

UNLOCK FULL FIBRE POTENTIAL



**nbn® full fibre upgrade for
complex multi-dwelling properties.**



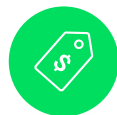
\$275 per premises (including GST)

Check if you're eligible.

Visit nbn.com.au/upgradeyourbuilding.

BENEFITS OF FIBRE

Upgrading your building or complex to nbn Fibre to the Premises (FTTP) is now more accessible than ever. Whether you're an owner, renter, building manager, or part of the body corporate, full fibre offers benefits across the board.



Increased property value

7 out of 10 potential buyers view an nbn full fibre connection as a value-adding feature and would consider paying more for a property that offers it.*



Attract more renters

Up to 75% of renters find a Fibre to the Premises connection to be more appealing.*



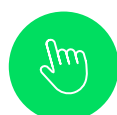
Future-fit infrastructure

Once installed, the fibre network is designed to evolve with future technologies and growing data needs, helping reduce the risk of requiring upgrades later on.



Simplified support

If a connection issue arises, nbn will work directly with the occupants' internet provider to resolve it, saving building managers time.



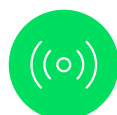
Freedom to choose

When it's time to connect, residents can choose a provider and speed plan that best suits their lifestyle and budget.^



Faster internet options

Upgrading to nbn full fibre gives residents access to our fastest residential speed tier from mid-September 2025 – Home Hyperfast, offering peak wholesale download speeds of 2000Mbps.#



A reliable connection

Our most reliable connection yet. Enjoy smoother streaming, better video calls, online gaming, and fewer internet dropouts.†

*Source: Ergo Strategy, 2022 (research commissioned by nbn).

^Not all providers offer plans based on the full range of wholesale speed tiers. Occupants should talk to their preferred provider for more information about availability and the right retail solution for their needs.

#Service availability including timing will depend on phone and internet providers offering nbn® Hyperfast and is subject to service qualification. Your experience on FTTP, including the speeds actually achieved, depends on the configuration over which services are delivered to your premises, whether you are using the internet 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).

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HOW IT WORKS



Step 1: REGISTER YOUR INTEREST



Visit nbn.com.au/upgradeyourbuilding and enter your building or complex details.

We'll assess your eligibility for the nbn full fibre upgrade.

Step 2: SIGN THE AGREEMENT



An agreement will be sent to your authorised representative via DocuSign (e.g. Owners Committee, Body Corporate or Building Owner).

This must be signed in order to progress to the next stage.

Step 3: SITE SURVEY AND INSTALLATION PLAN



An nbn construction partner will assess your building and create a detailed installation plan. This typically takes 4-6 weeks.[%]

They'll need access to common areas and selected units.

Step 4: CONSTRUCTION BEGINS



Once approved, construction will begin. This typically takes 3-4 months.[%]

We'll keep the authorised representative informed throughout the build.

Step 5: READY TO CONNECT



After completion, nbn will activate the site and notify your authorised representative.

Residents can then contact a provider to order an nbn FTTp plan and get connected.

Once connected, visit nbn.com.au/optimize to make sure you are getting the most out of your full fibre service.



[%]The amount of time needed for this activity will be dependent on the size of the building and the number of individual premises within it.

FREQUENTLY ASKED QUESTIONS



How much does the fibre upgrade cost?

The fibre upgrade is charged at a flat rate of \$275 (including GST) per premises (and common area services). For example, upgrading 10 premises would result in a total cost of \$2,750 (including GST).

What about common area services?

Common area services such as security and access control, EV chargers, solar power and video surveillance, will also be charged at \$275 (including GST) per connection.*

Do all premises need to be upgraded together?

Yes, this full fibre upgrade offer applies to the whole building or complex, all units/premises will have their existing nbn infrastructure upgraded to FTTP.

What will the installation involve?

Running nbn fibre from the street to nbn supplied equipment inside the building/complex, with access to individual premises needed to install the nbn connection box. To help minimise disruption, equipment will be installed near existing infrastructure. Existing pathways will be used whenever possible.

What if an owner doesn't want fibre installed?

nbn will install fibre to the nearest available point outside each individual premises, with the upgrade fee included in the overall cost for the building or complex. If the current owner decides to proceed at a later stage, or if the premises are sold, the new owner can complete the installation by contacting their preferred phone and internet provider, who will discuss whether any additional fees apply.

How long will the upgrade take?

Typically, it takes 3-4 months from the time your installation plan is confirmed.% After that, each occupant can choose when to connect to a plan over the upgraded network, using their preferred phone and internet provider.

Will there be an interruption to existing services?

There are no service outages expected during installation. In the unlikely event of a disruption, occupants should contact their current phone and internet provider. Premises connected to an active alternative fibre network are not anticipated to be affected.

What about monitored fire alarms and lift phones?

Safety-critical services like monitored fire alarms and lift phones must always be supported with continuous service. The nbn network will not work during a power outage, limiting its ability to provide service continuity. The industry standard for monitored fire alarms and lift phones has moved to alternative technologies, primarily 4G/5G, which can work during a power outage (provided the mobile network has not been impacted by the power outage). Therefore, nbn will not be upgrading monitored fire alarms and lift phones to fibre under this program.

How do occupants connect following installation?

Once the full fibre installation is complete, we will notify the authorised representative of the building or complex. They will then inform all residents and owners that they can contact their preferred phone and internet provider to order an nbn full fibre plan.

*Please note these services would be unavailable in the event of a power outage unless you have an independent battery back-up.

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