nbn Industry Consultation Paper

Change to service level region classification definitions

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Abbreviations and Acronyms

ABS	Australian Bureau of Statistics
ACMA	Australian Communications and Media Authority
ASGS	Australian Statistical Geography Standard
BSS	Benchmark Service Standards
CSG	Customer Service Guarantee
ELMS	Enterprise Location Management System
LOC IDs	nbn location ID
PDF	Product Development Forum
RKR	NBN's Service Quality and network performance record keeping rule
RSP	Retail Service Provider
SAU	NBN Co Special Access Undertaking 2013, as varied in 2023
SLRC	Service Level Region Classifications
STS	Standard Telephone Service
WBA	Wholesale Broadband Agreement

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Executive Summary

nbn has identified a misalignment between the Service Level Region Classification (**SLRC**) definitions and its implementation in its Enterprise Location Management Services (**ELMS**), resulting in some locations being assigned classifications that do not align with the SLRC definitions in the Benchmark Service Standards (**BSS**) and Wholesale Broadband Agreement (**WBA**). nbn also identified that several of the definitions did not reflect contemporary expectations of service and the practical realities of how service is provided by nbn. This consultation paper sets out a draft proposal for the purposes of clause 2I.2.3 of the nbn's Special Access Undertaking (**SAU**) to change the BSS to address the misalignment, simplify the regional classifications, and ensure the framework remains aligned over time.

nbn is proposing to

- Simplify the nbn Ethernet SLRC structure from 6 to 4 classifications, making the framework easier for RSPs and customers to understand and apply. Where applicable, corresponding changes would also be made to nbn Smart Places and nbn Enterprise Ethernet. nbn is also proposing to align nbn Sky Muster Plus (SMP) and nbn LEO satellite.
- Broaden and simplify the service level framework by removing the Limited Access Area classification by consolidating it with Isolated classifications, bringing premises that are currently excluded from certain service level commitments within the proposed framework.
- Refine and align the definitions to ABS data points, thereby ensuring an accurate model is carried through into the future.
- Introduce a concept of "Extended Area", under which customers located at the fringe of population centres of more than 200 residents would receive the same service level commitments as those residents in such centres. This is to better align to customer expectations and reflect how those fringe areas are serviced today and reduce classification anomalies caused by population growth and urban expansion.
- Improve service level outcomes for a greater number of locations. Based on nbn's current analysis, approximately 1.19 million locations would move to a higher service standard, while approximately 193,000 locations would move to a lower service standard, of which 50,910[1] are active services. A small cohort of <200 services with an Enhanced Fault Rectification Service would move to an Isolated Area classification, where the Product Feature is not available.
- Establish a review and maintenance process to ingest future ABS geographic updates into future WBA releases.

Refer to Part B: Proposed Service Level Region Classification (SLRC) Framework for full details on the proposed framework.

[1] Active services as at 30 June 2026

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nbn considers that this draft proposal is a targeted refinement of the existing SLRC framework, rather than a fundamental redesign.

nbn considers the proposed model will deliver a net benefit to customers and industry by improving the accuracy and consistency of service level classifications, better aligning contractual service commitments with customer experience and operational realities, and creating a more sustainable framework for future service level management and reporting.

By comparison, simply aligning classifications to the current WBA/BSS definitions would result in ~ 638,000 LOC IDs (47% with active services[2]) moving to longer service levels, reducing contractual service commitments for a significantly larger number of locations.

1. What are Service Level Region Classifications

The SLRC framework is used to assign geographic categories to service locations (**LOC IDs**), such as Urban and Major Rural. These classifications are used to determine the service standards that apply to different locations across Australia and underpin service level commitments, performance reporting and rebate arrangements under nbn's WBA.

SLRCs recognise that geography plays an important role in how services are delivered. Factors such as travel distances, accessibility and population density influence how quickly nbn can connect customers, respond to faults and deliver field services. These factors also affect how nbn plans and allocates workforce and operational resources across Australia.

Under the current WBA, there are 6 service level region classifications for nbn Ethernet:

Location Category	
Urban Area	Remote Area
Major Rural Area	Isolated Area
Minor Rural Area	Limited Access Area

2. What issue has nbn identified

In July 2026, nbn informed Retail Service Providers (**RSPs**) and the ACCC that it had identified misalignments in the way service locations were classified within ELMS. The misalignment had the potential to impact:

- nbn's performance in relation to its service standards,

[2] Active services as at 30 June 2026

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- associated performance reporting for activities such as connections and fault repairs requiring a site visit (including reporting under the WBA and compliance reporting under the Service Quality and Network Performance Record Keeping Rules (**RKR**)), and
- information provided to the ACCC in relation to BSS determined in the Replacement Module Determination (**RMD**).

nbn conducted a review into the misalignment for nbn Ethernet and assessed that the impact on reported WBA performance outcomes was negligible (~1%)[3]. However, the review, which was prompted by the identification of classification misalignments affecting ~974,000 LOC IDs (around 8% of all LOC IDs), highlighted an opportunity to modernise the SLRC framework. The review found that elements of the current framework no longer accurately reflect contemporary population patterns, customer expectations, or operational delivery models.

[3] nbn considered the impact on physical connections, Fibre Connect Connections and faults requiring a field visit over the period from December 2023 to June 2026 (Study Period). For physical connections, the delta in nbn's performance over the Study Period was 0.09 and the range of variation on monthly performance was between -0.06 per cent and 0.22 per cent. For Fibre Connect Connections, the delta in nbn's performance over the Study Period was 0.08 and the range of variation on monthly performance was between -0.35 per cent and 0.49 per cent. For end user faults requiring a field visit, the delta in performance over the Study Period was 0.17 and the range of variation on monthly performance was between -0.35 per cent and -0.03 per cent

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Part A: Context and Scope

1. Background

The current SLRC within the SAU, BSS and the WBA service level schedule were initially a replica of the classifications that were set by ACMA in the mid 1990's for Telstra's provision of Standard Telephone Service (**STS**) Customer Service Guarantee (**CSG**) obligations, with nbn introducing Isolated Area and Limited Access Area with the introduction of satellite services. While the framework has evolved over time, many of the underlying classifications remain based on concepts developed for a different telecommunications environment.

Over the past decade, Australia's population distribution, transport connectivity, telecommunications networks and service delivery models have continued to evolve. Significant population growth has occurred not only within major cities, but also across regional centres and urban growth corridors. Between 2011 and 2021, regional Australia grew by approximately 832,000 people[4], and many locations that were historically considered rural or remote have become more populated, accessible and connected.

2. What is the issue?

As part of ongoing data quality and reporting assurance activities, nbn identified a misalignment between the SLRC definitions set out in the WBA and the way those classifications have been applied within nbn's ELMS.

As a result, some locations have been assigned a different SLRC in ELMS than would apply under the current WBA definitions. The issue primarily affects reporting and service level assessment and has not impacted the physical delivery of services, the activities undertaken by nbn field technicians, or the level of service experienced by customers.

The misalignment is most relevant for activities where service commitments vary by SLRC, such as end user connections and fault rectification requiring attendance at a premises. In these cases, the classification assigned to a location can affect performance reporting and, in some cases, rebate outcomes under the WBA.

During its review, nbn also considered the continued suitability of the existing SLRC framework and identified broader limitations in the current model. In particular, some locations are classified as Remote despite being located close to major population centres and benefiting from greater workforce availability, stronger transport links and higher service demand. As a result, customers in these areas may receive, and

[4] Source: Regional population, 2021 | Australian Bureau of Statistics

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expect service outcomes that are more comparable to urban or regional locations than those typically associated with remote communities.

nbn's view is that simply correcting ELMS to align with the existing definitions would resolve the data issue but would not address broader limitations in the framework itself. nbn therefore considers that addressing the historical misalignment and modernising the SLRC framework as part of a consolidated change proposal will work to provide a more sustainable, accurate and customer-focused outcome. The proposed approach will ensure service level classifications better reflect how locations are serviced in practice, while improving the accuracy and reliability of performance reporting into the future.

3. Change Process

The SLRCs apply to the BSS for nbn Ethernet.

nbn's SAU allows nbn to initiate a process to change the BSS. That process is set out in clause 2I.2.3 of the SAU, and it requires nbn to consult Access Seekers on its draft proposal. Following consultation, the process in the SAU provides for nbn to provide a notice to the ACCC setting out nbn's proposed changes to the BSS amendments, along with a summary of submissions from Access Seekers (and copies of submissions, subject to confidentiality), an explanation of changes nbn made to the draft proposal having had regard to submissions and the proposed date by which amendments to the WBA will be made to reflect the proposed changes.

The SAU allows the ACCC to accept or reject the BSS Change Proposal. The ACCC has up to 40 Business Days to make its decision, and the ACCC may extend that by a further 20 Business Days.

Clause 2I.2.3(b)(i)(B) of the SAU requires nbn to state whether it intends to submit a Cost Pass-Through Application as part of its Benchmark Service Standards Change Proposal. nbn does not intend to submit any such application.

nbn is following this process to propose changes to the SLRC definitions for the BSS. nbn intends to publish the notice it provides to the ACCC following this consultation on its website to allow Access Seekers to see how their feedback has been factored into the final change proposal.

If the ACCC accepts nbn's BSS Change Proposal, nbn will apply the SLRC definition changes into the relevant WBA documents, and the changes will be implemented within nbn's operational systems and reporting frameworks.

4. Consultation questions

In developing this draft proposal, nbn has considered a range of approaches. nbn is of the view that the approach in this draft proposal simplifies the SLRC framework model, aligns classifications with reasonable customer expectations, and better reflects the practical realities of service delivery. This consultation seeks Access Seeker feedback on the operational systems, process and commercial impacts of implementing the proposed framework.

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1. Are there any operational, system, process or commercial impacts that nbn should consider when finalising its proposed changes to the revised SLRC framework?
2. Would referring to the combined Major Rural and Minor Rural classification as "Rural" (instead of calling the combined area ‘Major Rural Area’) create any additional system or operational complexities not identified in response to question 1?

5. How to provide feedback

Please submit your feedback by **5:00pm on 27 November 2026**.

Submissions can be provided to nbn via your registered PDF Representative or your PDF page on nbn Customer Centre private workspace. If your organisation does not have a registered PDF Representative or access to the PDF page, please contact your nbn Account Executive or email pdf@nbnco.com.au, to respond.

For all submissions outside of the PDF, submit your feedback via email to your Account Manager or alternatively, please contact your nbn Account Manager to arrange submission of your feedback on this consultation in the format that best suits you.

Subject to any confidentiality requirements, Access Seeker feedback on nbn’s draft proposal will be provided to the ACCC as required under clause 2I.2.3(c)(ii) of the SAU.

This document is also being released through **nbn**’s Product Development Forum (**PDF**) mechanism. **nbn** utilises the PDF to consult with Retail Service Providers (**RSP**) and consumer advocacy groups on matters including the design and launch of **nbn**® products and features. Although in many cases consultation via the PDF occurs under the terms of, and for the purposes of **nbn**’s Special Access Undertaking (**SAU**), **nbn** can also use the PDF customer engagement mechanism to consult on matters outside the SAU’s current scope.

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Part B: Proposed Service Level Region (SLRC) Framework

1. Proposed refinements to current SLRC

As part of the proposed SLRC modernisation, nbn is proposing to reduce the number of service level regions used for nbn Ethernet from six to four. Specifically, nbn proposes to:

- consolidate the Major Rural Area and Minor Rural Area classifications into a single Major Rural Area classification; and
- combine the Isolated Area and Limited Access Area classifications into a single Isolated Area classification.

nbn is also proposing to introduce the concept of "Extended Area", under which customers located at the fringe of population centres of more than 200 residents (i.e. such centres being either an Urban Area or a Major Rural Area) would receive the same service level commitments as those residents in the Urban Area or Major Rural Area (as applicable). A more detailed description of the Extended Area concept, particularly how such an area would be determined, is set out in sections 2 and 3 below and the appendices referred to.

These changes are intended to simplify the framework, improve consistency across products, and reduce administrative complexity while continuing to recognise the distinct operational characteristics of urban, regional and remote service environments.

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To support greater alignment across product sets, nbn also proposes to apply equivalent changes to nbn Smart Places, nbn Enterprise Ethernet, Sky Muster Plus and LEO satellite services.



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nbn proposes that when determining the service level region for a location, it will use data from the most recent, fully published Australian Statistical Geography Standard (ASGS) edition that is in effect prior to commencement of the relevant WBA. In practice, this would mean that for WBA 6, the relevant version of the ASGS to be applied would be ASGS edition 3 (as ASGS edition 4 is not expected to be fully published until March 2028). Under the proposal, nbn would use the ABS Urban Centres and Localities (UCLs) for assessing whether a location is an Urban Area or Major Rural Area.[5] Remoteness classifications will use the ABS Remoteness Structure,[6] which is derived from the Accessibility/Remoteness Index of Australia Plus (ARIA+).

2. Urban Area

nbn is proposing to retain the concept of an "Urban Area" but is proposing to extend it by including an "Extended Area".

Location Category	Current Definition	Proposal
Urban Area	means an urban centre with a population equal to or greater than 10,000 people	• Retain current population threshold. • Introduce "Extended Area", that is, extend to surrounding ABS Mesh Blocks where the centroid of the ABS Mesh Block[7] is within 7 km of the recognised UCL boundary; and • Exclude Mesh Blocks that cannot reasonably be accessed by road vehicle alone and would require some element of air or water transportation unless otherwise specified by nbn[8].

[5] UCL's represent areas of concentrated urban development. They are identified using dwelling and population density criteria and data from the 2021 Census of Population and Housing, see https://www.abs.gov.au/statistics/standards/australian-statistical-geography-standard-asgs/edition-3-july-2021-june-2026/significant-urban-areas-urban-centres-and-localities-section-state/urban-centres-and-localities for further detail

[6] ABS Remoteness Areas are derived from the Accessibility/Remoteness Index of Australia Plus (ARIA+) produced by the Australian Centre for Housing Research at Adelaide University.

[7] Mesh Blocks are the smallest geographic areas defined by the ABS and form the building blocks for larger geographies in the ASGS. They broadly identify land use such as residential, commercial, primary production and parkland, see https://www.abs.gov.au/statistics/standards/australian-statistical-geography-standard-asgs/edition-4-july-2026-june-2031/main-structure-and-greater-capital-city-statistical-areas/mesh-blocks for further detail

[8] See Appendix E for a list of locations that would otherwise be Isolated as they cannot reasonably be accessed by road vehicle alone and would require air and/or water transport to reach but for which nbn has determined it can offer a higher level of service.

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Location Category	Current Definition	Proposal
		See proposed definition at Appendix B: Assessment of Extended Area.

The proposed extension of the definition of Urban Area is intended to better align service level classifications with the service experience of customers located on the outskirts of major population centres. While many of these locations are currently classified as Major Rural, Minor Rural or Remote, their proximity to urban centres often enables nbn to service them more efficiently and deliver outcomes that are more consistent with those available in urban areas and aligned with customer expectations.

nbn considers that the concept of "Extended Area" (i.e. the 7 km catchment methodology) will appropriately capture the majority of urban growth corridors and fringe areas while remaining operationally sustainable. An illustrative example of how the concept would operate in practice is provided in Appendix B: Assessment of Extended Area.

3. Major Rural Area

nbn proposes to consolidate the current Major Rural Area and Minor Rural Area classifications into a single Major Rural Area category. The proposed classification would also incorporate the concept of Extended Area, as outlined below.

Location Category	Current Definition	Proposal
Major Rural Area	means an urban centre or other recognised community grouping with a population greater than 2,500 but less than 10,000 people	• Merge Major and Minor Rural Area into Major Rural Area by: • using the population thresholds of greater than 200 but less than 10,000. • Introduce "Extended Area", that is, extend to surrounding ABS Mesh Blocks where the centroid of the ABS Mesh Block is within 7 km of the recognised UCL boundary; and • Exclude the following: (i) Urban Areas;
Minor Rural Area	means an urban centre, locality or recognised community grouping with a population greater than 200 but not more than 2,500 people.	

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Location Category	Current Definition	Proposal
		(ii) Mesh Blocks that cannot reasonably be accessed by road vehicle alone and would require some element of air or water travel; or (iii) Areas having a population of less than 2,500 and are classified as "Very Remote" according to ABS Remoteness Structure. *See proposed definition at* Appendix A: Proposed SLRC Definitions.

The consolidation of Major Rural Area and Minor Rural Area is supported by the fact that both classifications are already subject to largely identical service levels under the BSS and WBA frameworks. The proposed change aims to simplify the classification framework and reduce complexity for RSPs.

nbn also proposes to clarify that locations classified by the ABS as Very Remote will be classified as Isolated Areas, where there is a population of less than 2,500. This will ensure the framework reflects the operational realities of serving highly remote communities. For example, while Halls Creek has a population of approximately 1,600 people, its ABS Very Remote classification means it would be classified as Isolated under the proposed framework.

4. Remote Area

nbn proposes to retain the Remote Area classification broadly as it operates today. Under the proposed framework, a location will be classified as a Remote Area where it is not classified as an Urban Area, Major Rural Area or Isolated Area.

Location Category	Current Definition	Proposal
Remote Area	means an area in which the relevant Premises is located which is not an Urban Area, Major Rural Area, Minor Rural Area, Isolated Area or Limited Access Area	• Will continue to operate in a similar manner and capture areas in which the relevant Premises is located which is not an Urban Area, Major Rural Area or Isolated Area. *See proposed definition at* Appendix D: LOC ID Change Mapping

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5. Isolated Area

nbn proposes to consolidate the existing Isolated Area and Limited Access Area classifications into a single Isolated Area category. This change is intended to simplify the service level region framework while providing greater clarity and consistency for locations where geographic remoteness, accessibility constraints or specialised transport requirements can have a material impact on service delivery.

Location Category	Current Definition	Proposal
Isolated Area	means any area which is defined as a 'Very Remote' or 'Remote' geographical area in the most recent 'Accessibility Remoteness Index of Australia plus (ARIA+)' published by the Australian Population and Migration Research Centre of the University of Adelaide as of 26 April 2016.	• Isolated and Limited Access areas are to be merged into one "Isolated" service level region. • Amongst other things, locations with a population of fewer than 2,500 people that are classified as "Very Remote" according to the ABS Remoteness Structure will be classified as "Isolated". *See proposed definition at* Appendix D: LOC ID Change Mapping
Limited Access Area	means any area that cannot reasonably be accessed by road and would require some element of air or water transportation, including where the area would otherwise be an Urban Area, Major Rural Area, Minor Rural Area, Remote Area or Isolated Area.	

6. Change Management

nbn proposes that it would use the latest complete edition of the ASGS published by the ABS prior to the commencement of the then applicable WBA. For WBA6 this would be ASGS edition 3. At the start of each new WBA cycle nbn would review and realign (if required) any LOC IDs to the applicable SLRC. This would ensure that changes are not made to LOC IDs during the term of the applicable WBA

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Part C: Benefits, Impacts and Alternatives Considered

1. Benefits

1.1 End Customer Benefits

The proposed changes are intended to better align service level classifications with contemporary customer expectations and operational realities. In particular, customers located within, or in close proximity to, established urban and regional population centres would receive service level commitments that more accurately reflect the way those communities are serviced today.

Under the proposed model approximately:

- 1,189,902 LOC IDs (of which 664,408 are active services[9]) would move to a service level region with a shorter service level than the classification currently assigned in nbn's systems, providing an improved service commitment under the WBA, and
- 193,097 LOC IDs would move to a longer service level (of which 50,910[9] are active services, approximately ~26%).

By contrast, if nbn were to simply align all LOC IDs within nbn's ELMS to the current WBA definitions without modernising the framework, approximately 335,869 LOC IDs (of which 200,015 are active services[9]) would move to a service level region with a shorter service level, while 638,666 LOC IDs (of which 303,157 are active services[9]) would move to a service level region with a longer service level. For those locations, this would result in reduced service commitments under the WBA.

Importantly, a service level region classification only has practical significance when a service activity requires physical attendance. This may include activities such as a new connection, fault rectification, modification or appointments requiring nbn attendance at a premises. Accordingly, a change in classification will not generally affect a customer's day-to-day experience unless and until one of these activities occurs and the relevant service level commitment is applied.

	WBA definitions (corrected)	Proposed SLRC model
LOC IDs* moved to a service level region classification with a shorter service level**	**335,869**	**1,189,902**

[9] Active services as at 30 June 2026

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	WBA definitions (corrected)	Proposed SLRC model
LOC IDs moved to a service level region with a longer service level	**638,666**	**193,097**

**LOC IDs in Service Classes 1, 11 and 31 in Remote Areas that would be reclassified to Major Rural under this proposal will not experience a shorter connection service level. This is because the connection service level for Major Rural locations remains 19 business days. While the connection service level for Remote locations will be reduced to 15 business days under the ACCC's Replacement Module Determination from 1 July 2027. They will however receive a shorter service level for rectification End User Faults that require attendance at Premises. Fibre Connect Connections also have the same service level for End User Connections in Major Rural and Remote Areas.

The reason some LOC IDs will receive a longer service level is because historical network boundaries and legacy classification rules do not align with the current WBA framework or the proposed classification methodology. For example:

(i) Some LOC IDs will move to service level regions with longer service commitments because their current classifications reflect historical network boundaries and legacy classification rules that do not align with the current WBA definitions and the proposed methodology.; and

(ii) Some satellite locations (~128k) were assigned in ELMs based on remoteness only with no regard to population centres, which meant that they were incorrectly assigned to a shorter service level region.

See Appendix D: LOC ID Change Mapping for a view of all LOC ID movements under the proposal.

As noted above, nbn has identified a small cohort of <200 services with an Enhanced Fault Rectification Service, that will, under the proposed changes, be classified as Isolated Area where the Product Feature is not available. We acknowledge the need to work with RSPs to manage these services.

1.2 RSP Benefits

The proposed SLRC refinements are expected to provide RSPs with a simpler and more transparent classification framework, offering greater certainty regarding the application of service level commitments and the associated performance reporting obligations.

Key benefits for RSPs may include:

- **More accurate service level reporting through classifications** that better align with the practical service environments in which customers are located, providing greater confidence in performance outcomes.
- **Improved alignment between service commitments and customer expectations**, particularly for customers located near urban and regional population centres whose service experience may be more closely aligned with those centres.
- **Reduced administrative complexity through a more streamlined classification framework**, making service level commitments easier to understand, communicate and operationalise.
- **Reduced risk of future classification disputes** by adopting a contemporary and more readily maintainable methodology that better reflects current geographic and population patterns.

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2. Impacts

The proposed SLRC refinements are expected to have implications across systems, reporting frameworks and potentially certain product-specific charging arrangements. nbn recognises that RSPs may require time to assess and implement related changes within their own operational and technology environments. Accordingly, nbn is seeking feedback on the scale and nature of these impacts, including any system, reporting or process changes that may be required to support implementation.

2.1 Systems and Platform Impacts

The consolidation of SLRC proposed within this consultation will not require any NPIS changes. If the Area names were to be changed from those proposed, then there will be NPIS changes required.

2.2 Record Keeping Rules (RKR)

SLRC definitions are also used in reporting obligations under the ACCC's Service Quality and Network Performance Record Keeping Rules (RKR). Aligning the SLRC definitions in the RKR with the amendments proposed in this consultation paper will be necessary so that the RKR reporting requirements accurately reflect the activities being reported. If the definitions are not aligned, the high degree of operational complexity in maintaining separate definitions for these purposes will make this draft proposal unfeasible. Amending the RKR is matter for the ACCC, and nbn will be making submissions to the ACCC that it is appropriate for the ACCC to align the geographic area definitions in the RKR with those proposed for the BSS.

2.3 Impacted Service Standards

The Benchmark Service Standards impacted by the proposed changes have been set out in Appendix D: LOC ID Change Mapping.

3. Alternatives Considered

3.1 Option A – Applying the Existing WBA and BSS SLRC Definitions – without Framework Modernisation)

One option considered was to align all LOC IDs with the existing SLRC definitions set out in the WBA and BSS without making any broader changes to the framework. However, nbn does not consider this to be the preferred approach. While it would address the identified classification misalignment, it would result in a substantial number of locations moving to service level regions with longer service level commitments than those currently assigned in nbn's systems. Specifically, approximately 638,666 LOC IDs would move to a region with longer service levels, compared with approximately 335,869 LOC IDs that would move to a region with shorter service levels.

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Importantly, this approach would not address the broader limitations identified through nbn's review of the current framework. As a result, while the historical data issue would be resolved, the underlying shortcomings of the current framework would remain.

3.2 Option B – Comprehensive Redesign of the SLRC Framework

A full review and redesign of the SLRC methodology was considered. While this approach would have enabled nbn to reconsider the framework from first principles, it would have involved significantly broader change and greater implementation complexity.

nbn considers that targeted refinements to the existing framework provide a more proportionate response, addressing both the identified misalignment and the need for modernisation while maintaining a certain level of continuity for RSPs and customers.

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Appendix A: Proposed SLRC Definitions

<table>
<tr><th>Proposed SLRC definition</th><th>Other relevant lower-level definition</th></tr>
<tr><td>Urban Area means

(a) a geographic area:
(i) identified as an “Urban Centre” (or equivalent); and
(ii) having a population of at least 10,000 people,
under the ASGS; or

(b) an Extended Area,
but excluding any geographic area identified as a “Mesh Block” under the ASGS, that cannot reasonably be accessed by road vehicle alone and would require some element of air or water transportation (unless determined otherwise by nbn).</td><td rowspan="3">Extended Area means, in relation to an Urban Area or Major Rural Area, a geographic area that:

(a) is identified as a “Mesh Block” under the ASGS; and
(b) is determined by nbn as having a centroid that is no more than 7 Kilometres away from the recognised boundary of an area which satisfies paragraph (a) of the definition of:
(i) Urban Area; or
(ii) Major Rural Area,
as the case may be.</td></tr>
<tr><td>Major Rural Area means:

(a) a geographic area:
(i) identified as an “Urban Centre” or “Locality” (or equivalent of “Urban Centre” or “Locality”); and
(ii) having a population of between 201 people and 9,999 people (inclusive),
under the ASGS; or
(b) an Extended Area,
but excluding any geographic area:

(a) that is an Urban Area;
(b) identified as a “Mesh Block” under the ASGS, that cannot reasonably be accessed by road vehicle alone and would require some element of air or water transportation (unless determined otherwise by nbn); or
(c) that is classified as “Very Remote” under the ASGS, with a population of less than 2,500 people.</td></tr>
<tr><td>Remote Area means a geographic area that is not an Urban Area, Major Rural Area or Isolated Area.</td></tr>
<tr><td>Isolated Area means a geographic area:

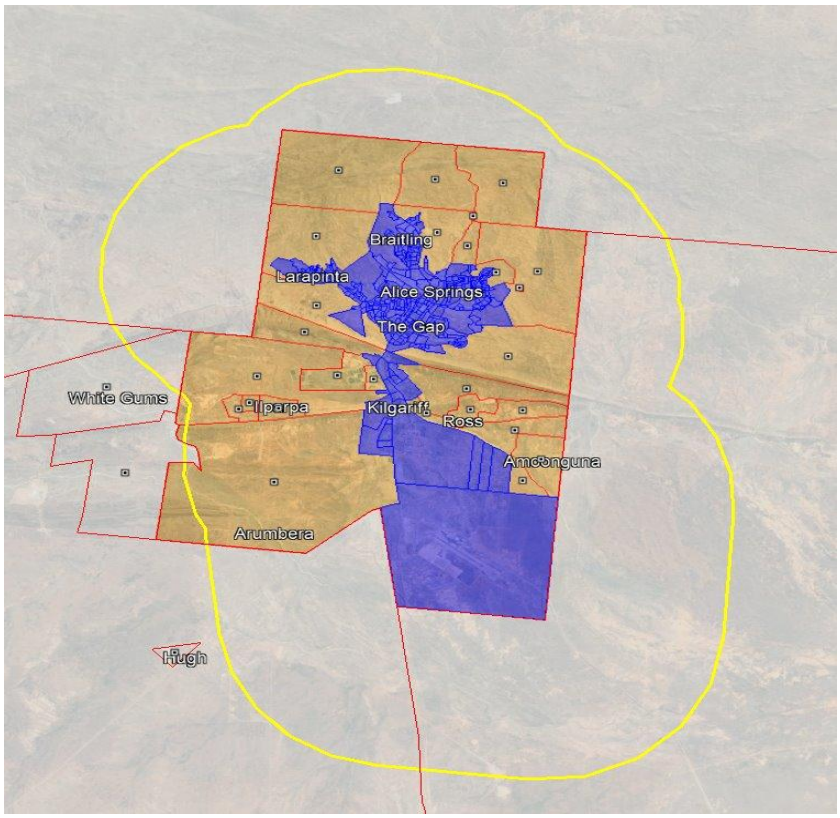
(a) identified as “Remote” or “Very Remote” under the ASGS (including, for the avoidance of doubt, any area identified as “Very Remote” and having a population of less than 2,500 people, under the ASGS); or
(b) identified as a “Mesh Block” under the ASGS, that cannot reasonably be accessed by road vehicle alone and would require some element of air or water transportation (unless determined otherwise by nbn),
but excluding any geographic area that is an Urban Area or Major Rural Area.</td><td>ASGS means, for the purpose of a Standard Offer, the latest complete edition of the Australian Statistical Geography Standard (or equivalent) published by the Australian Bureau of Statistics prior to the commencement date of that Standard Offer.</td></tr>
</table>

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Appendix B: Assessment of Extended Area

Example Alice Springs

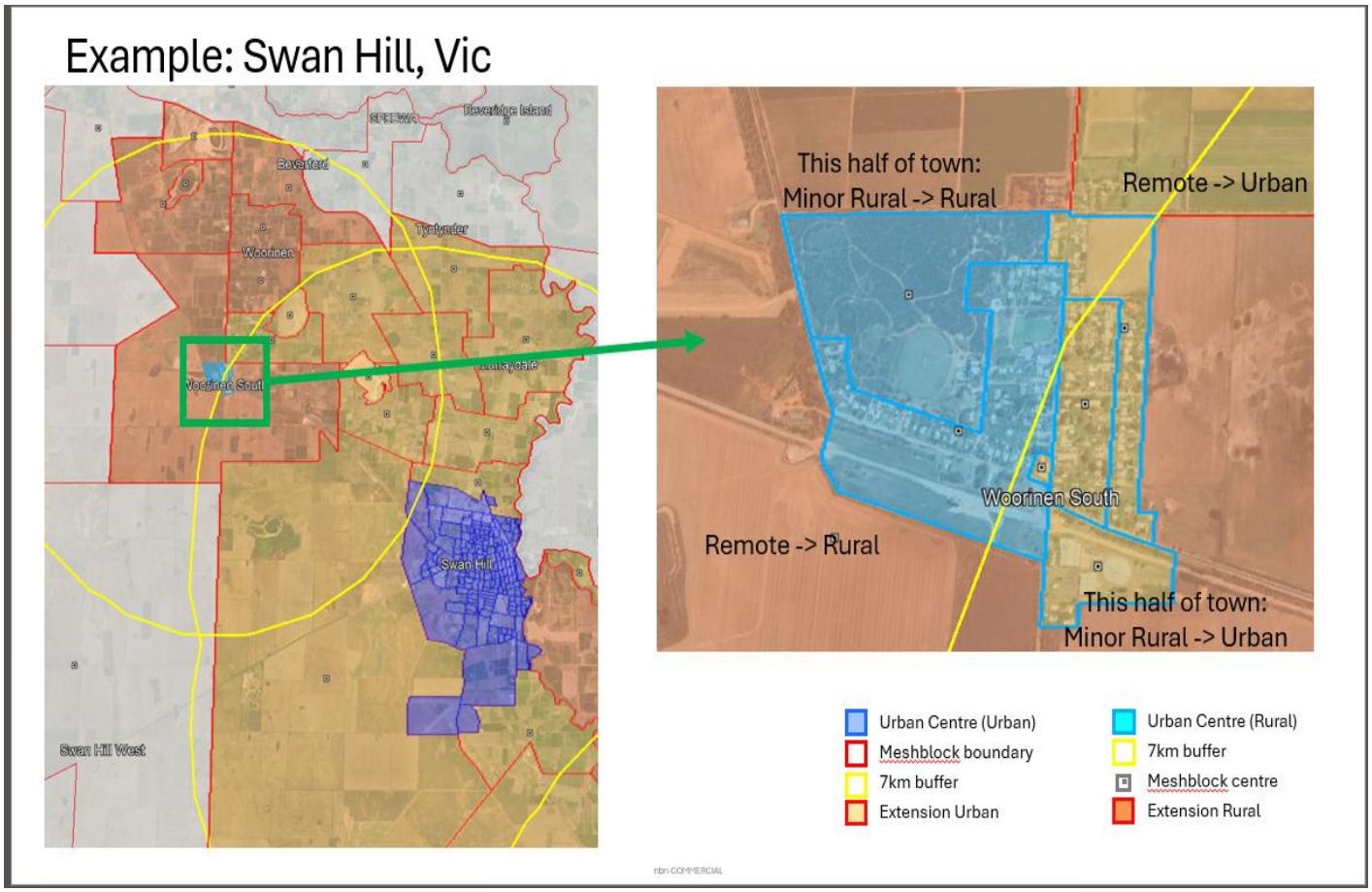


1. nbn starts by Identifying the Urban Centre of Alice Springs as set out in the ASGS (blue shaded area);
2. nbn then applies a 7 km buffer around the recognised UCL of Alice Springs (yellow line).
3. nbn then looks at the surrounding ABS Mesh Blocks and determines the geographic centroid of each Mesh Block;
4. any surrounding ABS Mesh Block where the centroid of that Mesh Block sits within the 7 km boundary is also part of the Urban Area (yellow shaded area);
5. Any Mesh Block where the centroid of the ABS Mesh Block sits outside the 7 km boundary is excluded.

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This approach provides a practical and consistent methodology for determining which locations at the fringe of major population centres should be treated as Urban Area or Major Rural Area (as the case may be).



In this example, the 7km buffer around the Urban town of Swan Hill overlaps both the town and 7km buffer of the Rural town of Woorinen South.

1. nbn starts by Identifying all Urban Centres and Localities (UCLs) as set out in the ASGS which in this example is:
    a. Swan Hill. Dark blue shaded area, Urban sized town (population 10,000 or more).
    b. Woorinen. Pale blue shaded area, Rural sized town (population between 201 and 9,999).
2. nbn then applies a 7 km buffer around each recognised UCL (yellow lines).
3. nbn then looks at the surrounding ABS Mesh Blocks and determines the geographic centroid of each Mesh Block;
4. any surrounding ABS Mesh Block where the centroid of that Mesh Block sits within the 7 km boundary of an Urban sized town is also part of the Urban Area (yellow shaded area). This is regardless of whether it is part of a Rural sized town or not
5. For the remaining Mesh Blocks, where the centroid of that Mesh Block sits within the 7 km boundary of a Rural sized town, they are also part of the Rural Area (orange shaded area).

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6. Any Mesh Block where the centroid of the ABS Mesh Block sits outside all 7 km boundaries is excluded.
7. The end result for mesh blocks in overlapping areas are as follows:
    a. Mesh blocks belonging to Woorinen which are inside the Swan Hill 7km buffer are classified as Urban.
8. Mesh blocks within both the Woorinen 7km buffer and the Swan Hill 7km buffer are classified as Urban.

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Appendix C: Impacted Benchmark Service Standards

Note: *The below is a mark-up against the version of the Benchmark Service Standards that will be in effect as at 1 July 2027.*

[...]

PART A: Service Levels

[...]

1. End User Connections

1.1 Service Levels for End User Connections

(a) The Service Levels for Standard Connections from the time of Order Acknowledgement for nbn® Ethernet are:

Network	Service Class	Location of Premises and Service Level (Business Days unless noted to be Operational Hours)				
		Urban Area	Major Rural Area ~~or Minor Rural Area~~	Remote Area	Isolated Area	~~Limited Access Area~~
Fibre Network	Service Class 0	N/A	N/A	N/A	N/A	~~N/A~~
	Service Class 1	14	19	15	40	~~N/A~~
	Service Class 2	9	14	15	35	~~N/A~~
	Service Class 3[1]	1	1	1	1	~~N/A~~
Wireless Network	Service Class 4	N/A	N/A	N/A	N/A	~~N/A~~
	Service Class 5	9	14	15	35	~~N/A~~[2]
	Service Class 6[1]	1	1	1	1	~~1~~
Satellite Network	Service Class 7[2]	N/A	N/A	N/A	N/A	~~N/A~~
	Service Class 8	20	20	20	35	~~N/A~~[4]
	Service Class 9[1]	1	1	1	1	~~1~~
	Service Class 10	N/A	N/A	N/A	N/A	~~N/A~~

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Network	Service Class	Location of Premises and Service Level (Business Days unless noted to be Operational Hours)				
		Urban Area	Major Rural Area ~~or Minor Rural Area~~	Remote Area	Isolated Area	~~Limited Access Area~~
FTTB Network and FTTN Network	Service Class 11[3]	14	19	15	N/A	~~N/A~~
	Service Class 12	9	14	15	N/A	~~N/A~~
	Service Class 13[1]	1	1	1	N/A	~~N/A~~
HFC Network	Service Class 20	N/A	N/A	N/A	N/A	~~N/A~~
	Service Class 21	14	N/A	N/A	N/A	~~N/A~~
	Service Class 22	9	N/A	N/A	N/A	~~N/A~~
	Service Class 23	9	N/A	N/A	N/A	~~N/A~~
	Service Class 24[1]	1	N/A	N/A	N/A	~~N/A~~
FTTC Network	Service Class 30	N/A	N/A	N/A	N/A	~~N/A~~
	Service Class 31	14	19	15	N/A	~~N/A~~
	Service Class 32	9	14	15	N/A	~~N/A~~
	Service Class 33	9	14	15	N/A	~~N/A~~
	Service Class 34 (FTTC-NCD Shortfall)[4]	9	14	15	N/A	~~N/A~~
	Service Class 34[1, 5]	1	1	1	N/A	~~N/A~~

Notes:

[1] *These Service Levels are measured in Operational Hours, not Business Days, and apply only for Logical Connections.*

[2]*Service Class 7 does not specifically relate to the Satellite Network. See the Dictionary for further details.*

[3]*Service Class 11 is not applicable to nbn® Ethernet (FTTB).*

[4]*Applies to a Standard Connection at a Service Class 34 Premises in respect of which an FTTC-NCD Shortfall applies.*

[5]*Applies to a Standard Connection at a Service Class 34 Premises in respect of which an FTTC-NCD Shortfall does not apply.*

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(b) The Service Levels for Fibre Connect Connections from the time of Order Acknowledgement for nbn® Ethernet are:

Network	Service Class	Location of Premises and Service Level (Business Days)				
		Urban Area	Major Rural Area ~~or Minor Rural Area~~	Remote Area	Isolated Area	~~Limited Access Area~~
Fibre Network	Fibre Connect Connections	14	19	19	N/A	~~N/A~~

(c) The Service Levels for Priority Assistance Connections in respect of Service Class 3, 13, 24 and 34 (in respect of which no FTTC-NCD Shortfall applies) Premises and Accelerated Connections in respect of Service Class 1, 2, 11, 12, 21, 22, 23, 31, 32, 33 and 34 (in respect of which an FTTC-NCD Shortfall applies) Premises, from the time of Order Acknowledgement are:

Location of Premises	Priority Assistance Connection (hours) (Service Class 3, 13, 24 and 34[2] Premises only)	Accelerated Connection (Business Days) (Service Class 1, 2, 11, 12, 21, 22, 23, 31, 32 and 33, 34 (FTTC-NCD Shortfall)[3] Premises only)
Urban Area	24	4
Major Rural Area[1]	24	9
~~Minor Rural Area[1]~~	~~24~~	~~14~~
Remote Area[1]	48	N/A
Isolated Area[1]	48	N/A

Notes:

[1] No Premises served by the HFC Network will be located in an area other than an Urban Area.

[2] Applicable only to a Service Class 34 Premises in respect of which an FTTC-NCD Shortfall does not apply.

[3]Applicable only to a Service Class 34 Premises in respect of which an FTTC-NCD Shortfall applies.

[...]

2. End User Connection Appointments

2.1 Service Levels for End User Connection Appointments

The Service Levels for Appointments to attend a Premises made by RSP and confirmed by nbn for End User Connections, Network Activities performed in relation to End User Connections are:

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Appointment window	Service Level
Attend a Premises at a particular time	Attend Premises at that time or within 15 minutes thereafter
Attend a Premises within a 4 hour period	Attend Premises within the period or within 15 minutes thereafter
Attend a Premises in a Major Rural Area within a period of between 4 and 5 hours*	Attend Premises within the period
Attend a Premises in a ~~Minor Rural Area,~~ Remote Area~~,~~ or Isolated Area ~~or Limited Access Area~~ within a period of between 4 and 5 hours**	Attend Premises within the period or within 45 minutes thereafter

***Note:** Between 4 and 5 hours means a period of more than 4 hours but not more than 5 hours.*

[...]

7. Service Fault rectification

7.1 Service Levels for End User Fault rectification

The Service Levels for rectification of End User Faults from the time of Service Fault Trouble Ticket Acceptance (or Trouble Ticket Acknowledgement if section **Error! Reference source not found.** applies) are:

Location of Premises	End User Fault rectification Service Level by nbn® Network	
	Fibre Network, FTTB Network, FTTN Network, FTTC Network[5] HFC Network[1] and Wireless Network	Satellite Network
Urban Area and other locations where End User Fault does not require external or internal plant work or nbn attendance at Premises	5:00pm next Business Day	5:00pm next Business Day[2] 5:00pm third Business Day[3]
Major Rural Area ~~or Minor Rural Area~~ where End User Fault requires external or internal plant work or nbn attendance at Premises	5:00pm second Business Day	5:00pm third Business Day
Remote Area where End User Fault requires external or internal plant work or nbn attendance at	5:00pm third Business Day	5:00pm fourth Business Day

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Location of Premises	End User Fault rectification Service Level by nbn® Network	
	Fibre Network, FTTB Network, FTTN Network, FTTC Network[5] HFC Network[1] and Wireless Network	Satellite Network
Premises		
Isolated Area where End User Fault requires external or internal plant work or nbn attendance at Premises	5:00pm tenth Business Day[4]	5:00pm tenth Business Day
~~Limited Access Area where End User Fault requires external or internal plant work or nbn attendance at Premises~~	~~N/A[7]~~	~~N/A~~

Notes:

[1] No Premises served by the HFC Network will be located in an area other than an Urban Area.

[2] Applies to a location (including an Urban Area) where the End User Fault does not require external or internal plant work or nbn attendance at Premises.

[3] Applies to an Urban Area only where the End User Fault requires external or internal plant work or nbn attendance at Premises.

[4] Applies only to nbn® Ethernet (Fibre) and nbn® Ethernet (Wireless).

5If RSP selects the Self Replacement – FTTC option at the time of submitting a Service Fault Trouble Ticket, the Service Level that will apply to that Service Fault will be the applicable Service Level set out in the table above for an End User Fault that requires internal plant work. For example, for an End User Fault for a Premises located in a Major Rural Area, the applicable Service Level would be 5:00pm the second Business Day. On and from the date notified by nbn, the applicable Service Level in these circumstances will be extended by an additional 1 Business Day. For example, for a Premises located in a Major Rural Area, the applicable Service Level will instead be 5:00pm the third Business Day.

7.2 Service Levels for Priority Assistance Fault rectification

The Service Levels for rectification of Priority Assistance Faults from the time of Service Fault Trouble Ticket Acknowledgement are:

Location of Premises	Priority Assistance Fault rectification Service Levels (hours)
Urban Area, Major Rural Area ~~or Minor Rural Area~~.	24
Remote Area where Priority Assistance Fault does	

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Location of Premises	Priority Assistance Fault rectification Service Levels (hours)
not require external or internal plant work or nbn attendance at Premises	
Remote Area where Priority Assistance Fault requires external or internal plant work or nbn attendance at Premises	48

[...]

8. Performance Incident Rectification

The Service Levels for rectification of End User Incidents from the time of Performance Incident Trouble Ticket Acceptance (or Trouble Ticket Acknowledgement if section 6.3(c) applies) are:

Location of Premises	Service Level
Urban Area	5.00pm seventh Business Day
Major Rural Area ~~or Minor Rural Area~~	5.00pm tenth Business Day
Remote Area	5.00pm fifteenth Business Day

[...]

9. End User Fault rectification Appointments

9.1 Service Levels for kept End User Fault rectification Appointments

The Service Levels for Actual Trouble Ticket Appointments to attend a Premises made by RSP and confirmed by nbn for rectification of End User Faults (including Enhanced Faults and Priority Assistance Faults) are:

Appointment window	Service Level
Attend a Premises at a particular time	Attend Premises at that time or within 15 minutes thereafter
Attend a Premises within a 4 hour period	Attend Premises within the period or within 15 minutes thereafter
Attend a Premises in a Major Rural Area within a period of between 4 and 5 hours*	Attend Premises within the period
Attend a Premises in a ~~Minor Rural Area,~~ Remote Area or ~~,~~ Isolated Area ~~or Limited Access Area~~ within a period of between 4 and 5 hours*	Attend Premises within the period or within 45 minutes thereafter

***Note:** Between 4 and 5 hours means a period of more than 4 hours but not more than 5 hours.*

[...]

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11. Modifications

11.1 Service Levels for Access Component Modifications

[...]

(b) The Service Levels for Access Component Modifications that require attendance at Premises, the dispatch of a self-install kit, and Priority Assistance Modifications at Premises where a Power Supply (Standard) is installed, from the time of Order Acknowledgement are:

(i) in respect of the Fibre Network, FTTB Network, FTTN Network, FTTC Network, HFC Network1 and Wireless Network:

Location of Premises[1]	Service Level (Business Days)
Urban Area	9
Major Rural Area ~~or Minor Rural Area~~	14
Remote Area	19
Isolated Area	35[2]
~~Limited Access Area~~	~~N/A~~

** Notes:*

[1] No Premises served by the HFC Network will be located in an area other than an Urban Area.

[2] Applies only to nbn® Ethernet (Fibre) and nbn® Ethernet (Wireless).

(ii) in respect of the Satellite Network:

Location of Premises	Service Level (Business Days)
Urban Area, Major Rural Area ~~, Minor Rural Area~~ or Remote Area	20
Isolated Area	35
~~Limited Access Area~~	~~N/A~~

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Other impacted nbn Ethernet service levels not set out in the Benchmark Service Standards but set out in nbn's WBA

Enhanced Fault rectification

Service Levels for Enhanced Fault rectification

The Service Levels for rectification of Enhanced Faults from the time of Trouble Ticket Acknowledgement are:

Enhanced Fault Rectification Service option	Enhanced Fault rectification Service Levels by location of Premises (hours)*		
	Urban Area / Major Rural Area ~~, Minor Rural Area~~ and Remote Area where the Enhanced Fault does not require external or internal plant work or nbn attendance at Premises	Major Rural Area ~~and Minor Rural Area~~ where the Enhanced Fault requires external or internal plant work or nbn attendance at Premises	Remote Area where the Enhanced Fault requires external or internal plant work or nbn attendance at Premises
Enhanced-4	4	18	32
Enhanced-4 (24/7)	4	18	32
Enhanced-6	6	20	34
Enhanced-6 (24/7)	6	20	34
Enhanced-8	8	22	36
Enhanced-8 (24/7)	8	22	36
Enhanced-12	12	26	40
Enhanced-12 (24/7)	12	26	40
Enhanced (90 Day)-12 (24/7)	12	26	40

**** Note:** The Service Levels above are each calculated by reference to the Operational Hours that apply to the relevant Enhanced Fault Rectification Service option. Part E explains how Operational Hours are calculated.*

[...]

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Appendix D: LOC ID Change Mapping

View of LOC IDs moving from one service level region to another service level region under the proposed extension model.

Locations		Extension Proposal						
		URBAN	MAJOR RURAL	MINOR RURAL	REMOTE	ISOLATED	LIMITED ACCESS	Change is Longer SL*
Current State	URBAN	10,444,952	18,545	0	3,399	227	0	193,097
	MAJOR RURAL	173,775	646,447	0	95,192	5,548	0	
	MINOR RURAL	85,762	403,099	0	49,609	11,055	0	
	REMOTE	179,383	316,897	0	139,692	9,522	0	
	ISOLATED	1,468	12,669	0	3,223	67,545	0	
	LIMITED ACCESS	24	123	0	491	12,988	0	
	Change is Shorter SL*	1,189,902						11,298,636

*LOC IDs in Service Classes 1, 11 and 31 in Remote Areas that would be reclassified to Major Rural under this proposal will not experience a shorter connection service level. This is because the connection service level for Major Rural locations remains 19 business days. While the connection service level for Remote locations will be reduced to 15 business days under the ACCC's Replacement Module Determination from 1 July 2027. They will however receive a shorter service level for rectification End User Faults that require attendance at Premises. Fibre Connect Connections also have the same service level for End User Connections in Major Rural and Remote Areas.

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Appendix E: Location List

List of locations that would meet the definition of Isolated Area as they cannot reasonably be accessed by road vehicle alone and would require some element of air or water transportation, but for which nbn has determined it can offer a higher service level and so to be classified accordingly.

Location		Service Level Region Classification
Coochiemudlo Island	QLD	Urban Area
Macleay, Lamb, Karragarra Islands	QLD	Major Rural Area
Russell Island	QLD	Major Rural Area
North Stradbroke	QLD	Major Rural Area and Remote (this island will be split based on UCL and population thresholds)
Scotland Island	NSW	Urban Area
Dangar Island	NSW	Urban Area
Raymond Island	VIC	Major Rural Area
French Island	VIC	Remote Area
Bruny Island	TAS	Remote Area
Kangaroo Island	SA	Major Rural Area and Isolated (this island will be split based on UCL and population thresholds)
Victor Harbor	SA	Urban Area

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