standard Installation Charges Waiver unless:
   * + 1. the relevant Multi Site Migration Order was placed by RSP for the purposes of Migration Activities;
       2. RSP has provided **nbn**, to **nbn**’s reasonable satisfaction, with all information requested by **nbn** in respect of the Migration Activities to which the relevant Multi Site Migration Order relates; and
       3. RSP has committed relevant personnel and resources, including attending any meetings required by **nbn**, to facilitate the Migration Activities.
2. In this section B2.1.2, **Migration Activities** means activities to facilitate the Activation, in a coordinated manner, of multiple Ordered Products where all such Ordered Products are:
   * + 1. the subject of Multi Site Migration Orders placed, within a single transaction, by RSP; and
       2. in respect of a single Contracted End User.

B2.1.3 Process to claim

**nbn** will provide RSP the Multi Site Migration Initial Non Standard Installation Charges Waiver by omitting or listing as not payable the waived Charge in RSP’s invoices.

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

**nbn**® Ethernet Product Terms

|  |  |
| --- | --- |
| A blue sign with white text  Description automatically generated | Section 9 is a Product Term which applies in connection with **nbn**® Ethernet (Fibre). |

9. F-NTD Installation Consent

(a) Prior to placing an order for **nbn**® Ethernet (Fibre) at a Premises in circumstances where:

(i) **nbn** currently supplies a Battery Backup Service or UNI-V (whether to RSP or an Other RSP) at that Premises; and

(ii) **nbn** will, as part of that order, perform a Subsequent Installation to replace the F-NTD at that Premises with an F-NTD that does not support a Battery Backup Service or have a UNI-V,

RSP must ensure that a F-NTD Installation Consent has been obtained from the Contracted End User (and must ensure that the Contracted End User gives such F-NTD Installation Consent on behalf of all Authorised Account Holders) in respect of the disconnection of the Battery Backup Service and UNI-V (as applicable) at that Premises.

(b) RSP must notify **nbn** immediately if any F-NTD Installation Consent is withdrawn at any time.

(c) RSP must, on request by **nbn**, provide a copy of any F-NTD Installation Consent to **nbn**.

[…]

WBA Operations Manual

[…]

4.3 Qualification

4.3.1 Site Qualification Enquiries

**nbn** will provide, from both the **nbn**® Service Portal and B2B Access, tools designed to enable your organisation to determine whether a particular premises or Non-Addressable Object is Serviceable at a given point in time (Site Qualification Enquiry).

If a Site Qualification Enquiry indicates that a premises or Non-Addressable Object is Serviceable, the **nbn**® Service Portal or B2B Access (as applicable) will return applicable information, including:

 The Service Class of the Premises or Non-Addressable Object and, for **nbn**® Ethernet (FTTB), **nbn**® Ethernet (FTTN), and **nbn**® Ethernet (FTTC), the Service Class of the relevant **nbn**® Copper Pair

 The Products that are available for the Premises or Non-Addressable Object and whether any Product Feature(s) are subject to supply limitations for the Premises or Non-Addressable Object

 Whether there is a Booked Appointment, or other existing planned installation date, relating to the Premises or Non-Addressable Object including in respect to an NTD and FTTC-NCD or a Power Supply Unit

 Whether an alternative access technology is available or, for the **nbn**® Service Portal only, planned to be made available at the Premises (e.g. through a Fibre Connect Connection)

 Where available, whether the Charge applicable to New Development Locations under the **nbn**® Ethernet Price List will apply to the location

 If a Site Qualification Enquiry indicates that a Premises is, or may be, located within the footprint of the Satellite Network, additional information returned will include the Service Level Region of the Premises, indicative dish size for the outdoor unit of the Satellite NTD, whether or not the Premises has existing satellite equipment installed in connection with the Interim Satellite Service, and whether the Premises exists within an Australian External Territory

 Any additional information (if applicable for the relevant network), including (where available) any Estimated Speed

 (For **nbn**® Ethernet (FTTN)) if Voiceband Continuity is not available at the location

 (Where available), the Line Status (in response to a Site Qualification Enquiry submitted in respect to a single location within the footprint of the FTTB Network\*, FTTN Network or FTTC Network)

 (For **nbn**® Ethernet (Fibre)) the type of F-NTD(s) installed, the number of available UNI-D ports on the F-NTD(s) and the available bandwidth of the F-NTD(s) installed at the Premises.

[…]

4.5 Orders

[…]

4.5.1.1 Ordering Product Components

[…]

|  |  |
| --- | --- |
| P2044C15T105#yIS1 | **Important**: Your organisation is responsible for communicating to your affected Contracted End User that an existing **nbn**® Ethernet (Fibre) Ordered Product supplied to a Premises will experience a temporary service interruption during the performance of an NTD Replace. |

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 April 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 are no available UNI ports or the order is for an AVC TC-4 Product Component that will result in the total aggregate upstream PIR or downstream PIR for all AVC TC-4 ordered products supplied to an NTD at that Premises exceeding the available bandwidth of that NTD as determined by nbn and any one of the following applies:   + your organisation has not requested an NTD Add or NTD Replace for the relevant order   + *(for orders submitted via* ***nbn****® Service Portal)* your organisation has not reserved an Appointment for an NTD Add or NTD Replace and your organisation has not opted for an End User Installation – HFC or RSP Professional Installation – HFC (if relevant).   + your organisation has placed the order as a Service Transfer Order   + **nbn** is not obliged to perform a Subsequent Installation to fulfil that order and does not exercise its discretion to perform a Subsequent Installation   + there is an in-flight Connect Order or Modify Order in respect of the relevant Premises for which nbn will perform an NTD Replace. * 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). |
| Cancelled | * Infrastructure Component * Access Component | Event  Occurs in the following situations:   * The order is not submitted in accordance with the method outlined in this Operations Manual or the WBA * Your organisation submits a ‘cancel’ order request for an in-flight order that has not passed its Point of No Return * 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 * Your organisation fails to provide the requested information, or take any required action, to allow a Pending orderto proceed, within the timeframes as set out in the WBA * In respect to an in-flight order that has not passed its Point of No Return, where **nbn** determines that the premises is not Serviceable or is served by a network forming part of the **nbn**® Network that is different to the network shown in response to a Site Qualification Enquiry * In respect to an in-flight order that has not passed its Point of No Return, **nbn** is aware, or reasonably considers, that your organisation has not obtained an FTTB/FTTN Installation Consent, FTTC Installation Consent, F-NTD Installation Consent or an HFC Installation Consent * After the time of submitting a Transition Order, it is found your organisation provided an incorrect FNN or ULL ID (where required) * **nbn** is aware, or reasonably considers, that your organisation does not have a valid Customer Authority (where required) * (For orders in respect of **nbn**® Ethernet (Satellite)) An order has been Pending on at least two occasions as a result of **nbn** being unable to make contact with the Appointment Representative to schedule an Actual Appointment (including where your organisation has provided incorrect contact details for the Appointment Representative when reserving the Appointment). * (For orders in respect of **nbn**® Ethernet (Satellite)) **nbn** has determined that the Order Status Affected Product Component types Related event & activities Premises is a Medium/Large Business Premises that is not currently receiving a Sky Muster® Service.   **Activities**   * **nbn** updates the order status to Cancelled * **nbn** sends a Cancelled Notification to your organisation |

Order Status: Descriptions

The following table defines the different Order Status (as illustrated by reference to a Connect Order) states that apply to an order, the Product Components to which they apply and the related activities which must be performed by **nbn** or your organisation in those circumstances.

[…]

4.5.2.6 Service Transfer Orders

A Service Transfer Order allows your organisation to transfer an existing **nbn**® Ethernet Product supplied to an Other RSP to your organisation in respect of a Service Class 3, Service Class 6, Service Class 9, Service Class 13, Service Class 24 or a Service Class 34 Premises using a Service Transfer or a Connect Outstanding Transfer.

|  |  |
| --- | --- |
| P2985C1T163#yIS1 | **Important**: If a Fibre Connect Connection is available at a Premises in accordance with section 4.8.2.2 Fibre Connect Connection, your organisation may submit a Service Transfer Order at either of the following times:   for the Original Access Technology, at any time while that Premises remains Serviceable by the Original Access Technology, provided there are no existing in-flight connect orders in respect of the relevant Subsequent Access Technology at that Premises; or   for the Subsequent Access Technology, once the relevant Fibre Connect Connection has been completed. |

The different types of Service Transfers Orders are summarised in the table below and described in this section 4.5.2.6 Service Transfer Orders.

| Service Transfer Order type … | Service Transfer Order can be placed if your organisation is … |
| --- | --- |
| Service Transfer | Gaining RSP |
| Connect Outstanding Transfer | Gaining RSP |
| Transfer Reversal | Losing RSP |

|  |  |
| --- | --- |
| P3005C1T165#yIS1 | **Important**: Where your organisation is the Losing RSP in respect of a service transfer or connect outstanding transfer placed by an Other Gaining RSP, your organisation authorises **nbn** to cause that transfer to occur in accordance with section 12 of the Service Terms for the **nbn**® Platform Interfacing Service. |
| A white exclamation mark in a blue circle  Description automatically generated | **Important:** If your organisation submits a Service Transfer Order in respect of an **nbn**® Ethernet (Wireless) ordered product supplied to an Other RSP and, in doing so, wishes to modify the AVC TC-4 bandwidth profile to Fixed Wireless Home Fast from any other bandwidth profile or Fixed Wireless Superfast from any other bandwidth profile, and a W-NTD Upgrade Installation is required for the relevant Premises, your organisation must:   submit the Service Transfer Order in respect of the **nbn**® Ethernet (Wireless) ordered product, regardless of the bandwidth profile that is being supplied to the Other Losing RSP; and   then, once the Service Transfer Order is complete, submit a Modify Order for either Fixed Wireless Home Fast or Fixed Wireless Superfast. |

|  |  |
| --- | --- |
| A white exclamation mark in a blue circle  Description automatically generated | **Important:** Your organisation must not submit a Service Transfer Order for an **nbn**® Ethernet (Fibre) or **nbn**® Ethernet (HFC) AVC TC-4 bandwidth profile that will involve an NTD Add or NTD Replace.  In those circumstances, your organisation may instead:   submit a Service Transfer Order for an **nbn**® Ethernet (Fibre) or **nbn**® Ethernet (HFC) AVC TC-4 bandwidth profile that is supported by an existing NTD installed at that Premises; and   then, once the Service Transfer Order is complete, submit a Modify Order to upgrade the AVC TC-4 to the desired bandwidth profile. |

Overlap Period

The Overlap Period is the period during which two **nbn**® Ethernet Products in respect of the same Premises run concurrently during the process of a Service Transfer Order.

An Overlap Period must be nominated when submitting a Service Transfer Order in relation to an access technology for which Overlap Period options are available. Service Transfer Orders support two Overlap Period options:

| Overlap Period | Description | Applicable Access Technologies |
| --- | --- | --- |
| No Overlap | The services do not run concurrently for any period.  If your organisation nominates the “No Overlap” option there will be a service interruption when the Service Transfer Order is processed. This service interruption is not an Outage or a Service Fault. |  Fibre Network   Wireless Network   FTTB Network   FTTN Network   FTTC Network   Satellite Network   HFC Network |
| 4 Hour Overlap | The services run concurrently for four hours.  Your organisation must nominate an unused UNI port for the Service Transfer Order. |  Fibre Network   Wireless Network   Satellite Network |

[…]

4.5.4 Modify Orders

Your organisation may make modifications and other changes to the features or current configuration of some existing **nbn**® Ethernet and Facilities Access Service Ordered Products by placing a Modify Order through the **nbn**® Service Portal or B2B Access. There are limits to what can be modified; see section 4.5.4.1 Permitted Modifications to Product Components below.

|  |  |
| --- | --- |
| P3271C1T184#yIS1 | **Important**: When placing a Modify Order, your organisation must always provide the Product Instance ID for the associated Product Component. |

|  |  |
| --- | --- |
| P3275C1T185#yIS1 | **Important**: For further information on Modify Orders that relate to a Temporary POI Migration Order (including the modification of any Product Components as part of the migration of an AVC or CVC from a Temporary POI to an Established POI), see section 4.5.6 Temporary POI Migration Orders. |

4.5.4.1 Permitted Modifications to Product Components

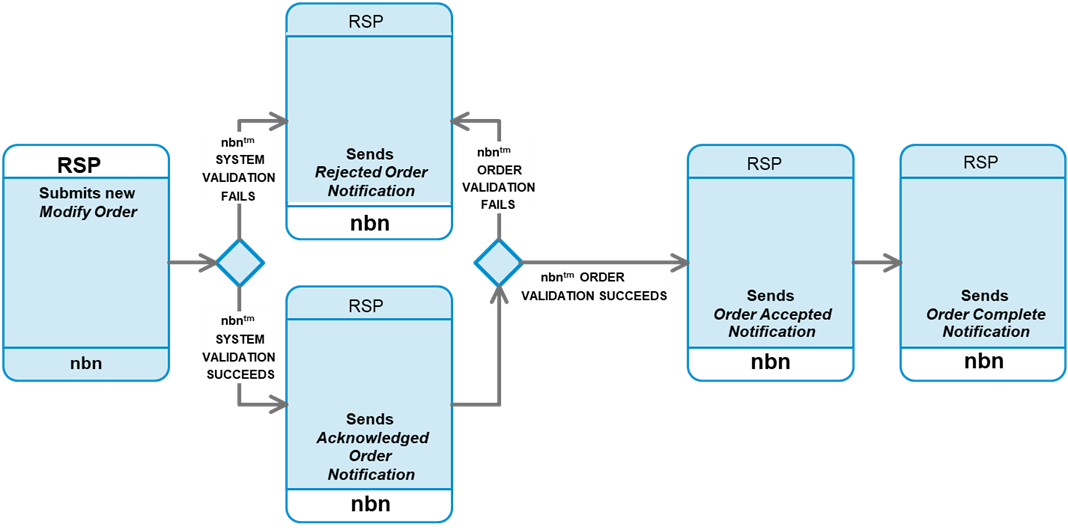
The following table describes the modifications and other changes your organisation is permitted to make to existing Product Components and requirements your organisation must comply with.

| Product component | Allowable Modifications and supporting notes; requirements |
| --- | --- |
| […] | |
| **Access Components**  P3401C17T186#yIS1 | For AVCs and UNI-Ds:   Modification of the AVC   Traffic class   Removal of Battery Backup Service via either a Transition-out Modify Order or a Disconnect Order   Other modifications, as set out by **nbn** from time to time in the nbn® Operations User Guide.  *Modification of AVC bandwidth profile (no NTD Replace)*  If a Modify Order is in respect of a modification between the following sets of AVC TC-4 bandwidth profiles: 12/1 Mbps, 25/5 Mbps, 25/10 Mbps, 50/20 Mbps, 100/40 Mbps, Home Fast, 250/100 Mbps, 500/200 Mbps, 1000/400 Mbps, Home Superfast, Home Ultrafast, Home Hyperfast or 2000/500 Mbps, there will be a brief service interruption (typically lasting less than 1 minute) when the Modify Order is processed. Modify Orders of this nature are usually processed by **nbn** within 10 minutes after your organisation places the order (whether such order is placed during or outside Business Hours). This brief service interruption is not an Outage or a Service Fault.  *Modification Order involving NTD Replace*  If a Modify Order is in respect of a modification between AVC TC-4 bandwidth profiles, and **nbn** performs an NTD Replace as part of that Modify Order the process and requirements described in section 4.5.4.2 Interactions: Modify Order applies.   |  |  | | --- | --- | | P3275C1T185#yIS1 | **Important**: Your organisation must not request an NTD Add as part of a Modify Order. | |
| **Access Components**  P3414C19T186#yIS1 |  Traffic class   Change of bandwidth profile   * Other modifications as set out by **nbn** from time to time in the nbn® Operations User Guide.   *Modification of AVC bandwidth profile (no W-NTD Upgrade Installation)*  If a Modify Order is in respect of a modification between AVC TC-4 bandwidth profiles, and a W-NTD Upgrade Installation is not required, there may be a brief service interruption (typically lasting less than 3 minutes) when the Modify Order is processed. Modify Orders of this nature are usually processed by **nbn** within 10 minutes after your organisation places the order (whether such order is placed during or outside Business Hours). This brief service interruption is not an Outage or a Service Fault.  *Modification Order involving W-NTD Upgrade Installation*  If a Modify Order is in respect of a modification between AVC TC-4 bandwidth profiles, and a W-NTD Upgrade Installation is required:   the process and requirements described in section 4.5.4.2 Interactions: Modify Order applies   there will be a brief service interruption (typically lasting 60 minutes or less) when the W-NTD Upgrade Installation is being performed. This brief service interruption is not an Outage or a Service Fault. |
| […] | |
| **Access Components**  P3459C27T186#yIS1 | For AVCs and UNI-Ds:   AVC bandwidth profile Modification   Traffic class   Other modifications, as set out by **nbn** from time to time in the nbn® Operations User Guide.  *Modification of AVC bandwidth profile (No NTD Replace)*  If a Modify Order is in respect of a modification between:   the following sets of AVC TC 4 bandwidth profiles: 12/1 Mbps, 25/5 Mbps, 25/10 Mbps, 50/20 Mbps, 100/40 Mbps, Home Fast, Home Superfast, Home Ultrafast or Home Hyperfast; or   the following sets of AVC TC 2 bandwidth profiles: 5 Mbps and 10 Mbps  there will be a brief service interruption (typically lasting less than 1 minute) when the Modify Order is processed. Modify Orders of this nature are usually processed by **nbn** within 10 minutes after your organisation places the order (whether such order is placed during or outside Business Hours). This brief service interruption is not an Outage or a Service Fault.  *Modification Order involving NTD Replace*  If a Modify Order is in respect of a modification between AVC TC-4 bandwidth profiles, and **nbn** performs an NTD Replace as part of that Modify Order, the process and requirements described in section 4.5.4.2 Interactions: Modify Order and section 4.6.6 **nbn**® Ethernet (HFC) Installation Options apply.   |  |  | | --- | --- | | P3275C1T185#yIS1 | **Important**: Your organisation must not request an NTD Add as part of a Modify Order. | |

4.5.4.2 Interactions: Modify Order

The following diagram illustrates the interactions between your organisation and **nbn** that can arise from the submission of a Modify Order.

|  |  |
| --- | --- |
| P3473C1T187#yIS1 | **Important**: For further information on Modify Orders that relate to a migration of Ordered Products from a Temporary POI to a Permanent POI, see section 4.5.8 Temporary POI Migration Orders. |



Description

The following table describes the interaction activities between your organisation and **nbn** that can arise from the submission of a Modify Order.

| Who | Activity |
| --- | --- |
| Your organisation... | Submits a Modify Order (via the **nbn**® Service Portal or B2B Access) against a completed Product order. |
| nbn... | Confirms that the Modify Order was submitted correctly and depending on the result of the submission validation, does one of the following:   *(If the Modify Order was submitted correctly*) Sends your organisation an Acknowledged Notification and updates the Order Status to **Acknowledged**  The notification includes the Modify Order’s unique Order ID.  **Note**: Your organisation may cancel the order at this time.  • *(If the Modify Order was not submitted correctly)* Sends your organisation a Rejected Notification if **nbn** rejects the order and updates the Order Status to Rejected. |
| nbn... | (*If the Modify Order was submitted correctly*) Confirms that the specific information provided in the Modify Order is sufficient to proceed with the order and, depending on the result of this validation, does one of the following:   (*If* ***nbn*** *determines that the Modify Order is valid*) Sends your organisation an Order Accepted Notification and updates the Order Status to In **Progress**  The notification includes the Modify Order’s unique Order ID.  **Note**: Your organisation may cancel the order at this time.   |  |  | | --- | --- | | P3498C8T188#yIS1 | **Important:** If a Modify Order for **nbn**® Ethernet (Satellite) requires an Appointment but your organisation has not reserved an Appointment, **nbn** will send your organisation a Pending Notification and update the Order Status to Pending. Your organisation must then reserve an Appointment in accordance with section 4.5.2.1 Interactions: Connect Order, section 6.2.5 Appointment Communication Responsibilities, section 6.2.3 Appointment Blocks and section 6.3.2 New Appointment Process.  After your organisation has done so, **nbn** will contact the Appointment Representative to schedule the Actual Appointment and update the Order Status in accordance with section 4.5.2.1 Interactions: Connect Order, section 6.2.5 Appointment Communication Responsibilities, section 6.2.3 Appointment Blocks and section 6.3.2 New Appointment Process. |  |  |  | | --- | --- | | P3503C8T188#yIS1 | **Important:** If a Modify Order for an NNI requires your organisation to request a date/time for the activity to be performed, and **nbn** has determined that the activity can be scheduled on the date requested by your organisation, **nbn** will schedule the order, change the Order Status to Pending, and **nbn** will not progress the order further until the Requested Start Date/Time.  The Requested Start Date/Time in respect of such an activity must be at least 5 Business Days after the date on which your organisation provides the Requested Start Date/Time.  If your organisation requests a start date/time that does not comply with this requirement, **nbn** will work with your organisation to agree an alternative start date/time, place the Modify Order in a Pending Order Status, and will not process it further until that start date/time.  Your organisation must have resources available on the scheduled start date/time to provide any assistance reasonably requested by **nbn** to enable **nbn** to perform the Modify Order |  |  |  | | --- | --- | | P3510C8T188#yIS1 | **Important:** If a Modify Order for an NNI involves the Activation or disconnection of one or more NNI Bearers, your organisation must separately submit a Connect Order, Modify Order or Disconnect Order (as applicable) for Cross Connects in relation to the relevant NNI Bearers in accordance with the process set out in section 4.5.2.2 Product Component Orders: Additional Information, section 4.5.6.1 Permitted Modifications to Product Components or section 4.5.7 Disconnect Orders (as applicable). |  |  |  | | --- | --- | | P3401C17T186#yIS1P3629C5T9#yIS1P4235C1T226#yIS3 | **Important:** If **nbn** determines that a W-NTD Upgrade Installation or NTD Replace is required, **nbn** will notify your organisation that an Appointment is required, request your organisation to reserve an Appointment, send your organisation a Pending Notification in respect of the Modify Order and update the Order Status to Pending.  Your organisation must then reserve an Appointment in accordance with section 6.3.2 New Appointment Process. Once your organisation has reserved an Appointment in accordance with section 6.3.2 New Appointment Process, the processes relating to Installation Appointments will apply. |    (*If* ***nbn*** *determines that the Modify Order is not valid*) Sends your organisation a Rejected Notification and updates the Order Status to **Rejected**. |
| nbn... | (*On completion of the Modify Order, and subsequent successful testing*) Sends your organisation a Completed Notification and updates the Order Status to **Complete**. |

|  |  |
| --- | --- |
| P3520C1T189#yIS1 | **Important**: Notes in this section 4.5.4.2 Interactions: Modify Order indicating that your organisation may cancel orders when they have a particular status are subject to time based limitations which apply to order cancellations in some circumstances, as set out in section 4.5.1.4 Point of No Return. |

[…]

4.5.5.5 Disconnection of UNI-V and Battery Backup Service as a result of an NTD Replace

Where your organisation is acquiring an Ordered Product with a UNI-V, Battery Backup Service, or both, and **nbn** performs an NTD Replace which replaces the installed F-NTD with one that does not have a UNI-V or support a Battery Backup Service:

* Your organisation must submit a Disconnect Order in respect of the UNI-V and Battery Backup Service (as applicable) prior to submitting an order that involves an NTD Replace;
* That UNI-V and Battery Backup Service (as applicable) will be disconnected; and
* Any Power Supply with Battery Backup installed at that Premises will be disconnected and may be removed from the Premises.

4.6 Installing **nbn**® Equipment

[…]

4.6.4 Activities: Installation

[…]

| Who | Activity |
| --- | --- |
| […] | |
| nbn … | Identifies the type of Installation required at the Premises as being one of:   * An Initial Standard Installation * An Initial Standard Installation (1 Port NTD) * An Initial Standard Installation (4 Port NTD) * An Initial Non Standard Installation * An Initial Non Standard Installation (1 Port NTD) * An Initial Non Standard Installation (4 Port NTD) * A Subsequent Installation (with or without a Professional Wiring Service) * FTTN/C Fibre Upgrade Installation (1 Port NTD) * FTTN/C Fibre Upgrade Installation (4 Port NTD) * A Professional Wiring Service (whether or not at the time of a Standard Installation or Non-Standard Installation) * A Rearrangement / Modification. |
| […] | |
| nbn ... | (*For Initial Non Standard Installations, Initial Non Standard Installations (1 Port NTD), Initial Non Standard Installations (4 Port NTD), Subsequent Installations and Rearrangement / Modification*)  Informs the Contracted End User that the Installation is (as applicable) an Initial Non Standard Installation, an Initial Non Standard Installation (1 Port NTD), an Initial Non Standard Installation (4 Port NTD), a Subsequent Installation, or a Rearrangement / Modification. |
| […] | |

[…]

4.6.5 Subsequent Installations of NTDs

|  |  |
| --- | --- |
| P4231C1T225#yIS1 | For Public Interest Premises served by the Satellite Network, your organisation may request a Subsequent Installation of an NTD by contacting the **nbn**®Relationship Point of Contact. **nbn** may accept or reject the request at its discretion. |

|  |  |
| --- | --- |
| P4235C1T226#yIS1 P4235C1T226#yIS2 P4235C1T226#yIS3 | This section applies for **nbn**® Ethernet (Fibre), **nbn**® Ethernet (Wireless) or **nbn**® Ethernet (HFC). |

Your organisation may order a Subsequent Installation of an NTD (including an NTD Add or NTD Replace) where:

* There is no capacity for a UNI-D port on an existing NTD at the relevant Premises
* The order is for supply of an AVC TC-4 Product Component that will (once supplied) result in the total aggregate upstream PIR or downstream PIR for all AVC TC-4 ordered products supplied to that NTD exceeding the available bandwidth of that NTD as determined by nbn
* The order is in connection with a Non-Addressable Object to be served from a particular Centralised Deployment location and the existing NTD(s) at that Centralised Deployment location are already dedicated to Non-Addressable Object(s) other than the one to which the order applies.

**nbn** will accept an order for a Subsequent Installation of an NTD for a Premises other than a Multi-Premises Site if all of the following conditions are met:

* For **nbn**® Ethernet (Fibre), **nbn**® Ethernet (Wireless) and **nbn**® Ethernet (HFC), where there is only one existing NTD at the relevant Premises
* There are no UNI-D ports available on the existing NTD or the order is for an AVC TC-4 Product Component that will (once supplied) result in the total aggregate upstream PIR or downstream PIR for all AVC TC-4 ordered products supplied to that NTD exceeding the available bandwidth of that NTD as determined by **nbn**
* For a Modify Order, the Subsequent Installation is not an NTD Add
* For an NTD Replace, there is no Battery Backup Service or UNI-V supplied to your organisation or any Other RSP in respect of the NTD being replaced
* **nbn** determines that the Fibre Network or HFC Network (as applicable) can support the requested additional connectivity to the Premises without **nbn** installing additional network resources.

**nbn** will accept an order for a Subsequent Installation of an NTD for a Multi-Premises Site if there are no NTDs installed in a Centralised Deployment location associated with a Non-Addressable Object or each NTD in the Centralised Deployment location is being used in association with another Non-Addressable Object, and one of the following conditions is met:

 **nbn** determines it is practical to install a subsequent NTD in the Centralised Deployment location

 **nbn** determines that it is practical to install a subsequent NTD in an alternative Centralised Deployment location which your organisation may use to supply an RSP Product (or support the supply of a Downstream Product) to the Non-Addressable Object,

and all of the following conditions are met:

 **nbn** determines that the Fibre Network or HFC Network (as applicable) can support the requested additional connectivity to the Premises without **nbn** installing additional network resources

 **nbn** determines that the relevant Centralised Deployment location can support the subsequent NTD (including considering environmental factors and requirements of owners, occupiers and managers of the Multi-Premises Site) without **nbn** having to modify the Centralised Deployment location or incur incremental costs to access the Centralised Deployment location

* For an NTD Replace, there is no Battery Backup Service or UNI-V supplied to your organisation or any Other RSP in respect of the NTD being replaced.

**nbn** may (in its discretion) accept an order for a Subsequent Installation of an NTD if the conditions above are not met. If **nbn** accepts an order for a Subsequent Installation of an NTD, it will process that order subject to the following:

|  |  |
| --- | --- |
| P4255C1T227#yIS1 | The Service Class for the relevant Premises or Non-Addressable Object will be changed to:   * Service Class 2 where a physical connection is in place between the NAP and the PCD (including where the Drop Fibre and PCD are installed as part of the Fibre Network) and no augmentation or patching between the PCD and the NAP is required for the supply of the relevant Ordered Product; or * Service Class 1 where a physical connection is not in place between the NAP and the PCD or augmentation or patching between the PCD and the NAP is required for the supply of the relevant Ordered Product.   **Note:** These updates may not necessarily be reflected in the **nbn**® Platform Interfacing Service. |
| P4258C3T227#yIS1 | The Service Class for the relevant Premises will be changed to Service Class 5 for **nbn**® Ethernet (Wireless). |
| P4261C5T227#yIS1 | The Service Class for the relevant Premises or Non-Addressable Object will be changed to:   Service Class 22 (as applicable to the relevant Premises or Non-Addressable Object) for **nbn**® Ethernet (HFC); or   Service Class 23 (as applicable to the relevant Premises or Non-Addressable Object), if   an RSP Professional Installation – HFC;   an End User Installation – HFC (**nbn** Dispatched); or   an End User Installation – HFC (RSP Dispatched)  is accepted in accordance with section 4.6.6 **nbn**® Ethernet (HFC) Installation Options. |
| P4270C7T227#yIS1 P4270C7T227#yIS2P4270C7T227#yIS3 | Site Qualification for this Premises subject to the above Service Class changes may not reflect this change in the Service Class. |

The order for the Subsequent Installation will proceed as a Connect Order in accordance with:

 Section 4.5.2.1 Interactions: Connect Order; or

 if, an RSP Professional Installation – HFC, an End User Installation – HFC (**nbn** Dispatched), or an End User Installation – HFC (RSP Dispatched) is accepted, the relevant subsection in section 4.6.6 **nbn**® Ethernet (HFC) Installation Options.

[…]

4.6.6 **nbn**® Ethernet (HFC) Installation Options

|  |  |
| --- | --- |
| P4279C1T228#yIS1 | This section applies to Connect Orders and Modify Orders for **nbn**® Ethernet (HFC) for Service Class 23 and Service Class 24 Premises (additional HFC-NTD installation or missing HFC-NTD only) - see section 4.3.1.4 NTD Shortfall. |

4.6.6.1 HFC Installation Workforce options

|  |  |
| --- | --- |
| P4284C1T229#yIS1 | **Important**: Your organisation must have successfully completed relevant On-boarding before submitting a Connect Order or Modify Order in respect of installation options using Self-Install Kit – HFC. |

When submitting a Connect Order for **nbn**® Ethernet (HFC) in respect of a Service Class 23 or Service Class 24 Premises (additional HFC-NTD Installation or replacement of missing HFC-NTD only) or a Modify Order that involves an NTD Replace, your organisation must select one of the following Installation workforce options:

|  |  |  |
| --- | --- | --- |
| Connect Order installation option | Installation workforce | Self-Install Kit - HFC |
| * **nbn** Professional Installation – HFC * RSP Professional Installation – HFC | * “**nbn**® Install” * “RSP Install” | û  ü |
| End User Installation - HFC   * End User Installation – HFC (**nbn** Dispatched) * End User Installation – HFC (RSP Dispatched) | * “**nbn**® Install End User” * “RSP Install End User” | ü  ü |

|  |  |
| --- | --- |
| P4312C1T231#yIS1 | **Important:** In respect of installations using the End User Installation – HFC (RSP Dispatched) or RSP Professional Installation – HFC installation options, your organisation must comply with, and must procure that your Downstream Service Providers comply with, the Supply Terms for the Self-Install Kit – HFC & FTTC. |

4.6.6.2 Eligibility criteria for using Self-Install Kit – HFC

|  |  |
| --- | --- |
| P4317C1T232#yIS1 | **Important:** **nbn** is not able to determine the complexity of the Premises for:   * an End User Installation – HFC (**nbn** Dispatched), or * an End User Installation – HFC (RSP Dispatched). |

Prior to submitting a Connect Order or Modify Order in respect of:

* an End User Installation – HFC (**nbn** Dispatched); or
* an End User Installation – HFC (RSP Dispatched),

your organisation must use (and must procure each Downstream Service Provider, uses) reasonable endeavours to determine that the selected installation option is appropriate for the Premises.

These steps include, but are not limited to, ensuring that:

* A Self-Installation Consent - HFC has been obtained for installation options where the Contracted End User installs the Connecting Equipment;
* Determining that the Contracted End User can identify and locate the HFC Wall Outlet, see HFC Checklist – Self Install Kit;
* The Premises does not require Rearrangement / Modification, see section 4.7.1 Interactions: Rearrangement, Removal or Repair;
* The order is not an Accelerated Connection order; and
* The Premises is not a Multiple RF Device Premises in respect of which a **nbn** Professional Installation - HFC must be ordered, see 4.6.6.3 Multiple RF Device Premises.

|  |  |
| --- | --- |
| P4334C1T233#yIS1 | **Important**: Your organisation must request an **nbn** Professional Installation - HFC where the Connect Order is for an Accelerated Connection. |

4.6.6.3 Multiple RF Device Premises

Your organisation must request an **nbn** Professional Installation - HFC or a Subsequent Installation of an HFC-NTD for **Multiple RF Device Premises** in accordance with the following table:

| Number of RF Signal Terminating Devices at Premises | Service Class | HFC-NTD status | Subsequent Installation of an NTD | nbn Professional Installation - HFC |
| --- | --- | --- | --- | --- |
| ≥ 3 | 24 | Missing | û | ü |
| ≥ 3 | 24 | No UNI ports available | ü | û |
| ≥ 3 | 23 | N/A | û | ü |

|  |  |
| --- | --- |
| P4364C1T235#yIS1 | **Important:** Your organisation may submit a Connect Order for a Subsequent Installation of an NTD (see section 4.6.5 Subsequent Installations of NTDs) by requesting one of the following installation options an RSP Professional Installation – HFC; an End User Installation – HFC (RSP Dispatched); or an End User Installation – HFC (**nbn** Dispatched), if:   * there are no UNI ports available on the existing HFC-NTD; * the Premises is not a Multiple RF Device Premises; and * there is an available Wall Outlet at the Premises. |

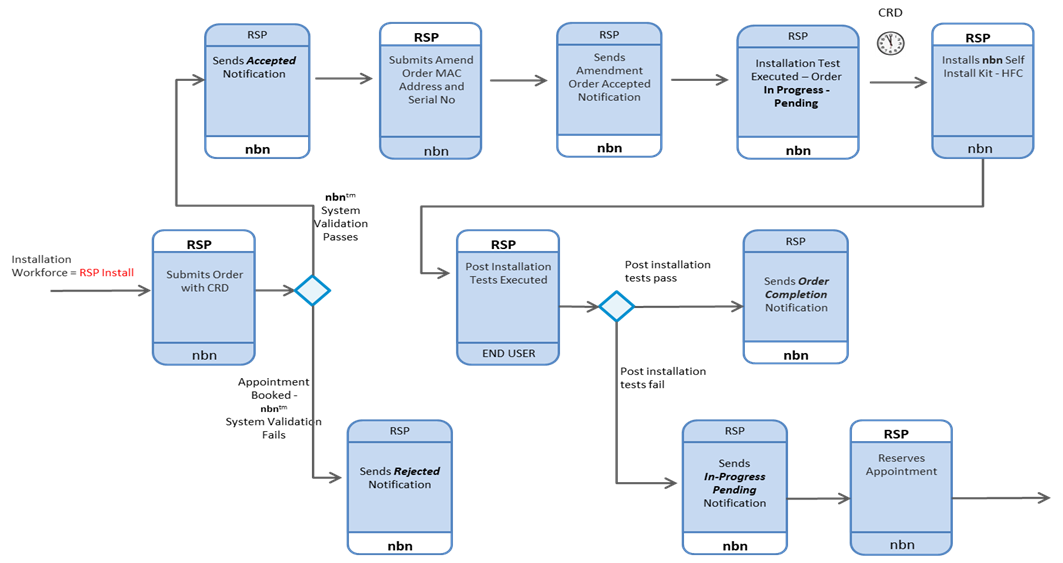
4.6.6.4 Submitting Connect Orders and Modify Orders for Self-Install Kit - HFC

The following table describes the interactions that may occur when submitting a Connect Order in respect of a Service Class 23 Premises or Service Class 24 Premises (missing HFC-NTD or no UNI port available) or a Modify Order that involves an NTD Replace.

| Who | Activity |
| --- | --- |
| Your organisation… | May submit a Connect Order or Modify Order requesting one of the installation of the HFC-NTD Connecting Equipment using installation options set out in section 4.6.6.1 HFC Installation Workforce options in accordance with the terms of this section 4.6.6 **nbn**® Ethernet (HFC) Installation Options.  Must provide the Contracted End User with your organisation’s contact details from which assistance can be obtained if the Contracted End User has questions or issues with the installation process.  A Connect Order or Modify Order with an installation option using the Self-Install Kit - HFC may be cancelled or the installation option amended at any time prior the Point of No Return in accordance with section 4.5.1.4 Point of No Return.  *(If* ***nbn*** *advises that the Self-Install Kit - HFC could not be delivered)* May submit an Amendment Order requesting an **nbn** Professional Installation - HFC or cancel the order in accordance with section 4.5.1.3 Cancelling Orders.  For details on Orders where the Installation workforce is:   * “RSP Install” see section 4.6.6.5 RSP Professional Installation – HFC, or * “RSP Install End User” see section 4.6.6.6 End User Installation – HFC (RSP Dispatched), or * “**nbn**® Install End User” see section 4.6.6.7 End User Installation – HFC (**nbn** Dispatched), or * “**nbn**® Install” see section 4.6.6.8 **nbn** Professional Installation – HFC. |
| nbn... | In respect of:   * RSP Professional Installation – HFC, or * End User Installation – HFC (**nbn** Dispatched), or * End User Installation – HFC (RSP Dispatched)   will update the Status of the order to **Rejected** if an Installation Appointment has been associated with the order. |

4.6.6.5 RSP Professional Installation – HFC

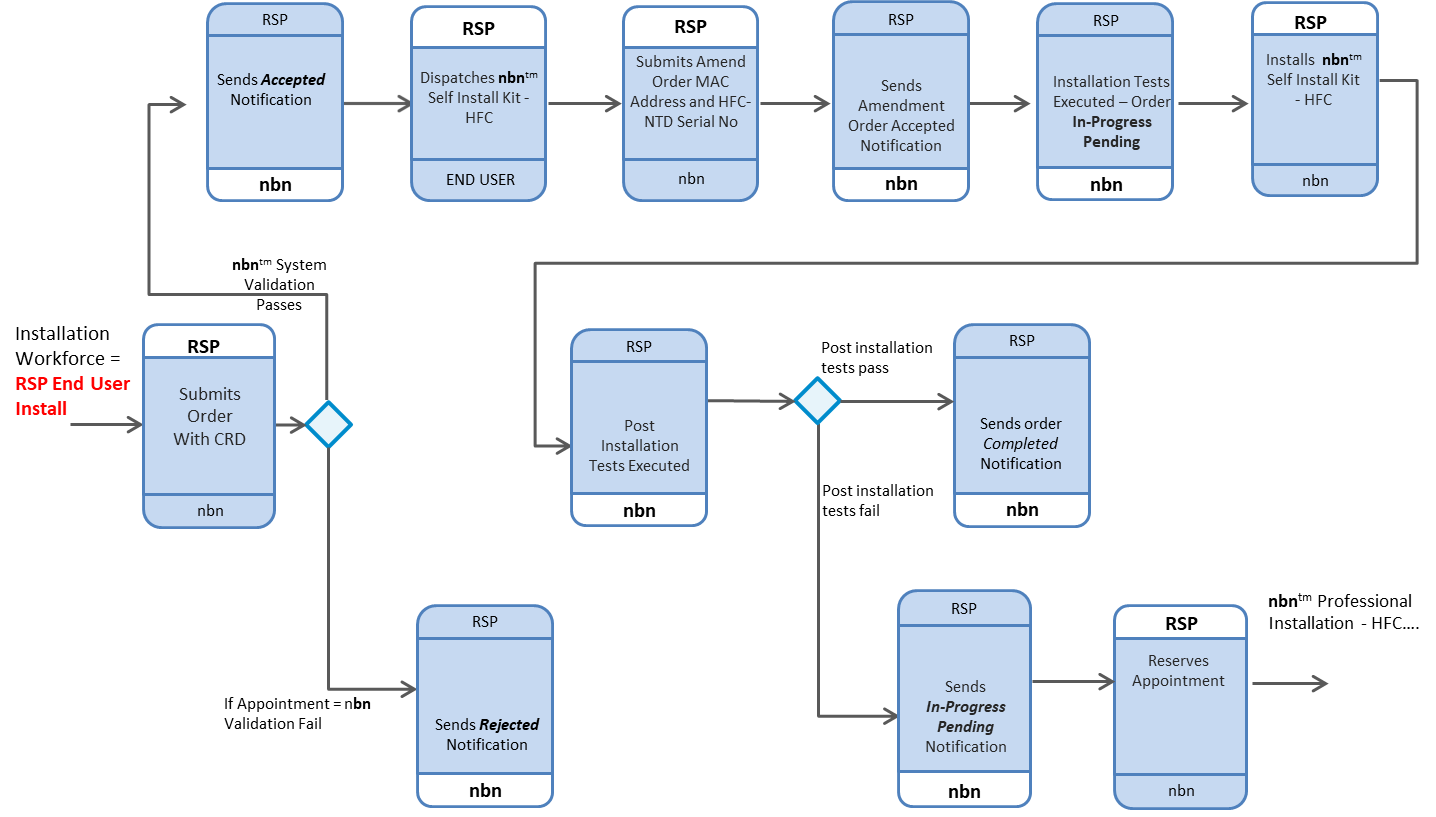
The following diagram and table describes the high level interactions between **nbn** and your organisation that may arise from submitting a Connect Order or Modify Order selecting RSP Professional Installation – HFC (with the Installation workforce option “**RSP Install”**).



|  |  |
| --- | --- |
| Who | Activity |
| Your organisation… | * Must provide a Customer Required Date in respect of the order, see section 6.7.2 Order Lead Times for required lead time. * Must ensure that prior to submitting a Connect Order or Modify Order that it has sufficient stock of the Self-Install Kit - HFC on hand to successfully activate the service. * May update the order with the HFC-NTD MAC Address and HFC-NTD Serial Number if it is available at the time of submitting the order. * Must ensure that the Customer Required Date is requested on the day your organisation is scheduled to attend the Premises. |
| nbn… | Sends Order Accepted Notification and updates the Order Status to **In Progress** –**Pending.** |
| Your organisation… | (*If not provided)* Updates the order by submitting the HFC-NTD MAC Address and HFC-NTD Serial Number by means of either an Amendment Order or by such other means provided by **nbn** to your organisation from time to time to perform this task.  **Note**: **nbn** intends to provide an application to allow your organisation to update the order by adding the HFC-NTD MAC Address and HFC NTD Serial Number while in attendance at the Premises. **nbn** will notify your organisation when the application is available. |
| nbn… | * *(If required)* Sends an Amendment Order Accepted Notification. * Performs the installation test and the order remains in **In Progress - Pending** if the HFC-NTD is not detected on the **nbn**® Network. |
| Your organisation… | * Installs the Self-Install Kit - HFC in accordance with the On-boarding processes and practices and after the HFC-NTD is detected on the **nbn**® Network, post installation tests are executed. * (*If the automated HFC-NTD post installation tests complete successfully)* Obtains confirmation from the Appointment Representative that the service has been successfully activated. * (*If the automated HFC-NTD post installation tests do not complete successfully or the HFC-NTD otherwise fails to operate after being correctly installed*) May perform troubleshooting activities in accordance with the nbn® HFC User Guide, including replacing the HFC-NTD. |
| nbn… | * *(If the automated HFC-NTD post installation tests complete successfully)* Sends a passed post installation test notification, updates the Order Status to **Complete** and sends an Order Completed Notification. * (*If the automated HFC-NTD post installation tests do not complete successfully*) Sends a failed post installation test notification. The Order Status is **In Progress – Pending**. |
| Your Organisation… | *(If the HFC-NTD is not activated successfully, the Order Status remains* ***In Progress – Pending***) Must update the order installation workforce to request an **nbn** Professional Installation - HFC and reserve an Installation Appointment. |
| Your Organisation… | *(If the HFC-NTD has not been activated by the end of the Customer Required Date)* See section 4.6.6.9 Failure to Activate by end of Customer Required Date. |

4.6.6.6 End User Installation – HFC (RSP Dispatched)

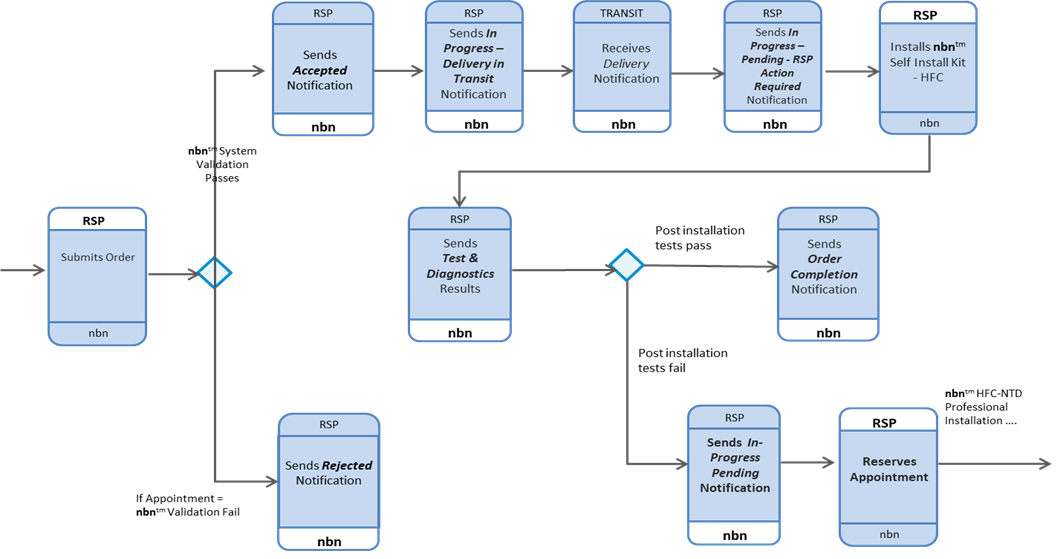
The following diagram and table describes the high level interactions between **nbn** and your organisation that may occur when submitting a Connect Order or Modify Order selecting the End User Installation – HFC (RSP Dispatched) (with the Installation workforce option “RSP Install - End User”).



| Who | Activity |
| --- | --- |
| Your organisation… | * Must provide a Customer Required Date in respect of the order, see section 6.7.2 Order Lead Times for required lead time for required lead time. * Must ensure that prior to submitting a Connect Order or Modify Order that it has sufficient stock of Self-Install Kit – HFC on hand to successfully activate the service. * Must ensure that the Self-Install Kit – HFC is dispatched to the Contracted End User to allow for it to be installed on the Customer Required Date. * May update the order with the HFC-NTD MAC Address and HFC-NTD Serial Number if it is available at the time of submitting the order. |
| nbn... | Upon submission of the Order, sends Order Accepted Notification and updates the Order Status to **In Progress - Pending**. |
| Your organisation… | Updates the HFC-NTD MAC Address and HFC-NTD Serial Number by means of either an Amendment Order or by such other means provided by **nbn** to your organisation from time to time to perform this task. |
| nbn… | * Sends an Amendment Order Accepted Notification. * Performs the installation test and the Order remains in **In Progress - Pending** if the HFC-NTD is not detected on the **nbn**® Network. |
| Your organisation... | * Must ensure that the Contracted End User promptly installs the **nbn**® Self Install Kit - HFC on or before the Customer Required Date in accordance with the accompanying installation instructions. * If necessary, provides remote assistance to Contracted End User with respect to troubleshooting the installation of the **nbn**® Self Install Kit - HFC. |
| nbn... | * (*When the HFC-NTD is detected on the* ***nbn****® Network*) Will launch automated post installation tests. * *(If the automated post installation tests complete successfully)* Will send a passed post installation tests notification and update the order Status to **Complete** and send an Order Complete Notification. * (*If the post installation tests are not completed successfully or the HFC-NTD otherwise fails to operate after being correctly installed*) Sends your organisation a failed post installation tests notification requiring action by your organisation. The Order Status is **In Progress – Pending**. |
| Your organisation... | *(If the Self-Install Kit – HFC;*   * *is not received by the Contracted End User by the Customer Required Date; or* * *fails to operate after being installed*)   May   * + dispatch a new Self-Install Kit – HFC to the Contracted End User and submit an Amendment Order updating the HFC-NTD MAC Address, HFC-NTD Serial Number and Customer Required Date; or   + submit an Amendment Order updating the order installation workforce to **nbn** Professional Installation - HFC and reserve an Installation Appointment.   See section 4.6.6.10 Recovery of faulty or unused Self-Install Kit. |
| **nbn…** | (*If the HFC-NTD has not activated at the end of the Customer Required Date*) See section 4.6.6.9 Failure to Activate by end of Customer Required Date. |

4.6.6.7 End User Installation – HFC (**nbn** Dispatched)

The following diagram and table describes the high level interactions between **nbn** and your organisation that may arise from submitting a Connect Order or Modify Order selecting End User Installation – HFC (**nbn** Dispatched).



| Who | Activity |
| --- | --- |
| **Your organisation…** | * Must provide the Contracted End User name and mobile telephone number, and may submit the Contracted End User’s email address (optional). * (*If the Contracted End User has provided an Authority to Leave the Self-Install Kit – HFC*) May update the Authority to Leave field on the order. * *(If the delivery address for the Self-Install Kit – HFC is not the same as the Premises)* Must provide a delivery address validated by your organisation to which the Self-Install Kit – HFC will be dispatched. |
| **nbn…** | * Sends Order Accepted Notification and updates the Order Status to **In Progress**. * Dispatches the Self-Install Kit – HFC to the Contracted End User’s delivery address and updates the Order Status to **In Progress – delivery in transit**. * *(When* ***nbn*** *dispatches the Self-Install Kit – HFC)* Updates the order with the in transit date and time and sends a delivery in transit notification containing the Order ID and shipping tracking identifier. * Upon delivery of the Self-Install Kit - HFC to the Contracted End User’s delivery address (or their authorised representative aged 18 or over), updates the Order Status to **In Progress – Pending**. |
| **Your organisation…** | * Must ensure that the Contracted End User promptly installs the **nbn**® Self Install Kit - HFC in accordance with the accompanying installation instructions. * If necessary, provides remote assistance to Contracted End User with respect to troubleshooting the installation of the **nbn**® Self Install Kit - HFC. |
| **nbn...** | * (*When the HFC-NTD is detected on the* ***nbn****® Network*), Will launch automated post installation tests. * *(If the automated post installation tests complete successfully)* Sends your organisation a passed post installation tests notification, and updates the Order Status to **Complete**. * (*If the post installation tests are not completed successfully or the HFC-NTD otherwise fails to operate after being correctly installed*) Sends your organisation a failed post installation tests notification requiring action by your organisation. The Order Status remains **In Progress – Pending.** |
| **Your organisation…** | * (*Following receipt of a failed post installation tests notification)* May retrigger the post installation tests with the Contracted End User. * *(If the HFC-NTD is not activated)* May amend the order Installation workforce to request an **nbn** Professional Installation - HFC and reserve an Installation Appointment. |
| **nbn...** | The **nbn**® installation technician will collect the faulty or unused Self-Install Kit – HFC from the Premises. |

[…]

Module 5: Assurance

[…]

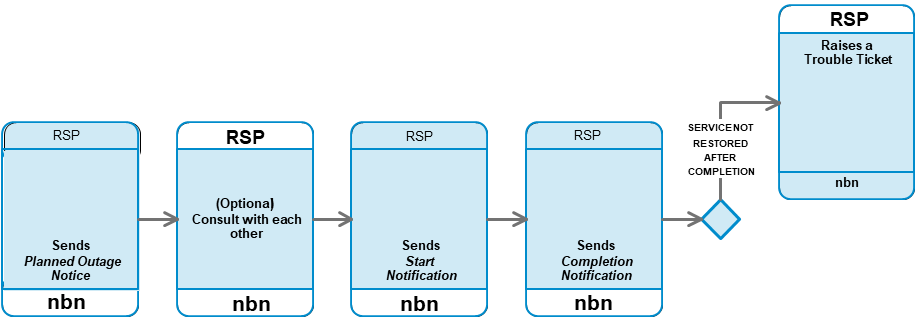
5.5 Planned Outages and Emergency Outages

5.5.1 Planned Outage

A Planned Outage may be carried out when **nbn** or a third party implements a change (including a change to an electricity distribution network) that may impact the services and/or Ordered Products provided by **nbn**, including the **nbn**® Platform Interfacing Service.

5.5.1.1 Interactions: Planned Outage

The following diagram illustrates the interactions between your organisation and **nbn** that can arise from a Planned Outage.



Description

The following table describes the interactions between your organisation and **nbn** that can arise from a Planned Outage.

| Who | Activity |
| --- | --- |
| **nbn …** | Sends your organisation a Planned Outage Notice. |
| **nbn and Your organisation...** | Consult in accordance with clause C15.1 of the Head Terms. |
| **nbn…** | Sends your organisation a Start Notification. |
| **nbn…** | (*Upon completion of the Planned Outage*) Sends your organisation a Completion Notification. |
| **Your organisation...** | (*If the service is not restored following completion of the Planned Outage)* Must raise a Trouble Ticket with **nbn** in relation to that issue. |

5.5.1.2 Notification Channel

**nbn** will send Planned Outage Notices, Start Notifications and Completion Notifications to the relevant email address for your organisation as specified in the Contact Matrix.

5.5.1.3 Planned Outage Notice: Contents

In each Planned Outage Notice, **nbn** will include all of the following information (as applicable):

 A unique reference number

 Start and end date/time for the proposed Planned Outage

 Details and timeframes of the services and/or Ordered Products that will, or are likely to be, affected (if any); this will include, where known, the impact of the Planned Outage on your organisation (if any)

 The expected timeframe for the implementation of the Planned Outage

 If the Planned Outage is an:

* + FTTC Rollout Planned Outage
  + HFC Rollout Planned Outage;
  + NPIS Preventative Maintenance Outage;
  + Fibre Upgrade Outage;
  + NNI Migration Outage; or
  + NTD Replace Outage

 If the Planned Outage is an NPIS Preventative Maintenance Outage, the reason for the NPIS Preventative Maintenance Outage

 If the Planned Outage will affect the **nbn**® Platform Interfacing Service, any workarounds that **nbn** will implement.

**nbn** will perform Planned Outages in accordance with the timeframes set out in the relevant Planned Outage Notice.

|  |  |
| --- | --- |
| P6398C1T339#yIS1 | **Important**: Information provided by **nbn** regarding a Planned Outage at a Type 2 Facility will be limited to the information **nbn** is able to provide, based on its arrangements with the Underlying Facility Provider. |

5.5.1.4 Planned Outage Activities: Times

Subject to clause C15 of the Head Terms, **nbn** will provide your organisation with:

 At least 10 Business Days’ notice of a Planned Outage, other than for NPIS Preventative Maintenance Outages (see below), NNI Migration Outages (see below), Fibre Upgrade Outages (see section 5.5.5 Fibre Upgrade Outage) and NTD Replace Outages (see section 5.5.7 – NTD Replace Outage);

 In respect of an NPIS Preventative Maintenance Outage, as much notice as reasonably practicable in the circumstances but, in any event, by 5pm AET on the day in which the relevant Planned Outage Window for that NPIS Preventative Maintenance Outage commences;

 In respect of an NNI Migration Outage, at least 1 Business Day notice; or

 Where the relevant change is to perform any work including maintenance, repair, rationalisation or remediation involving any electricity distribution network to which the **nbn**® Network is connected, as much notice as is feasible in the circumstances having regard to **nbn**’s dependence on any relevant third party.

|  |
| --- |
| Will nbn perform Planned Outage activities outside of these times?  Yes, including (but not limited to) any of the following circumstances:   **nbn** needs to perform Planned Outage activities during the day (as a result of, for example, health, safety and environment issues)   **nbn** needs to accommodate the requirements of a Third Party Supplier. |

**nbn** will restore the services and/or Ordered Products affected by the Planned Outage within the timeframes set out in the related Planned Outage Notice.

|  |
| --- |
| **Note**: If a Planned Outage event extends beyond the notified Planned Outage period, **nbn** will treat and manage the outage as a Service Fault. If **nbn** becomes aware that a Planned Outage has not been restored, it will raise a Trouble Ticket.  If the Planned Outage relates to a Type 2 Facility, **nbn** may extend the notified Planned Outage period for that Planned Outage and will provide your organisation with notice of any such extension. |

5.5.1.5 Planned Outage Completion

**nbn** will notify your organisation of the completion of a Planned Outage by sending a Completion Notification to your organisation through the **nbn**® Service Portal or B2B Access.

If, on receipt of the Completion Notification, your organisation reasonably considers either or both of the following have occurred, your organisation may submit a Trouble Ticket:

 A Planned Outage has not been restored

 Your organisation’s services and/or Ordered Products have been adversely affected by the Planned Outage, beyond what was originally expected or notified.

|  |
| --- |
| **Note**: Normal Trouble Ticket processes apply in dealing with a Trouble Ticket raised for this purpose. |

[…]

5.5.7 NTD Replace Outage

Where **nbn** performs an NTD Replace, there will be a temporary service interruption in respect of any ordered products supplied to the NTD being replaced. If your organisation and an Other RSP are both acquiring ordered products in respect of the same NTD, **nbn** will provide your organisation and that Other RSP with at least 1 Business Days’ notice of such interruption.

[…]

Module 6: Appointments

[…]

6.2 Appointment Overview

6.2.1 Appointment Status; description

The following table defines the different Appointment Status states that apply and the activities which must be performed by **nbn** or your organisation in those circumstances, or the options that apply in those circumstances.

| Status | Description |
| --- | --- |
| Reserved | Your organisation or **nbn** reserves an Appointment on behalf of your organisation.  **nbn** allocates a unique Appointment ID and validates the Appointment.  **Note**: Your organisation can request that the Reserved Appointment be rescheduled in accordance with section 6.4 Rescheduling Appointments.   |  |  | | --- | --- | | P6558C4T355#yIS1 | **Important**:   The Appointment must be associated with a valid order or Trouble Ticket.   Where the order or Trouble Ticket has a status of In Progress – Pending, your organisation must confirm that all required information has been provided and all required actions have been completed prior to reserving a new Appointment or rescheduling an existing Appointment in connection with that order or Trouble Ticket.   If **nbn** does not receive all of the information required or requested from your organisation in order to validate the Appointment request prior to the expiration of the Appointment request, **nbn** will cancel the Appointment and change the Appointment Status to Cancelled.   Where applicable, your organisation must arrange for the Appointment Representative to be present at the time of the Appointment.   For **nbn**® Ethernet (Satellite), when your organisation reserves an Appointment through the **nbn**® Service Portal or B2B Access, your organisation is reserving capacity. **nbn** will attempt to contact the Appointment Representative to schedule the Actual Appointment in accordance with section 6.3.2 New Appointment Process. | |
| Booked | **nbn** successfully validates the Appointment request and confirms the Appointment.   |  |  | | --- | --- | | P6570C6T355#yIS1 | (*For Appointments in respect of* ***nbn****® Ethernet (Satellite)*) **nbn** will then attempt to make contact with the Appointment Representative) to schedule an Actual Appointment |   Your organisation must also keep Appointment Representative informed of any changes to the Appointment in accordance with section 6.4 Rescheduling Appointments.   |  |  | | --- | --- | | P6575C6T355#yIS1 | **Exception**: For **nbn**® Ethernet (Satellite) your organisation’s responsibility for communicating the Appointment cancellation or reschedule with the Appointment Representative is limited to cases where your organisation has initiated the cancellation or reschedule. In all other cases **nbn** is responsible for communicating all Appointment rescheduling with the Appointment Representative. | |
| In Progress | **nbn** undertakes the necessary field work for the Appointment.  **Example**: The activation of a service or progressing a Trouble Ticket   |  |  | | --- | --- | | P6583C8T355#yIS1 | **Important**: Your organisation can only reschedule or cancel an In Progress Appointment in accordance with section 6.4 Rescheduling Appointments and section 6.5 Cancelling Appointments(respectively). | |
| Complete | The Appointment has concluded.  Examples:   The technician has finished the Installation or resolved the Service Fault, and left the site.   The Appointment Representative is not in attendance at the Premises when the technician arrives for the Appointment.  See the **nbn**® Ethernet Price List for details of Charges which may apply for Missed Appointments. |
| Incomplete | **nbn** notifies your organisation that a **Booked** or **In Progress** Appointment could not start or be completed.  Example reasons include:   Weather conditions   Hazard   Network event   Next-day visit required for completion (e.g. first job of the morning).   |  |  | | --- | --- | | P6603C12T355#yIS1 | Important: If an Appointment has a status of **Incomplete** and the Appointment is still required to complete the order or rectify the Service Fault (as applicable), your organisation must reschedule the Appointment in accordance with section 6.4.1 Updating and Rescheduling Appointments | |
| Cancelled | * Either your organisation or **nbn** has successfully cancelled either the order or Trouble Ticket related to the Appointment    A **Reserved** or **Booked** Appointment if the Booked Appointment was cancelled before the timeframes set out in section 6.5.3 Required notice periods for Appointment cancellation by your organisation.   **nbn** has received a late cancellation request, during the Booked stage, within the timeframes set out in section 6.5.3 Required notice periods for Appointment cancellation by your organisation.   **nbn** has received a communication from the Contracted End User or Appointment Representative indicating that a prerequisite for the Appointment will not be met (such as attendance at the Premises or consent to removal of a Power Supply with Battery Backup Unit).   **nbn** notifies your organisation that a Reserved Appointment has expired. |

[…]

6.5 Cancelling Appointments

|  |  |
| --- | --- |
| P7016C1T375#yIS1 | **Note**: The restrictions to cancelling an Appointment in this section do not apply while an Appointment has a **Reserved** Appointment Status. |

Either your organisation or **nbn** may cancel an Appointment where permitted by this document. Upon successful cancellation, **nbn** will update the status of the Appointment to Cancelled through the **nbn**® Service Portal or B2B Access.

If your organisation wants to cancel an Appointment, your organisation is required to provide the period of notice before cancelling the Appointment set out in section 6.5.3 Required notice periods for Appointment cancellation by your organisation.

See section 6.2.5 Appointment Communication Responsibilities for details of responsibility for communications regarding Appointments.

Either party may cancel an Appointment which has a **Reserved** or **Booked** Appointment Status.

6.5.1 Cancelled Appointment (by your Organisation)

The steps comprising the process for your organisation cancelling an Appointment, and the associated activities **nbn** and your organisation must perform in relation to each step are defined in the table below.

| Who | Activity |
| --- | --- |
| Your organisation... |  (*Where the Appointment is cancelled with the required notice period*) Must cancel the relevant Appointment, referenced by its Appointment ID, through the **nbn**® Service Portal or B2B Access.   (*Where your organisation is seeking to cancel the Appointment with less than the required notice period or your organisation is otherwise unable to cancel the relevant Appointment through the* ***nbn****® Service Portal or B2B Access*) Must contact **nbn** as detailed in section 6.5.3 Required notice periods for Appointment cancellation by your organisation. |
| nbn... | Confirms cancellation of the Appointment with your organisation. |
| Your organisation... | Must confirm with **nbn** that your organisation will do the following:   Request a new Appointment through the **nbn**® Service Portal or B2B Access (if required) and update the associated Access Component order or Trouble Ticket with the new Appointment ID; or   Cancel the order or Trouble Ticket that was associated with the old Appointment ID by sending a request to **nbn** to cancel the order or resolve the Trouble Ticket, through the **nbn**® Service Portal or B2B Access |

6.5.2 Cancelled Appointment (by **nbn)**

**nbn** may cancel an Appointment in the following circumstances:

 An Appointment with the Appointment Status of Reserved reaches the end of its Sunset Period (refer to section 6.2.8 Reserved Appointments)

 Either your organisation or **nbn** cancels an order or Trouble Ticket associated with the Appointment

 Where **nbn** determines that a Trouble Ticket Appointment is not required in accordance with section 5.2.3.1 Interactions: Raising a Trouble Ticket with **nbn**

 An Appointment that is scheduled to occur before any Appointment window specified in section 5.2.3.1 Interactions: Raising a Trouble Ticket with **nbn**.

 Your organisation has cancelled a Trouble Ticket in accordance with section 5.2.14.2 Your Organisation initiates cancellation.

 **nbn** has received a communication from the Contracted End User or Appointment Representative indicating that a prerequisite for the Appointment will not be met (such as attendance at the Premises or consent to removal of a Power Supply with Battery Backup Unit).

6.5.3 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 Appointment  For 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 date  For all other Appointments, at least 4 hours prior to the scheduled start time |
| P7060C5T377#yIS1 | 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 Area  At least 48 hours prior to the scheduled Actual Appointment date for a Premises in an Isolated Area or Limited Access Area. |

6.7 Installation Specific Processes

6.7.1 Selecting Appointments

Installation activities to be undertaken by **nbn** must be performed by means of an Appointment (except as set out below), reserved through the **nbn**® Service Portal or B2B Access during the order creation process, based upon the following rules:

|  |  |
| --- | --- |
| P7108C1T381#yIS1 | **Important:**   If your organisation places a Connect Order as an Accelerated Connection and there are no Accelerated Appointments available, then your organisation should select a Standard Appointment for that Connect Order. Refer to the **nbn**® Ethernet Service Levels Schedule which describes which Service Levels will apply if there are no available Accelerated Connection Appointments.   Accelerated Appointments are only available for Connect Orders placed as an Accelerated Connection. If your organisation selects an Accelerated Appointment for an order that is not a Connect Order placed as an Accelerated Connection, the Service Levels for Accelerated Orders will not apply to that order.   If your organisation places an order for an Accelerated Connection at a Service Class 3, Service Class 13, Service Class 24 or Service Class 34 (in respect of which an FTTC-NCD Shortfall does not apply) Premises, it will be treated as an order for a Standard Connection and the relevant Standard Connection Service Levels (including the Service Levels where applicable, specified in section 1.3 of the **nbn**® Ethernet Service Level Schedule) will apply to the order. |

|  |  |
| --- | --- |
| P7115C1T382#yIS1 P7115C1T382#yIS2 P7115C1T382#yIS3 | **Important**: Your organisation may reserve an After Hours Installation Appointment via the **nbn**® Service Portal or B2B Access.  See the **nbn**® Ethernet Price List for details of Charges which apply for an After Hours Installation Appointment.  **Note**: After Hours Installation Appointments may be available within a Standard Connection service level window for orders with a Standard Connection Service Level or with an Accelerated Connection Service Level based on workforce availability. |

|  |  |
| --- | --- |
| P7121C1T383#yIS1 P7121C1T383#yIS2 P7121C1T383#yIS3 P7121C1T383#yIS4 | **Important**:   When making a Co-ordinated Appointment, your organisation must select one of the following:   Co-ordinated Appointment (Day)   Co-ordinated Appointment (Night)   Co-ordinated Appointments are not available for, and your organisation must not make Co-ordinated Appointments in respect of, Accelerated Connections or Priority Assistance Connections   Co-ordinated Appointments are only available in respect of Premises in an Urban Area, and at such other locations as **nbn** may determine at its discretion. Please contact your **nbn**® Relationship Point of Contact to check for availability outside of Urban Areas.  See the **nbn**® Ethernet Price List for details of Charges which apply for a Co-ordinated Appointment. |

|  |  |
| --- | --- |
| P7131C1T384#yIS1 | **Exception**: For an Appointment related to an **nbn**® Ethernet (Satellite) order, your organisation must reserve an Appointment through the **nbn**® Service Portal, but **nbn** will reschedule that Appointment in accordance with section 6.2.5 Appointment Communication Responsibilities. |

The following table provides details of orders including whether an Appointment is required or Appointment Representative attendance is required in respect of that order:

| Service Class | Technology | Order Type | Appointment Required | Appointment Representative attendance required |
| --- | --- | --- | --- | --- |
| 1 | Fibre | Connect Order | Yes | Yes |
| 2 | Fibre | Connect Order | Yes | Yes |
| 3 | Fibre | Connect Order for installation of an additional or replacement NTD and Power Supply Unit (Standard) | Yes | Yes |
| 3 | Fibre | Modify Order for installation of a replacement NTD and Power Supply Unit (Standard) | Yes | Yes |
| […] | […] | […] | […] | […] |
| 21 | HFC | Connect Order | Yes | Yes |
| 22 | HFC | Connect Order | Yes | Yes |
| 23 | HFC | Connect Order or Modify Order for an Installation (by **nbn** Professional Installation – HFC, including in respect of a Multiple RF Device Premises\*\*) | Yes | Yes |
| 23 | HFC | Connect Order or Modify Order for Self-Install Kit – HFC by:   RSP Professional Installation – HFC; or   End User Installation – HFC (RSP Dispatched); or   End User Installation – HFC (**nbn** Dispatched) | No | No\* |
| 24 | HFC | Connect Order for an additional NTD and Power Supply (by **nbn** Professional Installation – HFC, including in respect of a Multiple RF Device Premises\*\*) | Yes | Yes |
| 24 | HFC | Connect Order for a missing NTD and Power Supply (by **nbn** Professional Installation – HFC, including in respect of a Multiple RF Device Premises\*\*) | Yes | Yes |
| 24 | HFC | Connect Order for an additional NTD and Power Supply by:   RSP Professional Installation – HFC; or   End User Installation – HFC (RSP Dispatched); or   End User Installation – HFC (**nbn** Dispatched) | No | No\* |
| 24 | HFC | Connect Order for a missing NTD and Power Supply by:   RSP Professional Installation – HFC; or   End User Installation – HFC (RSP Dispatched); or   End User Installation – HFC (**nbn** Dispatched) | No | No\* |
| […] | […] | […] | […] | […] |
| 3, 6, 9, 13, 24 & 34 | All | Disconnect Order | No | No |

\* **Note:** For these Installation options your organisation is not required to reserve an Installation Appointment as **nbn** is not performing the Installation activities. This means that **nbn** does not require attendance by an Appointment Representative at the Premises. However for Installation by your organisation at Service Class 12 Premises, RSP Professional Installation – HFC or RSP Professional Installation - FTTC, **nbn** expects that your organisation will require the Appointment Representative to be in attendance at the Premises, in order for your organisation to perform the Installation activities inside the Premises.

\*\* **Note:** See section 4.6.6.3 Multiple RF Device Premises for a description of Multiple RF Device Premises.

Fibre Connect Program Letter Agreement

14 September 2025

Hello,

Fibre Connect Program

Australians are benefitting from increasingly data-intensive applications, leading more of us to seek higher bandwidth internet plans to support these applications. To meet this demand, **nbn** is continuing to upgrade and invest in the **nbn**® network to unlock its potential for more Australians.

Since December 2020, we have been working with RSPs to develop a process under which **nbn** will change the access technology used to serve certain premises, from **nbn**® Ethernet (FTTN) or **nbn**® Ethernet (FTTC), to **nbn**® Ethernet (Fibre). This will allow customers to order retail services powered by **nbn**® Ethernet (Fibre) which support higher speeds, more concurrent users, and a wider variety of applications.

This letter agreement sets out the terms and conditions on which **nbn** is offering Fibre Connect Waivers in connection with Fibre Connect Connections, as further detailed below.

Except as expressly set out below, nothing in this letter agreement affects the application of the Wholesale Broadband Agreement version 5 between **nbn** and your organisation (**WBA**), including with respect to Fair Use Policies, ordering and other operational processes. After the Term of this letter agreement, **nbn** will apply ancillary charges in accordance with the **nbn®** Ethernet Price List and any applicable Discounts, Credits, Rebates or Waivers that apply from time to time.

Please request an executable of this letter from [Customer\_Contracting@nbnco.com.au](mailto:Customer_Contracting@nbnco.com.au) as soon as possible to take advantage of this offer. Alternatively, if you would like to execute this letter using DocuSign, please request this via email to [Customer\_Contracting@nbnco.com.au](mailto:Customer_Contracting@nbnco.com.au).

Your **nbn**® account manager is ready to help your organisation with anything contained in this letter. If you have any other questions about this letter, please contact us by email at [Customer\_Contracting@nbnco.com.au](mailto:Customer_Contracting@nbnco.com.au).

1. Definitions
2. Any capitalised term used but not defined in this letter agreement has the meaning given to that term in the WBA.

For the purposes of this letter agreement:

* 1. **Downgrade Event Limit** means each of the following:

1. for the Observation Period commencing on the Program Commencement Date, the amount that is equal to 10% of the Observed Connection Events in that Observation Period; and
2. for each subsequent Observation Period, the amount that is equal to 10% of the Observed Connection Events in that Observation Period.
   1. **Excess Downgrade Event** means, for a given Observation Period, each Observed Downgrade Event in that Observation Period in excess of a threshold equal to the Total Downgrade Limit with Rollover.
   2. **Fibre Connect Eligible Order** means a Connect Order for an AVC TC-4 with a bandwidth profile of 100/40 Mbps or higher for which nbn performs a Fibre Connect Connection.
   3. **Fibre Connect Waiver** has the meaning given to that term in paragraph 4.
   4. **FTTN/C Fibre Upgrade Installation (1 Port NTD) Charge** means the non-recurring Charge for an FTTN/C Fibre Upgrade Installation (1 Port NTD) set out in the WBA **nbn**® Ethernet Price List.
   5. **FTTN/C Fibre Upgrade Installation (4 Port NTD) Charge** means the non-recurring Charge for an FTTN/C Fibre Upgrade Installation (4 Port NTD) set out in the WBA **nbn**® Ethernet Price List.
   6. **Observation Period** means each of the following:
      1. the 12 month period commencing on the Program Commencement Date; and
      2. each subsequent 12 month period commencing on an anniversary of the Program Commencement Date.
   7. **Observed Connection Events** means, for a given Observation Period, the number of Fibre Connect Eligible Orders completed by **nbn** during that Observation Period.
   8. **Observed Downgrade Event** means, for a given Observation Period, a Disconnect Order or Downgrade Order for either an Original Fibre Service or Subsequent Fibre Service for which each of the following conditions is met:
      1. the Disconnect Order or Downgrade Order is completed by **nbn** during that Observation Period;
      2. the Disconnect Order or Downgrade Order was acknowledged by **nbn** on a date that is less than 12 months after the Connect Order for the Original Fibre Service for that Premises was completed; and
      3. at the time the Disconnect Order or Downgrade Order is completed:
         1. **nbn** is not supplying an Other Fibre Service in respect of that Premises; and
         2. **nbn** is not continuing to supply your organisation with an Original Fibre Service or any Subsequent Fibre Service in respect of that Premises,

where:

* + 1. **Disconnect Order** has the meaning given to that term in the WBA;
    2. **Downgrade Order** means a Modify Order for an Ordered Product such that the modified Ordered Product no longer includes a Qualifying Product Component;
    3. **Original Fibre Service** means an Ordered Product that was connected via a Fibre Connect Eligible Order placed by your organisation;
    4. **Other Fibre Service** means an **nbn**® Ethernet (Fibre)ordered product supplied to an Other RSP;
    5. **Subsequent Fibre Service** means an **nbn**® Ethernet (Fibre) Ordered Product with a Qualifying Product Component that is not an Original Fibre Service, supplied to your organisation,

provided that if both a Downgrade Order and Disconnect Order are completed by **nbn** for the same Ordered Product, or multiple Downgrade Orders are completed by **nbn** for the same Ordered Product, only the first will constitute an Observed Downgrade Event.

***Note:*** *For clarity, a Network Activity (COAT) or Proactive COAT does not constitute a Fibre Connect Connection and is therefore not taken into account when assessing Observed Downgrade Events.*

|  |
| --- |
| ***Note:*** *A service transfer of an* ***nbn****® Ethernet (Ordered Product) to an Other Gaining RSP is not an Observed Downgrade Event.* |

* 1. **Program Commencement Date** means 22 March 2022.
  2. **Qualifying Product Component** means an **nbn**® Ethernet (Fibre) AVC TC-4 Product Component that has a bandwidth profile of 100/40 Mbps or higher (subject to the Note below).

|  |
| --- |
| **Note:** If **nbn** completes a Modify Order or a Disconnect Order before 3 July 2024, and the Original Access Technology at the relevant Premises was the FTTC Network, the Qualifying Product Component is an **nbn**® Ethernet (Fibre) AVC TC-4 Product Component that has a bandwidth profile of Home Superfast or higher. This is relevant in determining whether an Observed Downgrade Event has occurred.  For Premises previously served by the FTTC Network with a Modify Order or Disconnect Order completed before 3 July 2024:   * + - * A Modify Order will be an Observed Downgrade Event unless:       * the Modify Order results in the Ordered Product having an AVC TC-4 bandwidth profile of Home Superfast or higher;   after **nbn** completes the Modify Order, **nbn** is still supplying another **nbn**® Ethernet (Fibre) Ordered Product to your organisation at that Premises with an AVC TC-4 bandwidth profile of Home Superfast or higher (or supplying an Other Fibre Service to an Other RSP); or  **nbn** acknowledged the Modify Order more than 12 months after the date on which **nbn** completed the original Fibre Connect Connection.   * + - * A Disconnect Order will be an Observed Downgrade Event unless:   after **nbn** completes the Disconnect Order, **nbn** is still supplying another **nbn**® Ethernet (Fibre) Ordered Product to your organisation at that Premises with an AVC TC-4 bandwidth profile of Home Superfast or higher (or supplying an Other Fibre Service to an Other RSP); or  **nbn** acknowledged the Disconnect Order more than 12 months after the date on which **nbn** completed the original Fibre Connect Connection. |

* 1. **Rollover Allowance** means, for an Observation Period, the following:
     1. if the Observed Downgrade Events for the immediately prior Observation Period equals or exceeds the Total Downgrade Limit with Rollover for that immediately prior Observation Period, zero; and
     2. otherwise, an amount equal to the lower of the following:
        1. the difference between the Total Downgrade Limit with Rollover in the immediately prior Observation Period minus the number of Observed Downgrade Events in that immediately prior Observation Period; and
        2. Downgrade Event Limit for that immediately prior Observation Period.
  2. **Term** has the meaning given to that term in paragraph 18.
  3. **Total Downgrade Limit with Rollover** means an amount equal to the Downgrade Event Limit for that Observation Period plus any Rollover Allowance.

1. Fibre Connect Eligible Order Lead Times
2. The Order Lead Time for any Fibre Connect Eligible Order is the greater of the period notified by **nbn** and:
   1. for a Premises originally served by **nbn**® Ethernet (FTTN), 10 Business Days; or
   2. for a Premises originally served by **nbn**® Ethernet (FTTC), 15 Business Days.

|  |  |
| --- | --- |
| P45L2C1T2#yIS1 | **Important**: If your organisation places a Connect Order associated with a Fibre Connect Connection, it will be treated as an order for a Standard Connection for the purposes of the WBA. |

1. Fibre Connect Waiver
2. Subject to paragraph 5, for each Fibre Connect Eligible Order that is completed by **nbn** during the Term, **nbn** will waive:
   1. any FTTN/C Fibre Upgrade Installation (1 Port NTD) Charge; and
   2. $200 of any FTTN/C Fibre Upgrade Installation (4 Port NTD) Charge,

that would have, but for this letter, applied to that Fibre Connect Eligible Order (each a **Fibre Connect Waiver**).

1. Downgrade and Disconnection Limits
2. If, across a given Observation Period, the number of your organisation’s Observed Downgrade Events exceed the Total Downgrade Limit with Rollover, **nbn** may charge, and your organisation must pay, for each Excess Downgrade Event, either:
   1. A FTTN/C Upgrade Installation (1 Port NTD) Charge; or
   2. the $200 portion of a FTTN/C Fibre Upgrade Installation (4 Port NTD) Charge,

(as determined to be applicable by **nbn**), in each case that is otherwise waived under paragraph 4.

|  |
| --- |
| ***Example:***  ***Observation Period 1.*** *In period 1, your organisation had* ***20,000*** *Observed Connection Events and* ***620*** *Observed Downgrade Events. Your organisation’s Downgrade Event Limit for this Observation Period is* ***2,000****, being 10% of 20,000. As your organisation had 620 Downgrade Events in Period 1, your organisation would be able to carry over the 1,380 competed orders to offset Downgrade Events in the immediately next Observation Period - which is period 2.*  ***Observation Period 2.*** *In period 2, your organisation had* ***35,000*** *Observed Connection Events and* ***3,600*** *Observed Downgrade Events. Your organisation’s Downgrade Event Limit for this Observation Period is* ***3,500*** *being 10% of 35,000. As a result, your organisation has 100 Downgrade Events more than the limit. Instead of paying* ***nbn*** *an amount equal to 100 x $200 (****$20,000****), your organisation will be able to roll forward the 1,380 in credit made in period 1 to offset the Downgrade Events and as a result will not be required to pay* ***nbn****.* |

1. Service Levels and Performance Objectives
2. The Service Levels for Fibre Connect Eligible Orders from the time of Order Acknowledgement are:

| Original Access Technology at Premises | Location of Premises and Service Level (Business Days) | | | | |
| --- | --- | --- | --- | --- | --- |
| Urban Area | Major Rural Area or Minor Rural Area | Remote Area | Isolated Area | Limited Access Area |
| FTTN Network | 19 | 24 | 24 | N/A | N/A |
| FTTC Network | 25 | 29 | 29 | N/A | N/A |

1. **nbn** will aim to achieve the following Performance Objectives in connection with the Service Levels set out in this section E:

| Relevant Service Level | Performance Objective |
| --- | --- |
| Fibre Connect Connections | 90% or more |

1. Safe and timely access for Fibre Connect Eligible Orders
2. Your organisation acknowledges and agrees that:
   1. **nbn** may, before any scheduled Appointment, perform inspections and works at a Premises in connection with a Fibre Connect Eligible Order; and
   2. clause C11 of the WBA Head Terms applies in respect of such inspections and works.
3. **nbn** may contact the relevant Contracted End User for the purposes of **nbn** or its Personnel performing, before any scheduled Appointment, any inspections and works in relation to the supply of an Ordered Product to a Premises that is the subject of a Fibre Connect Eligible Order.
4. Fair use consistent with the Objective of this letter
5. Your organisation acknowledges that the objective of the Fibre Connect Waiver is to encourage eligible Contracted End Users to order and acquire retail services to which **nbn**® Ethernet (Fibre) is an input for the purpose of facilitating higher speeds over the long term (the **Objective**).
6. Your organisation must act in a manner that is consistent with the Objective and in good faith in connection with **nbn**’s provision of the Fibre Connect Waiver.
7. **nbn** may elect to reduce the amount of any Fibre Connect Waiver (whether previously provided or to be provided to your organisation) or not provide any Fibre Connect Waiver to your organisation if **nbn** considers, acting reasonably, that your organisation’s ordering practices (including service transfers to or from Related Bodies Corporate) or other activities reflect a purpose or achieve an outcome that is inconsistent with the Objective (or otherwise reflects a different objective).
8. **nbn** will use reasonable endeavours to discuss the circumstances with your organisation and any proposed election by **nbn** under paragraph 12 before making such an election. **nbn** will provide at least 10 Business Days’ notice of any such election.
9. How nbn will provide Fibre Connect Waivers
10. **nbn** will provide Fibre Connect Waivers by applying a waiver to, or omitting a charge from, an invoice issued to your organisation without your organisation needing to make a claim.
11. **nbn** may invoice your organisation for any amounts recoverable pursuant to paragraph 5 in any invoice issued after the relevant Observation Period.
12. If **nbn** elects under paragraph 12 to reduce the amount of any Fibre Connect Waiver or to not provide any Fibre Connect Waiver to your organisation, **nbn** may adjust an invoice issued to your organisation accordingly or require repayment of any amount to the extent necessary to give effect to that election.
13. For clarity:
    1. the invoices referred to in paragraphs 14 and 15 may be an invoice for a Billing Period other than the Billing Period to which the relevant Fibre Connect Waiver relates; and
    2. clauses B2.2(d) and B2.4(a) of the WBA Head Terms do not apply to any recoverable amounts referred to in paragraphs 14to 16.
14. Term, changes and eligibility
15. This letter agreement commences on the date that a signed version is returned by your organisation to **nbn** and terminates on the earlier of:
    1. termination by **nbn** on 3 months’ notice to your organisation; or
    2. 30 November 2026,

(the **Term**).

1. **nbn** may amend this letter agreement:
   1. where that change is consequential upon, or so as to give effect to, any change made to the WBA by including the consequential change in the same notice as is required for the original change or a separate notice given at or around the same time;
   2. to make an RSP Favourable Change, by giving 1 month’s notice to your organisation; or
   3. to make any other change to this letter agreement, by giving 3 months’ notice to your organisation.
2. If **nbn** amends this letter agreement under paragraph 19, your organisation may elect to terminate this letter agreement by giving 10 Business Days’ notice to **nbn**.
3. To be eligible to receive any Fibre Connect Waiver, your organisation must sign and return a copy of this letter agreement to **nbn** before the end of the Term.
4. General
5. RSP agrees to **nbn** using and disclosing details of Ordered Products supplied to RSP to administer **nbn**'s "Fibre Connect" program.
6. Unless otherwise specified, capitalised terms used in this letter agreement have the meanings given to those terms in the WBA.
7. Except as expressly specified, this letter agreement does not vary the WBA.
8. Nothing in this letter affects the accrued rights and liabilities of either party under the WBA.
9. Clauses H4.10 (Governing law and jurisdiction), H4.13 (Severability) and H4.15 (Waiver) of the WBA Head Terms are incorporated into this letter agreement as though set out in full, with references to “Agreement” being read as references to this letter agreement.

Yours sincerely

Jane Witter

Executive General Manager

Risk, Privacy, Compliance and Customer Contracting

1. Half-duplex is not supported on the 1000BASE-T, 2.5GBASE-T, and 10GBASE-T interface for **nbn**® Ethernet (Fibre), **nbn**® Ethernet (FTTC), **nbn**® Ethernet (HFC) or **nbn**® Ethernet (Wireless), or any interface for **nbn**® Ethernet (Satellite) and 100BASE-TX interface on 1-port F-NTD (version 3) and 4-port F-NTD (version 4). [↑](#footnote-ref-2)
2. 10GBASE-T are only available on the 10GE UNI-D port. Detailed specifications are set out in the Network Interface Specification – Premises Network Devices. [↑](#footnote-ref-3)
3. Upon order of the UNI-V by RSP, the UNI-V is automatically provisioned by **nbn** with TC-1 capacity. A TC-4 bandwidth profile of 0 Mbps can only be ordered when a UNI-V is provisioned with associated TC-1 capacity. [↑](#footnote-ref-5)
4. Certain AVC bandwidth profiles have dependencies on the UNI-D operating mode. [↑](#footnote-ref-6)
5. For this bandwidth profile, the Default-Mapped addressing mode is only available on the UNI-D in respect of **nbn**® Ethernet (Fibre), **nbn**® Ethernet (HFC) and **nbn**® Ethernet (Satellite). [↑](#footnote-ref-7)