



# Relocation Works Policy - External

nbn-Confidential: Commercial | BMSEXT001 | Rev 5.0 | 07/06/2021  
Owner: General Manager – Build Readiness

## Background

nbn co limited (**nbn** or the Company) was established in 2009 to design, build and operate Australia’s new high-speed, wholesale local broadband access network. Underpinned by a purpose to connect Australia and bridge the digital divide, nbn’s key objective is to ensure all Australians have access to fast broadband as soon as possible, at affordable prices, and at least cost.

To achieve this objective, **nbn** has been structured as a wholesale-only, open-access broadband network. **nbn** provides services on its local access network on equivalent terms to all Retail Service Providers (RSPs), to provision for end-user needs. This is intended to level the playing field in Australian telecommunications, creating real and vibrant competition within the industry and providing choice for consumers.

Only **nbn** and its authorised contractors may work on the **nbn**<sup>TM</sup> access network.

It is an offence to interfere with, tamper with or modify a facility owned or operated by telecommunications carrier, such as **nbn**. Any interference (including unauthorised tampering or modification) may result in legal action.

**nbn** is a member of *Dial Before You Dig*. To help avoid accidental damage, please ensure you’re aware of the location of any underground cables in your area. Simply contact Dial Before You Dig on 1100 or via their website at [www.1100.com.au](http://www.1100.com.au)

**nbn** reserves all of its rights in respect of any damage caused to its assets or infrastructure, including to recover all reinstatement and repair costs.

This document will detail **nbn**’s policy in relation to requests made by third parties for the relocation, recovery, alteration and protection of **nbn**’s infrastructure (**Relocation Works**), also including detail for the costs for carrying out Relocation Works.

## Purpose

This policy outlines the Relocation Works available from **nbn** to cater for requests to relocate, alter or protect **nbn**<sup>TM</sup> access network assets and associated infrastructure.

## Scope

This policy applies to third parties requesting Relocation Works and **nbn** employees and approved Delivery Partners who are responsible for completing any requested Relocation Works.



# Policy

**nbn** recognises that property owners, business groups, local governments or other third parties may from time to time require **nbn**'s infrastructure to be altered, relocated or protected.

## Relocation Works

To cater for these requirements, and subject to certain feasibilities and assessments, **nbn** offers a range of Relocation Works options including, but not limited to:

- relocation, alteration or protection of fibre, copper, Hybrid Fibre Coaxial (HFC), **nbn**<sup>TM</sup> access network equipment, **nbn**<sup>TM</sup> pits and conduits;
- new development rearrangements (live network);
- relocation of aerial network or lead-ins to underground;
- removal or relocation of Customer Premises Equipment (CPE); and
- non-standard installations.

## Application

A party may submit an application to **nbn** for Relocation Works at the following website:

[www.nbn.com.au/relocationworks](http://www.nbn.com.au/relocationworks)

**nbn** may charge an Application Fee for applications for Relocation Works (**Application Fee**). This fee covers the preparation of the cost estimate for the proposed works (**Cost Estimate**). The Application Fee generally ranges between \$500-1100, but the amount may vary depending on the size and complexity of the proposed Relocation Works. Once an application has been made, an **nbn** Relocation Works representative will contact you to advise you of any Application Fee.

Upon payment of the Application Fee, **nbn** will prepare and provide a Cost Estimate which includes an estimate for carrying out the proposed Relocation Works and the terms and conditions that will apply if the Relocation Works are to proceed. The Application Fee must be paid in full and in advance of **nbn** commencing the preparation of the Cost Estimate. In preparing the Cost Estimate, **nbn** will assess the work required by contacting the requesting party, consulting with **nbn** experts, consulting with **nbn**'s approved Delivery Partners and other parties as required to ensure an accurate scope of work is determined.

**nbn** will develop the scope the work for the proposed Relocation Works taking into consideration the need for continuity of network service, the health and safety of **nbn** employees, contractors and members of the public, the integrity of the **nbn**<sup>TM</sup> access network, the impact on other infrastructure providers and/or utilities and the timelines of the proposed work.

The Application Fee is not refundable if the requesting party does not accept the Cost Estimate or terms and conditions and elects to not proceed with the Relocation Works.

## Cost Estimate

The Cost Estimate prepared by **nbn** will include an estimate to complete the Relocation Works requested and is generally dependent upon the size and complexity of the project. As various factors will impact on the final cost



to complete the Relocation Works that are not always foreseeable at the time the Cost Estimate is prepared, a variation to the quote may be issued on account of a required change to the original scope.

**nbn** determines the Relocation Works Cost Estimate, based on the following:

- location of the requested works, taking into account geography and distance from existing **nbn**<sup>TM</sup> infrastructure;
- most efficient route option within **nbn**'s network architectural guidelines;
- time and cost to alter, protect or relocate the asset;
- costs of using third party infrastructure;
- costs of using internal or third party resources;
- environmental and planning approvals; and
- any other matters that **nbn** considers to be relevant.

Your personal information will be handled in accordance with nbn's Privacy Policy.

It is highly recommended to engage with **nbn** at the earliest opportunity to ensure **nbn** has adequate time to complete the work.

For further information or to submit a request, please email [relocationworks@nbnco.com.au](mailto:relocationworks@nbnco.com.au) or the **nbn**<sup>TM</sup> Contact Centre on 1800 687 626.



## Document control

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## Revision history

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3.0	Updates to links, policy owner, department and other minor edits	Chris Dunwoodie
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