



Media release

Monday 9 August 2021

NBN Co creates 44 new **nbn™** Business Fibre Zones, offers wholesale discounts on business **nbn™** Enterprise Ethernet services

- 44 new **nbn™** Business Fibre Zones offer zero cost design and construction of business-grade fibre to approximately 60,000 additional premises, on demand, when they order a business **nbn™** Enterprise Ethernet service
- Expands **nbn™** Business Fibre Zones to 284 metropolitan and regional across Australia, reaching more than 850,000 business locations
- From 20 September 2021, NBN Co will introduce a range of new wholesale discounts across all **nbn™** Business Fibre Zones and other discounts for businesses that are located outside existing **nbn™** Business Fibre Zones
- NBN Co will also introduce a Service Delivery Guarantee with a commitment to complete the design and construction of new fibre infrastructure in most business locations within the **nbn™** fixed line footprint within 50 business days.

NBN Co today announced the creation of 44 new **nbn™** Business Fibre Zones to deliver premium business-grade fibre to an additional 60,000 eligible businesses premises across Australia, on demand, with no charge for the design and construction of fibre to the premises when they order a premium business **nbn™** Enterprise Ethernet service.

The new **nbn™** Business Fibre Zones will be available for the benefit of eligible businesses in these new locations from 1 September 2021. If the business customer signs up to a three-year plan from their internet retailer, NBN Co will not charge the retailer an up-front connection cost.

It follows NBN Co's announcement in September 2020 to create the first 240 **nbn™** Business Fibre Zones, offering direct fibre connections and enabling access to business-grade broadband to a growing customer base of around 790,000 eligible business premises across Australia.

The 284 **nbn™** Business Fibre Zones will offer more than 850,000 business locations across Australia access to business **nbn™** Enterprise Ethernet, the company's fastest symmetrical wholesale product options with a 99.95 per cent network availability uptime target designed to help optimise network reliability and help reduce downtime for business⁷.

In addition to high network reliability, Enterprise Ethernet offers access to plans based on the highest wholesale upload speed tier options available on the **nbn™** network and dedicated onshore service plan support for providers via the business **nbn™** Operations Centre. The plans remain flexible for small, medium and large businesses with options for prioritised data, high capacity symmetrical wholesale download and upload speed tiers from 10 Mbps to close to 1 Gbps service enhancements available to add on to plans.

Brad Whitcomb, Chief Customer Officer at NBN Co, said:

“NBN Co has a very clear and simple purpose: to lift the digital capability of Australia. We are therefore expanding the coverage of our **nbn**[™] Business Fibre Zones across Australia to help support and grow Australia’s digital economy.

“Businesses are increasingly using business **nbn**[™] Enterprise Ethernet to support cloud-based business operations, remote file storage, content hosting, unified communications, large file distribution, and to connect head office locations. However, for decades the location of a business - whether it’s in the city or outer metropolitan area, peri-urban fringe, regional city, town or rural area - has been the determining factor in the price they pay for business-grade fibre.

“For business **nbn**[™] Enterprise Ethernet customers, we are helping to level the playing field and ensuring that more businesses throughout Australia can participate in the digital economy on an equal footing, with greater parity on recurring monthly wholesale charges in more locations.”

New wholesale pricing discounts for the benefit of business

The **nbn**[™] Business Fibre Initiative helps level the playing field for businesses of all sizes and in more locations by reducing the significant variation that has existed in the cost of business broadband services in regional and rural areas compared to CBD Zones.

Eligible businesses within any of **nbn**[™] Business Fibre Zones that order an Enterprise Ethernet service will receive their chosen speed tier and service based on the same CBD-equivalent wholesale charge that is applied to a company based in a CBD Zone.

In addition to creating 44 additional **nbn**[™] Business Fibre Zones, providing eligible businesses within these zones access to CBD-equivalent wholesale charges, NBN Co today announced that it will be introducing further discounts for Enterprise Ethernet. The discounted wholesale pricing will be offered in relation to new and existing customers within all **nbn**[™] Business Fibre Zones. The company will also offer the wholesale pricing discounts to eligible businesses outside of new and existing **nbn**[™] Business Fibre Zones.

Further discounts within **nbn[™] Business Fibre Zones**

Businesses that were previously located in Zone 3¹, which have now been incorporated into a new **nbn**[™] Business Fibre Zone, will be able to take advantage of wholesale pricing discounts of up to 68 per cent⁴.

Businesses located in any of the existing 240 **nbn**[™] Business Fibre Zones may also benefit from wholesale pricing discounts of up to 37 per cent², where the Zone and Bandwidth discounts are combined⁴.

For businesses that are located outside an existing **nbn**[™] Business Fibre Zone, NBN Co will offer wholesale discounts of up to 58 per cent³, where the Zone and Bandwidth discounts are combined⁴.

Fibre build cost certainty

From 9 August 2021, for eligible businesses located within any of the **nbn**[™] Business Fibre Zones, NBN Co will offer a no up-front build cost to internet providers when they order an Enterprise Ethernet product. Additionally, if the internet provider signs up for a three-year Enterprise Ethernet service, they will have no up-front connection cost.

For businesses that are located outside an existing **nbn**[™] Business Fibre Zone, customers are quoted for the design and construction of their required fibre extension to their premises as part of the ordering process⁵. It is common practice within the industry that when unforeseen costs, such as additional civil works, trenching and site restoration are identified, those costs are passed on to resellers and then to end customers.

To eliminate any uncertainty, NBN Co is introducing a new Fibre Build Quote Guarantee⁵. For all locations in the **nbn**[™] fixed line footprint, NBN Co will offer Retail Service Providers a guarantee on all Fibre Build

Quotes⁵. It will not pass on any variations to resellers, providing them and end customers much greater certainty on their upfront costs.

NBN Co will also introduce a Service Delivery Guarantee, under which it commits to complete the design and construction of new fibre infrastructure in most business locations within the **nbn**[™] fixed line footprint within 50 business days. This is designed to be the first step of many improvements to help ensure our resellers and customers are able to get connected more quickly and easily.

nbn[™] Business Fibre Zones across Australia

New South Wales

In New South Wales, ten new **nbn**[™] Business Fibre Zones will be created in metropolitan and regional areas throughout the state, which will give businesses access to premium business-grade services when they order a business **nbn**[™] Enterprise Ethernet service.

The ten new **nbn**[™] Business Fibre Zones in New South Wales are located on the tip of Sydney's northern beaches peninsula from Avalon to Palm Beach, Camden, Casino, Cessnock, Hunters Hill, Lithgow, Nelson Bay, Singleton, Wauchope and a Lake Macquarie - West zone incorporating parts of Morisset, Toronto, West Wallsend and Edgeworth.

"The new **nbn**[™] Business Fibre Zones will cover more than 17,500 eligible businesses," said Brad Whitcomb, Chief Customer Officer at NBN Co. "Of the ten new zones, three are in metropolitan areas covering around 6,000 business locations and seven are located in regional and remote New South Wales, covering around 11,500 eligible business premises."

NBN Co has now established a total of 103 **nbn**[™] Business Fibre Zones in New South Wales with the first 93 zones established as part of the company's investment to deliver premium business-grade Enterprise Ethernet availability to lift the digital capabilities of eligible businesses in those areas.

A detailed list of all existing **nbn**[™] Business Fibre Zones, and maps of each zone is available here:

<https://www.nbnco.com.au/corporate-information/about-nbn-co/corporate-plan/business-fibre-initiative>

Victoria

NBN Co will be establishing 13 new **nbn**[™] Business Fibre Zones across the state, with eight of the zones in metropolitan locations and five new zones in regional and remote areas.

"The 13 new zones will enable approximately 19,500 additional businesses to become eligible to acquire access to premium business **nbn** Enterprise Ethernet services," said Brad Whitcomb, Chief Customer Officer at NBN Co. "Of the 13 new zones, eight are in metropolitan areas covering around 14,500 business locations and five are located in regional Victoria, covering around 5,000 eligible business premises."

The 13 new **nbn**[™] Business Fibre Zones in Victoria are located in Balwyn-Surrey Hills, Bentleigh, Cowes, Eltham, Glenroy, Hampton-Sandringham, Hastings-Tyabb, Melton, Ocean Grove, Rosebud, Tatura, Torquay, and Yarrawonga.

NBN Co has now established a total of 61 **nbn**[™] Business Fibre Zones in Victoria with the first 48 zones established as part of the company's investment to deliver premium business-grade Enterprise Ethernet availability to lift the digital capabilities of eligible businesses in those areas.

A detailed list of all existing **nbn**[™] Business Fibre Zones, and maps of each zone is available here:

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Queensland

NBN Co will be establishing nine new **nbn**[™] Business Fibre Zones across the state, with one additional zone in the rapidly growing northern Brisbane suburb of North Lakes and eight new zones in regional and remote areas.

“The nine new zones will enable approximately 12,500 additional businesses to become eligible to acquire access to premium business **nbn** Enterprise Ethernet services,” said Brad Whitcomb, Chief Customer Officer at NBN Co. “Of the nine new zones, one is in metropolitan Brisbane covering around 3,000 business locations and eight are located in regional Queensland, covering around 9,500 eligible business premises.”

The nine new **nbn**[™] Business Fibre Zones in Queensland are located in Ayr, Dalby, Emerald, Goondiwindi, Hervey Bay, Nambour, North Lakes, Warwick, and Yeppoon.

NBN Co has now established a total of 49 **nbn**[™] Business Fibre Zones in Queensland with the first 40 zones established as part of the company’s investment to deliver premium business-grade Enterprise Ethernet availability to lift the digital capabilities of eligible businesses in those areas.

A detailed list of all existing **nbn**[™] Business Fibre Zones, and maps of each zone is available here:

<https://www.nbnco.com.au/corporate-information/about-nbn-co/corporate-plan/business-fibre-initiative>

Western Australia

In Western Australian, four new **nbn**[™] Business Fibre Zones will be created, with three zones in metropolitan locations and one zone in Collie in the South West region of Western Australia.

The four new **nbn**[™] Business Fibre Zones in Western Australia are located in Cottesloe, Joondalup, Maddington and Collie.

“The four new zones will enable approximately 8,000 additional businesses to become eligible to acquire access to premium business **nbn** Enterprise Ethernet services,” said Brad Whitcomb, Chief Customer Officer at NBN Co.

NBN Co has now established a total of 27 **nbn**[™] Business Fibre Zones in Western Australia with the first 23 zones established as part of the company’s investment to deliver premium business-grade Enterprise Ethernet availability to lift the digital capabilities of eligible businesses in those areas.

A detailed list of all existing **nbn**[™] Business Fibre Zones, and maps of each zone is available here:

<https://www.nbnco.com.au/corporate-information/about-nbn-co/corporate-plan/business-fibre-initiative>

South Australia

Five new **nbn**[™] Business Fibre Zones are set to be established in South Australia, with an emphasis on strengthening the digital connectivity capabilities for businesses located in regional and remote locations.

“The establishment of the new zones will include approximately 4,000 additional eligible businesses across South Australia with approximately 2,000 additional eligible business locations in metropolitan areas and around 2,000 in regional areas,” said Brad Whitcomb, Chief Customer Officer at NBN Co.

The five new **nbn**[™] Business Fibre Zones in South Australia are located in Goolwa, Modbury, Naracoorte, Port Pirie and Stirling.

NBN Co has now established a total of 29 **nbn**[™] Business Fibre Zones in South Australia with the first 24 zones in metropolitan and regional areas established as part of the company’s \$700 million investment to deliver premium-business grade Enterprise Ethernet availability to lift the digital capabilities of eligible businesses in those areas.

A detailed list of all existing **nbn**[™] Business Fibre Zones, and maps of each zone is available here:
<https://www.nbnco.com.au/corporate-information/about-nbn-co/corporate-plan/business-fibre-initiative>

ACT

NBN Co will be creating two new **nbn**[™] Business Fibre Zones in the Australian Capital Territory in Gungahlin and Tuggeranong.

“The two new Business Fibre Zone locations will include more than 3,300 additional business in the ACT,” said Brad Whitcomb, Chief Customer Officer at NBN Co. “In Gungahlin more than 1,800 businesses will now be included in the Business Fibre Zone, and approximately 1,200 business premises in the Tuggeranong area will also be included in the zone.”

NBN Co has now established a total of seven **nbn**[™] Business Fibre Zones in the ACT with the first five zones in metropolitan and regional areas established as part of the company’s investment to deliver premium business-grade Enterprise Ethernet availability to lift the digital capabilities of eligible businesses in those areas.

A detailed list of all existing **nbn**[™] Business Fibre Zones, and maps of each zone is available here:
<https://www.nbnco.com.au/corporate-information/about-nbn-co/corporate-plan/business-fibre-initiative>

Tasmania

In Tasmania, NBN Co is setting up one new **nbn**[™] Business Fibre Zone, which will be located in George Town and Bell Bay.

“The new Business Fibre Zone will include approximately 450 eligible businesses in George Town and Bell Bay,” said Brad Whitcomb, Chief Customer Officer at NBN Co.

NBN Co has now established a total of five **nbn**[™] Business Fibre Zones in Tasmania with the first zones now well-established in Hobart, Burnie, Launceston and Davenport as part of the company’s investment to deliver premium business-grade Enterprise Ethernet availability to lift the digital capabilities of eligible businesses in those areas.

A detailed list of all existing **nbn**[™] Business Fibre Zones, and maps of each zone is available here:
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Northern Territory

NBN Co has previously established a total of three **nbn**[™] Business Fibre Zones in the Northern Territory in Casuarina, Darwin and Palmerston as part of the company’s investment to deliver premium business grade Enterprise Ethernet availability to lift the digital capabilities of eligible businesses in those areas.

“Business Fibre Zones benefit eligible businesses in the Casuarina, Darwin and Palmerston areas of the Northern Territory,” said Brad Whitcomb, Chief Customer Officer at NBN Co.

A detailed list of all existing **nbn**[™] Business Fibre Zones, and maps of each zone is available here:
<https://www.nbnco.com.au/corporate-information/about-nbn-co/corporate-plan/business-fibre-initiative>

ENDS

Notes to editors:

- business **nbn**[™] Enterprise Ethernet is only available in the **nbn**[™] Business Fibre Zones, **nbn**[™] Fixed Line network footprint and at limited premises served by the **nbn**[™] Fixed Wireless and Satellite networks.
- The tables below refer to wholesale speed tiers and prices offered by **nbn** to retail providers. **nbn** is a wholesaler and does not control costs charged by service providers. Customers should contact their preferred service provider to ask about availability and any fees and charges from their provider that may be applicable.
- Regardless of the retail service you purchase, the actual wholesale speeds delivered by the business **nbn**[™] Enterprise Ethernet product will be less than 1000Mbps and no more than 952Mbps due to equipment and network limitations.
- Customer experience, including the speeds actually achieved over the **nbn**[™] network, depends on the configuration over which services are delivered to your premises, whether you are using the service during the busy period, and some factors outside of **nbn**'s control (like your equipment quality, software, chosen broadband plan or how your provider designs its network). If your service provider has not selected a bandwidth in the highest of three classes of service available for business **nbn**[™] Enterprise Ethernet, the speeds you experience may be affected by contention on the **nbn**[™] network, particularly in busy periods.

Wholesale discounts to service providers (percentage saving compared to previous wholesale charges):

Wholesale discounts to service providers -	business nbn [™] Enterprise Ethernet Low Class of Service				business nbn [™] Enterprise Ethernet High Class of Service			
	100/100	250/250	500/500	close to 1000/1000	100/100	250/250	500/500	close to 1000/1000
In the 44 new nbn[™] Business Fibre Zones (compared to Zone 3 wholesale pricing):	69%	60%	57%	45%	68%	63%	55%	45%
In the existing 240 nbn[™] Business Fibre Zones (service providers discounts up to 37%):	13%	0%	19%	0%	37%	33%	25%	13%
Outside nbn[™] Business Fibre Zones (service provider discounts up to 58%):	56%	48%	48%	36%	58%	54%	47%	38%

Footnotes:

1 Zone 3 includes regional areas such as Broken Hill and Nyngan in New South Wales; Mallacoota and Myrtleford in Victoria; St George and Capella in Queensland; Mount Barker and Albany in Western Australia; Cowell and Port Augusta in South Australia; Queenstown and Rosebery in Tasmania, and Alice Springs in the Northern Territory.

2 For example, a business located within any of the existing **nbn**[™] Business Fibre Zones will be able to access symmetrical **nbn**[™] Enterprise Ethernet High Class of Service, which offers up to 100 Mbps wholesale upload speeds and 100 Mbps wholesale download speeds for a discounted wholesale price.

3 Businesses in Zone 3 will be able to access symmetrical business **nbn**[™] Enterprise Ethernet High Class of Service plan, which offers up to 100 Mbps wholesale upload speeds and 100 Mbps wholesale download speeds for a discounted wholesale price.

4 Price points are calculated as the discounted OVC and UNI Zone charges (effective 20 September 2021), with a 15 per cent discount to Monthly Recurring Charges applied – equivalent to 36-month Term Discount or Term End Discount.

5 Fibre Build Contribution Quote Guarantee does not apply to any fixed build cost quotes provided for locations in the non-fixed line footprint.

6 NBN Co's commitment to honour the costs provided on the EE Portal does not restrict NBN Co from exercising its rights under the WBA or EEBC to cancel an order on the basis that it reasonably determines it is not viable to proceed with the order, e.g. due to unforeseen complexity of proceeding with an order at the relevant premises.

7 This is referring to **nbn™** network availability which may be impacted by factors outside of the nbn network. Not all your faults with a retail service will relate to a fault with the nbn™ network. Faults may relate to matters in a provider's network, the end customer's premises equipment or network resources being accessed.

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For further information, visit www.nbnco.com.au