18 June 2025

Change Notice: WBA - June 2025

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

1. **INTRODUCTION OF FY26 REBATES**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Introducing Connect Now H1FY26 Rebate, Connect the Unconnected Rebate FY26 and Fixed Wireless Connect Q1 FY26 Rebate.  | N/A | 1 July 2025 | * Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List v5.13
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1. **UPDATE TO NBN® ETHERNET PRICE LIST**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| On 1 May 2025, nbn published a Tariff List for the financial year commencing on 1 July 2025 in accordance with clause 2B.2.3 of the SAU (Tariff List FY26).This document gives notice of a change to the nbn® Ethernet Price List to align with the Tariff List FY26. | N/A | 1 July 2025 | * nbn® Ethernet Price List v5.6
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1. **SPEED RELATED PERFORMANCE INCIDENT FOR FTTP**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Introduction of speed related Performance Incidents on FTTP and its related processes. Note: nbn is investigating options to provide throughput testing on legacy NTDs as soon as possible. nbn will provide further details of the availability of throughput testing for legacy and new NTDs and the POI-rollout schedule when available. | N/A | 14 September 2025 | * WBA Operations Manual v5.11
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1. **WITHDRAWAL OF 50KBPS CVC CREDIT**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Since the introduction of the rebate, nbn’s Satellite offering has evolved significantly. With Sky Muster Plus, customers now have access to higher speeds and uncapped data options, delivered via a model that no longer relies on the CVC construct. | N/A | 1 October 2025 | * Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List v5.13
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1. **SPEED RELATED PERFORMANCE INCIDENT FOR HFC**

| DESCRIPTION | RMID | EFFECTIVE DATE | Affected Documents | PAGE # |
| --- | --- | --- | --- | --- |
| Introduction of speed related Performance Incidents on HFC and its related processes into the WBA. | N/A | 19 April 2026 | * WBA Operations Manual v5.11

**Note:** mark-ups are incremental to speed related Performance Incident changes for FTTP. | 13 |

Please refer to the pages below or as appended with this notice for a rider of the relevant contract changes in mark-up.

**Further information**

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

Yours sincerely,

Peter Ward
General Manager
Commercial and Customer Contracting

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

1. **Introduction of FY26 Rebates**

For changes relating to **Connect Now H1FY26 Rebate** - Refer to sections A1.1 #41 and C2.8 in the ‘DCR Annexure to nbn® Ethernet Price List – June 2025’ appended with this notice.

For changes relating to **Connect the Unconnected Rebate FY26** - Refer to sections A1.1 #42 and C2.9 in the ‘DCR Annexure to nbn® Ethernet Price List – June 2025’ appended with this notice.

For changes relating to **Fixed Wireless Connect Q1 FY26 Rebate** - Refer to sections A1.1 #43 and C2.10 in the ‘DCR Annexure to nbn® Ethernet Price List – June 2025’ appended with this notice.

1. **Update to nbn® Ethernet Price List**

nbn® Ethernet Price List v5.6

1. Recurring Charges for core components
	1. TC-4 Bundle Charges

[…]

(b)

[…]

**Bundled Offer Ceiling** means $58.53.

1. **Speed related Performance Incident for FTTP**

WBA Operations Manual v5.11

Module 5: Assurance

[…]

5.2 RSP-Reported Fault Rectification

[…]

5.2.3 Raising, Validating and Resolving a Trouble Ticket

5.2.3.1 Interactions: Raising a Trouble Ticket with **nbn**

[…]

| **Who** | **Activities** |
| --- | --- |
| **Your organisation…***(Non-PI Product Element is affected)* | Uses the ***Test & Diagnostic Checklist*** available on the **nbn**® Service Portal to evaluate the fault and determine whether the fault is likely to be a Service Fault. If the results of the ***Test & Diagnostic Checklist*** indicate a likely Service Fault, your organisation must:* Raise a Trouble Ticket via the **nbn**® Service Portal or B2B Access and reserve a Trouble Ticket Appointment;
* Attach the Test ID(s) to the Trouble Ticket; and
* Accurately complete the mandatory troubleshooting questions (indicated by an asterisk on the **nbn**® Service Portal) and other relevant questions for the Trouble Ticket (depending on fault type and the results of the use of test and diagnostic tools).
 |
| **Your organisation…***(Only PI Product Element is affected)* | Uses the ***Test & Diagnostic Checklist*** available on the **nbn**® Service Portal (including the Service Health Summary Tool (if available) on the **nbn**® Service Portal or via B2B Access using APIs), and determines whether or not the Ordered Product is affected by a fault or incident and, if so, whether the fault or incident is likely to be a Service Fault or a Performance Incident.Your organisation may then:(*if the Service Health Summary Tool is available*)* + - follow the steps set out in the Standard Trouble Ticket Submission Process below; or
		- follow the steps set out in the Trouble Ticket Dispute Process below, but only if the Trouble Ticket was submitted after the Dispute Validation Availability Date and your organisation:
	+ has not previously disputed the Service Health Summary Information in respect of the same issue affecting the same Ordered Product in the past 60 days; or
	+ has previously disputed the Service Health Summary Information in respect of the same issue affecting the same Ordered Product in the past 60 days and **nbn** has agreed with each such dispute raised by your organisation).

(*if the Service Health Summary Tool is not available*)* follow the steps set out in the Alternative Trouble Ticket Submission Process below.

**Standard Trouble Ticket Submission Process*** Raises a Trouble Ticket for the fault or incident via the **nbn**® Service Portal or B2B Access (which will be classified as a Performance Incident Trouble Ticket or Service Fault Trouble Ticket in accordance with the recommendations of the Service Health Summary Information);
* Except where:
	+ the Trouble Ticket relates to a Performance Incident affecting an **nbn**® Ethernet (Fibre) Ordered Product; or
	+ section 6.8.1 Trouble Ticket – Fault Location or section 5.2.18 Self Replacement - FTTC provides that your organisation should not reserve an Appointment,

reserves a Trouble Ticket Appointment at the time the Trouble Ticket is raised using:* + - (for a Service Fault Trouble Ticket) any available Appointment window; or
		- (for a Performance Incident Trouble Ticket) an available Appointment window that starts at least 3 Business Days after the Trouble Ticket is raised;
* May re-run the test and diagnostic tasks as set out in section 5.2.1 Test & Diagnostics;
* Attaches to the Trouble Ticket the Test ID(s), the Service Health Summary Enquiry ID, and any other information as required under this Agreement, the ***Test & Diagnostic Checklist*** and the ***nbn® Operations User Guide***; and
* Accurately completes the mandatory troubleshooting questions (indicated by an asterisk on the **nbn**® Service Portal) and other relevant questions for the Trouble Ticket (depending on fault or incident type and the results of the test and diagnostic tools).

**Trouble Ticket Dispute Process*** Raises a Trouble Ticket via the **nbn**® Service Portal or B2B Access;
* At the time that the Trouble Ticket is raised:
	+ Flags that your organisation disputes the Service Health Summary Information;
	+ Clearly indicates why your organisation disputes the Service Health Summary Information and whether your organisation considers the relevant fault or incident to be a Service Fault or Performance Incident;
	+ Provides any relevant evidence as required under the ***nbn® Operations User Guide***, the ***Test & Diagnostic Checklist, or both,*** including where your organisation previously disputed the Service Health Summary Information, new evidence that justifies your organisation’s subsequent dispute;
	+ Except where:
		- the Trouble Ticket relates to a Performance Incident affecting an **nbn**® Ethernet (Fibre) Ordered Product; or
		- section 6.8.1 Trouble Ticket – Fault Location or section 5.2.18 Self Replacement - FTTC provides that your organisation should not reserve an Appointment,

reserves a Trouble Ticket Appointment using:* + - (*where your organisation determines, acting reasonably, that the Ordered Product is affected by a Service Fault*) an available Appointment window that starts at least 2 Business Days after the Trouble Ticket is raised; or
		- (where your organisation determines, acting reasonably, that the Ordered Product is affected by a Performance Incident) an available Appointment window that starts at least 3 Business Days after the Trouble Ticket is raised;
* Attaches to the Trouble Ticket the Test ID(s), the Service Health Summary Enquiry ID, and any other information as required under this Agreement, the ***Test & Diagnostic Checklist*** and the ***nbn® Operations User Guide***; and
* Accurately completes the mandatory troubleshooting questions (indicated by an asterisk on the **nbn**® Service Portal) and other relevant questions for the Trouble Ticket (depending on fault or incident type and the results of the test and diagnostic tools).

**Alternative Trouble Ticket Submission Process*** Raises a relevant Trouble Ticket for the fault or incident via the **nbn**® Service Portal or B2B Access;
* Except where section 6.8.1 Trouble Ticket – Fault Location or section 5.2.18 Self Replacement - FTTC provides that your organisation should not reserve an Appointment:
	+ (*where your organisation determines that the Ordered Product is affected by a Service Fault, acting reasonably and based on the outcome of the test and diagnostic tasks performed by your organisation in accordance with the* ***Test & Diagnostic Checklist***) reserves a Trouble Ticket Appointment at the time the Trouble Ticket is raised using an available Appointment window that starts at least 2 Business Days after the Trouble Ticket is raised; or
	+ (*where your organisation determines that the Ordered Product, other than an* ***nbn****® Ethernet (Fibre) Ordered Product, is affected by a Performance Incident, acting reasonably and based on the outcome of the test and diagnostic tasks performed by your organisation in accordance with the* ***Test & Diagnostic Checklis****t*) reserves a Trouble Ticket Appointment at the time the Trouble Ticket is raised using an available Appointment window that starts at least 3 Business Days after the Trouble Ticket is raised;
* May re-run the test and diagnostic tasks as set out in section 5.2.1 Test & Diagnostics;
* Attaches to the Trouble Ticket the Test ID(s) and any other information as required under this Agreement, the ***Test & Diagnostic Checklist*** and the ***nbn® Operations User Guide***; and
* Accurately completes the mandatory troubleshooting questions (indicated by an asterisk on the **nbn**® Service Portal) and other relevant questions for the Trouble Ticket (depending on fault or incident type and the results of the test and diagnostic tools).

|  |
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| **Note**: If your organisation disputes the Service Health Summary Information prior to the Dispute Validation Availability Date, your organisation may include details of that dispute as part of an RSP Enquiry. Please note that this will not however trigger the Trouble Ticket Dispute Process |

 |
| **[…]** | […] |
| **nbn...** | (*If your organisation does not provide the requested information or provide the requested assistance as soon as practicable and, in any event, within 2 Business Days of receiving a More Information Required Notification or request for assistance, as applicable*) May update the Trouble Ticket Status of the Trouble Ticket to **Resolved** and then immediately to **Closed** in which case **nbn** will send your organisation a Closed Notification. |
| **nbn...***(Only PI Product Element is affected)* | (*If your organisation has raised a Performance Incident Trouble Ticket in relation to an* ***nbn****® Ethernet (Fibre) Ordered Product and after investigating the Performance Incident Trouble Ticket,* ***nbn*** *determines that the Ordered Product is no longer subject to a Performance Incident*) Updates the Trouble Ticket status to **In Progress – Monitoring** and reviews the performance of the Ordered Product in accordance with section 5.2.13.1 Interactions: The Monitoring Period. |
| **[…]** | […] |

[…]

5.2.13 Resolving and Closing a Trouble Ticket

5.2.13.1 Interactions: The Monitoring Period

|  |  |
| --- | --- |
| P5960C1T317#yIS1 | **Important**: This section 5.2.13.1 Interactions: The Monitoring Period does not apply where **nbn** has completed work related to a suspected Service Fault, Performance Incident or Network Activity but has determined that the fault or incident was an External Fault.The processes applicable to Monitored Enhanced Faults will only apply on and from the date **nbn** notifies your organisation that such functionality has been introduced in accordance with the **nbn**® Ethernet Product Description. |

**nbn** will update the Trouble Ticket Status of a Trouble Ticket to **In Progress – Monitoring** and review the performance of the Ordered Product over a 7 calendar day period, in the following circumstances.

| **Trouble Ticket** | **Circumstances** |
| --- | --- |
| […] | […] |
| **Performance Incident Trouble Ticket** | * **nbn** has rectified the relevant Performance Incident
* **nbn** has finished the Network Activity (Rehabilitation) works in accordance with section 5.2.8 Network Activity and, upon finishing, does not consider any further Network Activity is required
* The Trouble Ticket Status of a Service Fault Trouble Ticket relating to the same Ordered Product is changed to **Closed** and the Performance Incident Trouble Ticket was in **In Progress - Monitoring** prior to that Service Fault Trouble Ticket being raised.
* For a Performance Incident Trouble Ticket relating to an **nbn**® Ethernet (Fibre) Ordered Product, **nbn** subsequently identifies that the relevant Ordered Product is performing in accordance with the **nbn**® Ethernet Product Description.
 |

During the Monitoring Period the following processes apply depending on whether **nbn** performed a Network Activity in connection with the Trouble Ticket immediately prior to the Trouble Ticket Status being updated to **In Progress – Monitoring**:

| **nbn …** | **Activities** |
| --- | --- |
| **… does not perform a Network Activity in connection with the Trouble Ticket** | Will review the performance of the relevant Ordered Product over the Monitoring Period.* (*If* ***nbn*** *determines that the Ordered Product is subject to a Service Fault or a Performance Incident during the Monitoring Period*) will update the Trouble Ticket Status to **In Progress** and commence further rectification activities.
* (*If the Monitoring Period lapses and* ***nbn*** *has not detected a Service Fault or Performance Incident*)
	+ (*for Service Faults that are Monitored Enhanced Faults*) will resolve and close the Trouble Ticket in accordance with section 5.2.13.2 Interactions: Closure of a Resolved Trouble Ticket.
	+ (*in all other cases*) will update the Trouble Ticket Status to **Resolved** and then immediately to **Closed**.
 |

[…]

5.2.17 Performance Incidents

|  |  |
| --- | --- |
| P6096C1T327#yIS1 P6096C1T327#yIS2P6097C1T327#yIS1 P5501C11T283#yIS1 | This section applies to **nbn**® Ethernet (Fibre), **nbn**® Ethernet (FTTN), **nbn**® Ethernet (FTTC) and **nbn**® Ethernet (HFC) |

**nbn** may make any changes to this section 5.2.17 Performance Incidents in accordance with the process that applies to changes under clause F4.7(a) of the Head Terms.

5.2.17.1 PI Threshold

Subject to section 5.2.17.2 Exclusions, the PI Product Elements and the PI Thresholds that apply for each PI Product Element, are as follows:

| **PI Product Element** | **PI Threshold** |
| --- | --- |
| **[…]** | […] |
| **AVC TC-4 Ordered Product Component for which the Service Health Summary Tool makes a throughput test available\*****P5501C11T283#yIS1** | Both of the following are satisfied:* the Point in Time Speed for either the downstream or upstream link is consistently below the relevant “Point in Time Speed Threshold”, as set out in the table below (based on the downstream PIR of the bandwidth profile of the relevant AVC TC-4); and
* no underlying network performance issue has been identified as part of **nbn**’s initial triage activities.

|  |  |
| --- | --- |
| **Bandwidth profile** | **Point in Time Speed Threshold** |
| Downstream PIR of 100 Mbps or less | 80% of the PIR |
| Downstream PIR of more than 100 Mbps | 70% of the PIR |

**Point in Time Speed** means, in respect of an **nbn**® Ethernet (Fibre) Ordered Product, the maximum downstream and upstream bandwidth throughput capability of that Ordered Product, as measured by **nbn** using a point-in-time test. |

*\** ***Notes:***

* An ordered AVC TC-4 bandwidth profiles with a downstream PIR of 2Gbps will still constitute a PI Product Element even if the Service Health Summary Tool does not make a throughput test functionality available for that ordered bandwidth profile. Any Performance Incident Trouble Ticket submitted in those circumstances will need to be submitted in accordance with the Trouble Ticket Dispute Process in section 5.2.2 Trouble Tickets.
* For an **nbn**® Ethernet (Fibre) AVC TC-4 supplied to a F-NTD (version 1):
	+ the Service Health Summary Tool may only make a throughput test available in respect of the downstream link, in which case no PI Threshold will apply in respect of the Point in Time Speed of the upstream link; and
	+ the Service Health Summary Tool will not make a throughput test available for that AVC TC-4 (including in respect of the downstream link) if ordered products are being supplied to each of the 4 ports on that F-NTD.

5.2.17.2 Exclusions

This section 5.2.17 Performance Incidents does not apply to any incident affecting an Ordered Product:

* supplied with an Enhanced Fault Rectification Service; or
* that is an **nbn**® Ethernet (FTTB) Ordered Product, **nbn**® Ethernet (Wireless) Ordered Product or **nbn**® Ethernet (Satellite) Ordered Product.

[…]

1. **Withdrawal of 50Kbps CVC Credit**

Discounts, Credits and Rebates Annexure to the nbn® Ethernet Price List v5.13

1. 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 |
|  | **Not Used** | Not Used | Not Used | Not Used | Section B1.1 |
| […] | […] | […] | […] | […] | […] |

[…]

*The details and conditions in section B1.1 apply in respect of the 50 Kbps CVC Credit described in Part A.*

B1.1 Not Used

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| --- |
|  |

[…]

1. **Speed related Performance Incident for HFC**

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Module 5: Assurance

[…]

5.2 RSP-Reported Fault Rectification

[…]

5.2.3 Raising, Validating and Resolving a Trouble Ticket

5.2.3.1 Interactions: Raising a Trouble Ticket with **nbn**

[…]

| **Who** | **Activities** |
| --- | --- |
| […] | […] |
| **nbn...***(Only PI Product Element is affected)* | (*If your organisation has raised a Performance Incident Trouble Ticket in relation to an* ***nbn****® Ethernet (Fibre) or* ***nbn****® Ethernet (HFC) Ordered Product and after investigating the Performance Incident Trouble Ticket,* ***nbn*** *determines that the Ordered Product is no longer subject to a Performance Incident*) Updates the Trouble Ticket status to **In Progress – Monitoring** and reviews the performance of the Ordered Product in accordance with section 5.2.13.1 Interactions: The Monitoring Period. |
| […] | […] |

[…]

5.2.13 Resolving and Closing a Trouble Ticket

5.2.13.1 Interactions: The Monitoring Period

|  |  |
| --- | --- |
| P5960C1T317#yIS1 | **Important**: This section 5.2.13.1 Interactions: The Monitoring Period does not apply where **nbn** has completed work related to a suspected Service Fault, Performance Incident or Network Activity but has determined that the fault or incident was an External Fault.The processes applicable to Monitored Enhanced Faults will only apply on and from the date **nbn** notifies your organisation that such functionality has been introduced in accordance with the **nbn**® Ethernet Product Description. |

**nbn** will update the Trouble Ticket Status of a Trouble Ticket to **In Progress – Monitoring** and review the performance of the Ordered Product over a 7 calendar day period, in the following circumstances.

| **Trouble Ticket** | **Circumstances** |
| --- | --- |
| […] | […] |
| **Performance Incident Trouble Ticket** | * **nbn** has rectified the relevant Performance Incident
* **nbn** has finished the Network Activity (Rehabilitation) works in accordance with section 5.2.8 Network Activity and, upon finishing, does not consider any further Network Activity is required
* The Trouble Ticket Status of a Service Fault Trouble Ticket relating to the same Ordered Product is changed to **Closed** and the Performance Incident Trouble Ticket was in **In Progress - Monitoring** prior to that Service Fault Trouble Ticket being raised.
* For a Performance Incident Trouble Ticket relating to an **nbn**® Ethernet (Fibre) or **nbn**® Ethernet (HFC) Ordered Product, **nbn** subsequently identifies that the relevant Ordered Product is performing in accordance with the **nbn**® Ethernet Product Description.
 |

[…]

5.2.17 Performance Incidents

|  |  |
| --- | --- |
| P6096C1T327#yIS1 P6096C1T327#yIS2P6097C1T327#yIS1 P5501C11T283#yIS1 | This section applies to **nbn**® Ethernet (Fibre), **nbn**® Ethernet (FTTN), **nbn**® Ethernet (FTTC) and **nbn**® Ethernet (HFC) |

**nbn** may make any changes to this section 5.2.17 Performance Incidents in accordance with the process that applies to changes under clause F4.7(a) of the Head Terms.

5.2.17.1 PI Threshold

Subject to section 5.2.17.2 Exclusions, the PI Product Elements and the PI Thresholds that apply for each PI Product Element, are as follows:

| **PI Product Element** | **PI Threshold** |
| --- | --- |
| […] | […] |
| **AVC TC-4 Ordered Product Component for which the Service Health Summary Tool makes a throughput test available\*****P5501C11T283#yIS1P6109C3T328#yIS1** | Both of the following are satisfied:* the Point in Time Speed for either the downstream or upstream link is consistently below the relevant “Point in Time Speed Threshold”, as set out in the table below (based on the downstream PIR of the bandwidth profile of the relevant AVC TC-4); and
* no underlying network performance issue has been identified as part of **nbn**’s initial triage activities.

|  |  |
| --- | --- |
| **Bandwidth profile** | **Point in Time Speed Threshold** |
| Downstream PIR of 100 Mbps or less | 80% of the PIR |
| Downstream PIR of more than 100 Mbps | 70% of the PIR |

**Point in Time Speed** means, in respect of an **nbn**® Ethernet (Fibre) or **nbn**® Ethernet (HFC) Ordered Product, the maximum downstream and upstream bandwidth throughput capability of that Ordered Product, as measured by nbn using a point-in-time test. |

*\** ***Notes:***

* An ordered AVC TC-4 bandwidth profiles with a downstream PIR of 2Gbps will still constitute a PI Product Element even if the Service Health Summary Tool does not make a throughput test functionality available for that ordered bandwidth profile. Any Performance Incident Trouble Ticket submitted in those circumstances will need to be submitted in accordance with the Trouble Ticket Dispute Process in section 5.2.2 Trouble Tickets.
* For an **nbn**® Ethernet (Fibre) AVC TC-4 supplied to a F-NTD (version 1):
	+ the Service Health Summary Tool may only make a throughput test available in respect of the downstream link, in which case no PI Threshold will apply in respect of the Point in Time Speed of the upstream link; and
	+ the Service Health Summary Tool will not make a throughput test available for that AVC TC-4 (including in respect of the downstream link) if ordered products are being supplied to each of the 4 ports on that F-NTD.

[…]