

nbn[®] SAU Tariff List

1 December 2023 to 30 June 2024



SAU Tariff List

| Version | Description | Published Date | Effective Date |
|---------|---------------------------------------------------|-----------------|-----------------|
| 1 | SAU Tariff List (1 December 2023 to 30 June 2024) | 1 November 2023 | 1 December 2023 |
| | | | |

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SAU Tariff List: 1 December 2023 to 30 June 2024

Introduction

This Tariff List is published pursuant to clauses 2B.2.3 and 2B.2.5(b) of **nbn**'s Special Access Undertaking (**SAU**), as varied on 17 October 2023. This Tariff List takes effect on and from 1 December 2023.

This Tariff List sets out Prices for each NBN Offer, Other Charge and other WAPC Charge Component, as well as CVC inclusions for each Bundled TC-4 Offer and Bundled TC-2 Offer. In this Tariff List, the Prices and CVC inclusions for FY24 correspond with the Prices and CVC inclusions for FY24 as stated in the SAU 3-year Roadmap published by **nbn** for the period 1 December 2023 to 30 June 2026.

Capitalised terms in this Tariff List have the meaning defined in the SAU as varied on 17 October 2023 unless stated otherwise.

Changes to this Tariff List

The SAU sets out specific circumstances in which **nbn** must update Prices and/or CVC inclusions in the Tariff List for a Financial Year. For example, the SAU requires **nbn** to update the Tariff List to reflect:

- the Price on introduction of a new offer;
- a change to the Price of a previously Zero-Priced offer made in accordance with the SAU;
- a Price change resulting from the exercise by the ACCC of certain powers under the SAU;
- a Price change resulting from the SAU restriction on TC-4 discounts;
- a determination by **nbn** to reduce the Bundled Offer Ceiling or Price of an existing offer in the Tariff List;
- the withdrawal of a Price for an existing offer; and
- an adjustment to CVC TC-4 inclusions made in accordance with the mechanism set out in the SAU.

nbn will publish a new Tariff List by 1 May 2024 for FY25. That Tariff List will be subject to the TC-4 Price Relativity Restriction in the SAU and may contain different Prices and CVC inclusions to those set out for FY25 in the Pricing Roadmap published on 1 November 2023 for the period 1 December 2023 to 30 June 2026, including where actual CPI and/or utilisation are different to the CPI and utilisation assumptions used in preparing that Pricing Roadmap.

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NBN Access Service

1 TC-4 Offers

1.0 Flat-Rate Offers

| AVC Data Transfer Rate PIR downlink (Mbps) ¹ | AVC Data Transfer Rate PIR uplink (Mbps) ¹ | FY24 Monthly Recurring Fixed Charge, per SIO | NBN Co Network |
|------------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------|----------------|
| 25 – 100 | 5 – 20 | \$55.00 | FTTB and FTTN |
| 50 – 100 | 20 | \$55.00 | FTTC |
| Fixed Wireless Home Fast ⁴ | | \$55.00 | Wireless |
| 100 | 20 | \$55.00 | Fibre and HFC |
| 25 – 100 | 5 – 40 | \$58.00 | FTTB and FTTN |
| 50 – 100 | 20 – 40 | \$58.00 | FTTC |
| 100 | 40 | \$58.00 | Fibre and HFC |
| Fixed Wireless Superfast ⁴ | | \$60.00 | Wireless |
| 250 | 25 | \$60.00 | Fibre and HFC |
| 250 | 100 | \$100.00 | Fibre |
| 500 | 200 | \$160.00 | Fibre |
| 500 to 1,000 ² | 50 | \$70.00 | Fibre and HFC |
| 1,000 ³ | 400 | \$230.00 | Fibre |

Notes:

- ¹ No additional charges apply for CVC TC-4 utilised in conjunction with a Flat-Rate Offer.
- ² The Maximum Data Transfer Rate will fall anywhere between 500 Mbps and less than but close to 1000 Mbps.
- ³ The Maximum Data Transfer Rate will be less than but close to 1000 Mbps.
- ⁴ The Fixed Wireless Home Fast and Fixed Wireless Superfast offers have not yet been launched. They are anticipated to be launched in FY24.

1.1 Flat-Rate Offers – Smart Places

| AVC Data Transfer Rate PIR downlink (Mbps) ¹ | AVC Data Transfer Rate PIR uplink (Mbps) ¹ | FY24 Monthly Recurring Fixed Charge, per SIO | NBN Co Network |
|------------------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------|----------------|
| 100 | 40 | \$58.00 | Fibre |
| 250 | 100 | \$100.00 | Fibre |
| 500 | 200 | \$160.00 | Fibre |
| 1,000 ² | 400 | \$230.00 | Fibre |

Notes:

¹ No additional charges apply for CVC TC-4 utilised in conjunction with a Flat-Rate Offer.

² The Maximum Data Transfer Rate will be less than but close to 1000 Mbps.

1.2 Bundled TC-4 Offers

| AVC Data Transfer Rate PIR downlink (Mbps) ¹ | AVC Data Transfer Rate PIR uplink (Mbps) ¹ | FY24 Monthly Recurring Fixed Charge, per SIO | FY24 CVC TC-4 PIR symmetrical inclusion (Mbps) ^{1,4} | NBN Co Network |
|------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------|
| 12 (Basic Bundled Offer) ² | 1 | \$12.00 | 0 | Fibre, FTTB, FTTN, FTTC, HFC |
| 12 | 1 | \$24.40 | 0 | Fibre, FTTB, FTTN, FTTC, HFC and Wireless |
| 25 | 5 | \$26.00 | 0.22 | Fibre, FTTB, FTTN, FTTC, HFC and Wireless |
| 25 | 5 – 10 | \$26.00 | 0.22 | FTTB, FTTN |
| 25 | 10 | \$26.00 | 0.22 | Fibre, FTTC, HFC |
| 25 – 50 | 5 – 20 | \$50.00 | 3.55 | FTTB, FTTN |
| 50 | 20 | \$50.00 | 3.55 | Fibre, FTTC, HFC |
| Up to 75 ³ | Up to 10 ³ | \$50.00 | 3.55 | Wireless |

Notes:

- ¹ Additional Connectivity Virtual Circuit Offer (TC-4) charges apply for CVC TC-4 utilised in conjunction with each of these Bundled TC-4 Offers in excess of any CVC TC-4 inclusion which is part of that Bundled TC-4 Offer (where the utilisation relative to the inclusion is determined on a per-AVC TC-4 Product Component basis).
- ² The SAU states that the Basic Bundled Offer (and its Monthly Recurring Charge, being \$12.00 in FY24) will apply on a pro-rated daily basis for each day on which an AVC with the relevant bandwidth profile is used as an input into an Access Seeker Product or Downstream Product which is a broadband service which includes a voice component and utilises 0.1 Mbps of TC-4 (PIR) or less of capacity and that, on other days, the Bundled TC-4 Offer with a bandwidth profile of 12 Mbps PIR (TC-4) which is not the Basic Bundled Offer (and its Monthly Recurring Charge, being \$24.40 in FY24) will apply on a pro-rated daily basis.
- ³ These are potential maximum information rates, not peak information rates.
- ⁴ CVC TC-4 Inclusions will be adjusted on 1st July and 1st January of FY25 and FY26, in accordance with clause 2B.5 of the SAU. The SAU also provides for a single CVC inclusion adjustment in FY24, which will be relative to the CVC TC-4 Inclusions set out in Attachment E of the SAU and will take effect on 1 December 2023 – that adjustment is reflected in the CVC TC-4 Inclusions for FY24 stated in table 1.3 above, which are greater than those in the 'Indicative Pricing Roadmap' published by **nbn** in August 2023.

1.3 Bundled TC-4 Offers: Smart Places

| AVC Data Transfer Rate PIR downlink (Mbps) ¹ | AVC Data Transfer Rate PIR uplink (Mbps) ¹ | FY24 Monthly Recurring Fixed Charge, per SIO | FY24 CVC TC-4 PIR symmetrical inclusion (Mbps) ^{1,2} | | NBN Co Network |
|---------------------------------------------------------|-------------------------------------------------------|----------------------------------------------|---------------------------------------------------------------|--|----------------|
| 25 | 10 | \$26.00 | 0.22 | | Fibre |
| 50 | 20 | \$50.00 | 3.55 | | Fibre |

Notes:

- ¹ Additional charges may apply as set out in Section 3 of this document for CVC TC-4 utilised in conjunction with these Bundled TC-4 Offers in excess of the CVC TC-4 inclusions (if any), where the utilisation relative to the inclusion is determined on a per-AVC TC-4 Product Component basis.
- ² CVC TC-4 Inclusions will be adjusted on 1st July and 1st January of FY25 and FY26, in accordance with clause 2B.5 of the SAU. The SAU also provides for a single CVC inclusion adjustment in FY24, which will be relative to the CVC TC-4 Inclusions set out in Attachment E of the SAU and will take effect on 1 December 2023 – that adjustment is reflected in the CVC TC-4 Inclusions for FY24 stated in table 1.4 above, which are greater than those in the 'Indicative Pricing Roadmap' published by **nbn** in August 2023.

1.4 Bundled Offer Ceiling for Bundled TC-4 Offers

In respect of Bundled TC-4 Offers, the Bundled Offer Ceiling in FY24 is \$55.00.

1.5 Asymmetric AVC Offers in respect of the NBN Co Satellite Network

| AVC Data Transfer Rate PIR downlink (Mbps) | AVC Data Transfer Rate PIR uplink (Mbps) | FY24 Monthly Recurring Charge, per SIO |
|-----------------------------------------------|---------------------------------------------|-------------------------------------------|
| 12 | 1 | \$24 |
| 25 | 5 | \$27 |

2 TC-2 and TC-1 Offers

2.1 Bundled TC-2 Offers

| AVC symmetrical Data Transfer Rate CIR (Mbps) | CVC symmetrical Data Transfer Rate CIR inclusion (Mbps) | Enhanced Fault Service Level | FY24 Monthly Recurring Charge, per SIO | NBN Co Network |
|-----------------------------------------------------|---------------------------------------------------------------|------------------------------|----------------------------------------------|------------------------------|
| 5 | 5 | Enhanced-12 (24/7) | \$50 | Fibre, FTTB, FTTN, FTTC, HFC |
| 10 | 10 | Enhanced-12 (24/7) | \$131 | Fibre, FTTB, FTTN, FTTC, HFC |
| 20 | 20 | Enhanced-12 (24/7) | \$192 | Fibre, FTTB, FTTN, FTTC |
| 30 | 30 | Enhanced-12 (24/7) | \$220 | Fibre |
| 40 | 40 | Enhanced-12 (24/7) | \$223 | Fibre |
| 50 | 50 | Enhanced-12 (24/7) | \$225 | Fibre |
| 60 | 60 | Enhanced-12 (24/7) | \$581 | Fibre |
| 70 | 70 | Enhanced-12 (24/7) | \$626 | Fibre |
| 80 | 80 | Enhanced-12 (24/7) | \$672 | Fibre |
| 90 | 90 | Enhanced-12 (24/7) | \$704 | Fibre |

| AVC symmetrical Data Transfer Rate CIR (Mbps) | CVC symmetrical Data Transfer Rate CIR inclusion (Mbps) | Enhanced Fault Service Level | FY24 Monthly Recurring Charge, per SIO | NBN Co Network |
|-----------------------------------------------|---------------------------------------------------------|------------------------------|----------------------------------------|----------------|
| 100 | 100 | Enhanced-12 (24/7) | \$714 | Fibre |

Note: AVC Data Transfer Rates are included within the Data Transfer Rates (TC-4) acquired by the Access Seeker in respect of the same AVC.

Note: Additional charges may apply as set out in Section 3 of this document for provisioning of CVC TC-2 in conjunction with these Bundled TC-2 Offers in excess of the CVC TC-2 inclusions.

2.2 Bundled TC-2 Offers: Smart Places

| AVC symmetrical Data Transfer Rate CIR (Mbps) | CVC symmetrical Data Transfer Rate CIR inclusion (Mbps) | Enhanced Fault Service Level | FY24 Monthly Recurring Charge, per SIO | NBN Co Network |
|-----------------------------------------------|---------------------------------------------------------|------------------------------|----------------------------------------|----------------|
| 5 | 5 | Enhanced-12 (24/7) | \$50.00 | Fibre |
| 10 | 10 | Enhanced-12 (24/7) | \$131.00 | Fibre |
| 20 | 20 | Enhanced-12 (24/7) | \$192.00 | Fibre |
| 50 | 50 | Enhanced-12 (24/7) | \$225.00 | Fibre |

Note: AVC Data Transfer Rates are included within the Data Transfer Rates (TC-4) acquired by the Access Seeker in respect of the same AVC.

Note: Additional charges may apply as set out in Section 3 of this document for provisioning of CVC TC-2 in conjunction with these Bundled TC-2 Offers in excess of the CVC TC-2 inclusions.

2.3 Symmetric Access Capacity Offers (TC-1)

| AVC symmetrical Data Transfer Rate CIR (Mbps) | FY24 Monthly Recurring Charge, per SIO | NBN Co Network |
|-----------------------------------------------|----------------------------------------|------------------------------------------------------|
| 0.15 | \$10.00 | Fibre, FTTB, FTTN, FTTC, HFC, Wireless and Satellite |
| 0.3 | \$20.00 | Fibre, FTTB, FTTN, FTTC, HFC and Wireless |
| 0.5 | \$33.00 | Fibre, FTTB, FTTN, FTTC and HFC |
| 1 | \$66.00 | |
| 2 | \$132.00 | |
| 5 | \$330.00 | |

3 Connectivity Virtual Circuit Offers

3.1 CVC TC-4 (in respect of NBN Co Networks other than the NBN Co Satellite Network)

| Connectivity Virtual Circuit Offers | FY24 Monthly Recurring Charge, per utilised symmetrical Mbps (PIR) |
|---------------------------------------|--------------------------------------------------------------------|
| CVC TC-4 (non-Satellite) ¹ | \$5.50 |

¹ An equivalent NBN Offer with the same monthly recurring charge applies in relation to NBN Smart Places. For simplicity, **nbn** has not listed that in a separate table.

3.2 CVC TC-4 (in respect of the NBN Co Satellite Network), CVC TC-2, CVC TC-1

| Connectivity Virtual Circuit Offers | FY24 Monthly Recurring Charge, per provisioned symmetrical Mbps (CIR) |
|-------------------------------------|-----------------------------------------------------------------------|
| CVC TC-4 (Satellite) | \$15.75 |
| CVC TC-2 ¹ | \$17.50 |
| CVC TC-1 | \$17.50 |

¹ An equivalent NBN Offer with the same monthly recurring charge applies in relation to NBN Smart Places. For simplicity, **nbn** has not listed that in a separate table.

4 CVC Class Offers for the NBN Co Satellite Network

| CVC Class | FY24 Monthly Recurring Charge, per AVC TC-4 associated with the Connectivity Virtual Circuit Offer (TC-4) in conjunction with which the CVC Class Offer is acquired |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0 | \$0.00 |
| 1 | \$18.00 |
| 2 | \$40.00 |

5 NNI Offers

5.1 Network to Network Interface Offers³

| NNI Product Feature | FY24 Monthly Recurring Charge ¹ |
|--------------------------------------|--------------------------------------------|
| 1000BaseLX - per NNI Bearer | \$100 |
| 10GBaseLR - per NNI Bearer | \$400 |
| 100GBaseLR4 - per NNI Bearer | \$2,400 |
| 1000BaseEX - per NNI Bearer | \$125 |
| 10GBaseER - per NNI Bearer | \$500 |
| 100GBaseER4 - per NNI Bearer | \$3,000 |
| V-NNI - per V-NNI ² | \$65 |
| NNI Link - per NNI Link ² | \$0 |

¹ There is also a one-off set-up and activation charge as set out in Sections 8.1 and 8.3 of this document.

² V-NNI and NNI Link are not available in respect of the NBN Co Satellite Network.

³ Equivalent NBN Offers with the same monthly recurring charges apply in relation to NBN Smart Places. For simplicity, **nbn** has not listed those in a separate table.

6 Second UNI-V and AVC Offer

| Activity | FY24 Monthly Recurring Charge, per SIO |
|----------------------------|----------------------------------------|
| Second UNI-V and AVC Offer | \$17.50 |

7 Enhanced Fault Service Level Offers

7.1 Enhanced Fault Service Level Offers with a Monthly Recurring Charge

| Type of Enhanced Fault Service Levels Offer | FY24 Monthly Recurring Charge per AVC | NBN Co Network |
|---------------------------------------------|---------------------------------------|---------------------------------|
| Enhanced-12 Fault Service Levels | \$15.00 | Fibre, FTTB, FTTN, FTTC and HFC |
| Enhanced-12 (24/7) Fault Service Levels | \$15.00 | Fibre, FTTB, FTTN, FTTC and HFC |
| Enhanced-8 Fault Service Levels | \$25.00 | Fibre, FTTB, FTTN, FTTC and HFC |
| Enhanced-8 (24/7) Fault Service Levels | \$55.00 | Fibre, FTTB, FTTN, FTTC and HFC |
| Enhanced-6 Fault Service Levels | \$32.50 | Fibre, FTTB, FTTN, FTTC and HFC |
| Enhanced-6 (24/7) Fault Service Levels | \$65.00 | Fibre, FTTB, FTTN, FTTC and HFC |
| Enhanced-4 Fault Service Levels | \$40.00 | Fibre, FTTB, FTTN, FTTC and HFC |
| Enhanced-4 (24/7) Fault Service Levels | \$25.00 | Fibre, FTTB, FTTN, FTTC and HFC |

7.2 Enhanced Fault Service Level Offers with a Non-Recurring Charge

| Option | FY24 Non-Recurring Charge | NBN Co Network |
|----------------------------------------------------|---------------------------|---------------------------------|
| Enhanced-(90 Day) – 12 (24/7) Fault Service Levels | \$150.00 ¹ | Fibre, FTTB, FTTN, FTTC and HFC |

¹ This charge provides the Access Seeker with access to the Enhanced (90 Day)-12 (24/7) Fault Service Level for a period of 90 days. The supply of the Enhanced Fault Service Level Offer will cease at the end of that 90 day period unless the Access Seeker orders a further Enhanced (90 Day)-12 (24/7) Fault Service Level.

7.3 Enhanced Fault Service Level Offers: Smart Places

| Type of Enhanced Fault Service Levels Offer | FY24 Monthly Recurring Charge per AVC | NBN Co Network |
|---------------------------------------------|---------------------------------------|----------------|
| Enhanced-12 Fault Service Levels | \$15.00 | Fibre |
| Enhanced-12 (24/7) Fault Service Levels | \$15.00 | Fibre |
| Enhanced-8 Fault Service Levels | \$25.00 | Fibre |
| Enhanced-8 (24/7) Fault Service Levels | \$55.00 | Fibre |

8 Other Charges – NBN Access Service

8.1 Installations and activations – NBN Co Networks other than the NBN Co Satellite Network

| Activity | FY24 Charge per activity | | |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-----------------------------------------------------|
| | NBN Co Network | | |
| | Fibre and Wireless | FTTB, FTTN and FTTC | HFC |
| Initial Standard Installation | \$0 | | |
| Initial Non Standard Installation | Hourly Labour Rate plus cost of materials | | |
| After Hours Installation ¹ | \$150 ² | \$150 | \$150 |
| Professional FTTC-NCD Installation | N/A | Hourly Labour Rate charged for a minimum of 2 hours ³ | N/A |
| Professional HFC-NTD Installation | N/A | N/A | Hourly Labour Rate charged for a minimum of 2 hours |
| Subsequent Installation | Hourly Labour Rate charged for a minimum amount equivalent to 3.6 hours, plus cost of materials | | |
| Fibre Upgrade Installation | \$200 ² | N/A | N/A |
| Subsequent Installation of power supply with battery backup | \$0 ² | N/A | N/A |
| Access Component Reactivation | \$5 | | |
| CVC Set-up & Activation | \$0 | | |
| NNI 1000BaseLX Set-up & Activation | \$1,000 | | |
| NNI 10GBaseLR Set-up & Activation | \$5,000 | | |
| NNI 100GBaseLR4 Set-up & Activation | \$30,000 | | |
| NNI 1000BaseEX Set-up & Activation | \$2,000 | | |

| Activity | FY24 Charge per activity | | |
|-------------------------------------|--------------------------|---------------------|-----|
| | NBN Co Network | | |
| | Fibre and Wireless | FTTB, FTTN and FTTC | HFC |
| NNI 10GBaseER Set-up & Activation | | \$6,000 | |
| NNI 100GBaseER4 Set-up & Activation | | \$36,000 | |
| NNI Link Activation | | \$0 | |
| V-NNI Activation | | \$250 | |
| Service Qualification Enquiry | | \$0 | |

Notes:

- ¹ In addition to the amount that would otherwise apply if the relevant Installation was performed between 9:00am and 5:00pm, Monday to Friday, excluding public holidays in the state or territory in which the Premises is located.
- ² Other Charge not applicable in respect of the NBN Co Wireless Network.
- ³ Other Charge not applicable in respect of the NBN Co FTTB Network or NBN Co FTTN Network.

8.2 Installations and activations – Smart Places

| Activity | Charge per activity (FY24) |
|------------------------------------------------|----------------------------------------------------------------------------------------|
| | NBN Co Network |
| | Fibre |
| Initial Standard Installation ¹ | \$0 |
| Initial Non Standard Installation ¹ | Hourly Labour Rate plus cost of materials over and above Initial Standard Installation |
| Access Component Reactivation | \$5 |
| CVC Set-up & Activation | \$0 |
| NNI 1000BaseLX Set-up & Activation | \$1,000 |
| NNI 10GBaseLR Set-up & Activation | \$5,000 |

| Activity | Charge per activity (FY24) | |
|-------------------------------------|----------------------------|--|
| | NBN Co Network | |
| | Fibre | |
| NNI 100GBaseLR4 Set-up & Activation | \$30,000 | |
| NNI 1000BaseEX Set-up & Activation | \$2,000 | |
| NNI 10GBaseER Set-up & Activation | \$6,000 | |
| NNI 100GBaseER4 Set-up & Activation | \$36,000 | |
| NNI Link Activation | \$0 | |
| V-NNI Activation | \$250 | |

Notes:

¹ A Smart Places Co-ordinated Appointment is required for such Installations (other than a Self-Installation (Smart Places), as that term is defined in the Wholesale Broadband Agreement) and the charge for a Smart Places Co-ordinated Appointment applies in addition to these charges.

8.3 Installations and activations – NBN Co Satellite Network

| Activity | | FY24 Charge per activity |
|-------------------------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------------------------------------------|
| Initial Standard Installation ¹ | | \$0 plus incidental charges which may apply for Limited Access Areas |
| Initial Non Standard Installation ¹ | | Satellite Labour Rate plus cost of materials plus incidental charges (over and above Initial Standard Installation) |
| Subsequent Installation in Urban Area, Major Rural Area, Minor Rural Area or Remote Area ¹ | 0.8m NTD outdoor unit dish | \$692 |
| | 1.2m NTD outdoor unit dish | \$1,057 |
| | 1.8m NTD outdoor unit dish | \$2,226 |
| Subsequent Installation in Isolated Area ¹ | 0.8m NTD outdoor unit dish | \$1,559 |

| Activity | | FY24 Charge per activity |
|-------------------------------------------------------------|----------------------------|------------------------------------------------------------------------|
| | 1.2m NTD outdoor unit dish | \$1,751 |
| | 1.8m NTD outdoor unit dish | \$3,732 |
| Subsequent Installation in Limited Access Area ¹ | | Satellite Labour Rate plus cost of materials plus incidental charges |
| Access Component Reactivation ¹ | | \$5 plus incidental charges which may apply for Limited Access Areas |
| CVC Set-up & Activation | | \$0 |
| NNI 1000BaseLX Set-up & Activation | | \$1,000 |
| NNI 10GBaseLR Set-up & Activation | | \$5,000 |
| NNI 1000BaseEX Set-up & Activation | | \$2,000 |
| NNI 10GBaseER Set-up & Activation | | \$6,000 |
| Site Survey Charge ¹ | | \$225 plus incidental charges which may apply for Limited Access Areas |

¹ An equivalent charge also applies in respect of the NBN Co Sky Muster Plus Satellite Service. For simplicity, **nbn** has not listed that charge in a separate table.

8.4 Service modifications – NBN Co Networks other than the NBN Co Satellite Network

| Activity | FY24 Charge per activity | | | |
|--------------------------------------------------------------------|--------------------------|---------------|------|-----|
| | NBN Co Network | | | |
| | Fibre and Wireless | FTTB and FTTN | FTTC | HFC |
| Access Component Modification (no attendance at Premises required) | \$0 | \$0 | \$0 | \$0 |
| CVC Modification | \$0 | \$0 | \$0 | \$0 |

| Activity | FY24 Charge per activity | | | |
|-------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| | NBN Co Network | | | |
| | Fibre and Wireless | FTTB and FTTN | FTTC | HFC |
| NNI Modification | \$0 | \$0 | \$0 | \$0 |
| NNI Link Modification | \$0 | \$0 | \$0 | \$0 |
| Equipment Modification (attendance at Premises required) | Hourly Labour Rate plus cost of materials | Hourly Labour Rate charged for a minimum of 3 hours | Hourly Labour Rate charged for a minimum of 3 hours, plus cost of materials | Hourly Labour Rate charged for a minimum of 3 hours, plus cost of materials |
| Equipment Removal | Hourly Labour Rate plus cost of materials | Hourly Labour Rate charged for a minimum of 3 hours | Hourly Labour Rate charged for a minimum of 3 hours, plus cost of materials | Hourly Labour Rate charged for a minimum of 3 hours, plus cost of materials |
| Equipment Repair | Hourly Labour Rate plus cost of materials | Hourly Labour Rate charged for a minimum of 3 hours | Hourly Labour Rate charged for a minimum of 3 hours, plus cost of materials | Hourly Labour Rate charged for a minimum of 3 hours, plus cost of materials |

8.5 Service modifications – Smart Places

| Activity | Charge per activity (FY24) | | |
|--------------------------------------------------------------------------|-------------------------------------------|--|--|
| | NBN Co Network | | |
| | Fibre | | |
| Access Component Modification (no attendance at Smart Location required) | \$0 | | |
| CVC Modification | \$0 | | |
| NNI Modification | \$0 | | |
| NNI Link Modification | \$0 | | |
| Equipment Removal | Hourly Labour Rate plus cost of materials | | |
| Equipment Repair | Hourly Labour Rate plus cost of materials | | |

8.6 Service modifications – NBN Co Satellite Network

| Activity | Charge per activity (FY24) | | |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------|----------------------------|
| Access Component Modification (no attendance at Premises required) ¹ | \$0 | | |
| CVC Modification | \$0 | | |
| NNI Modification | \$0 | | |
| Equipment Modification (NTD indoor unit) ¹ | \$420 plus incidental charges which may apply for Limited Access Areas | | |
| | 0.8m NTD outdoor unit dish | 1.2m NTD outdoor unit dish | 1.8m NTD outdoor unit dish |

| Activity | Charge per activity (FY24) | | |
|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------|----------------------------|
| Equipment Modification (NTD outdoor unit) in Urban Area, Major Rural Area, Minor Rural Area or Remote Area ¹ | \$754 | \$1,119 | \$2,288 |
| Equipment Modification (NTD outdoor unit) in Isolated Area ¹ | 0.8m NTD outdoor unit dish | 1.2m NTD outdoor unit dish | 1.8m NTD outdoor unit dish |
| | \$1,621 | \$1,812 | \$3,793 |
| Equipment Modification (NTD outdoor unit) in Limited Access Area ¹ | Satellite Labour Rate plus cost of materials plus incidental charges | | |
| Equipment Modification (NTD indoor and outdoor unit) in Urban Area, Major Rural Area, Minor Rural Area or Remote Area ¹ | 0.8m NTD outdoor unit dish | 1.2m NTD outdoor unit dish | 1.8m NTD outdoor unit dish |
| | \$783 | \$1,149 | \$2,317 |
| Equipment Modification (NTD indoor and outdoor unit) in Isolated Area ¹ | 0.8m NTD outdoor unit dish | 1.2m NTD outdoor unit dish | 1.8m NTD outdoor unit dish |
| | \$1,650 | \$1,842 | \$3,823 |
| Equipment Modification (NTD indoor and outdoor unit) in Limited Access Area ¹ | Satellite Labour Rate plus cost of materials plus incidental charges | | |
| Equipment Repair ¹ | Satellite Labour Rate plus cost of materials plus incidental charges | | |

¹ An equivalent charge also applies in respect of the NBN Co Sky Muster Plus Satellite Service. For simplicity, **nbn** has not listed that charge in a separate table.

8.7 Service management – NBN Co Networks other than the NBN Co Satellite Network

| Activity | FY24 Charge per activity | | |
|----------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| | NBN Co Network | | |
| | Fibre and Wireless | FTTB and FTN and FTTC | HFC |
| On Site Maintenance Call Out | \$0 | N/A | N/A |
| No Fault Found (No Truck Roll Required) | \$50 | \$50 | \$50 |
| No Fault Found (Truck Roll Required) | Hourly Labour Rate charged for a minimum of 2 hours | Hourly Labour Rate charged for a minimum of 2 hours | Hourly Labour Rate charged for a minimum of 2 hours |
| No Fault Found (Truck Roll Required and Professional Wiring Service) | N/A | Hourly Labour Rate charged for a minimum of 3.5 hours, plus cost of materials (minimum of \$10) ¹ | N/A |
| Late Cancellation (Site Visit Required) | \$0 | \$75 | \$75 |
| First Missed Appointment ² | \$0 | \$50 | \$50 |
| Subsequent Missed Appointment ³ | \$0 | \$75 | \$75 |
| Co-ordinated Appointment (Day) ⁴ | \$200 ⁵ | \$200 | \$200 |
| Co-ordinated Appointment (Night) ⁴ | \$300 ⁵ | \$300 | \$300 |
| Late Cancellation (After Hours Installation Appointment) | \$150 ⁵ | \$150 | N/A |
| Late Cancellation (Co-ordinated Appointment) | The Price for the Co-ordinated Appointment in this Section 8.7 ⁵ | The Price for the Co-ordinated Appointment in this Section 8.7 | The Price for the Co-ordinated Appointment in this Section 8.7 |

| Activity | FY24 Charge per activity | | |
|-----------------------------------------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|
| | NBN Co Network | | |
| | Fibre and Wireless | FTTB and FTN and FTTC | HFC |
| Late Rescheduling (Co-ordinated Appointment) | The Price for the Co-ordinated Appointment in this Section 8.7 ⁵ | The Price for the Co-ordinated Appointment in this Section 8.7 | The Price for the Co-ordinated Appointment in this Section 8.7 |
| Restoration of an Ordered Product | \$50 | \$50 | \$50 |
| Missed Appointment (After Hours Installation Appointment) | \$150 ⁵ | \$150 | N/A |
| Missed Appointment (Co-ordinated Appointment) | The Price for the Co-ordinated Appointment in this Section 8.7 ⁵ | The Price for the Co-ordinated Appointment in this Section 8.7 | The Price for the Co-ordinated Appointment in this Section 8.7 |
| Incorrect Callout | N/A | \$75 | \$75 |
| Voiceband Reinstatement | N/A | \$250 ¹ | N/A |
| Transition Reversal | N/A | \$250 | N/A |

Notes:

¹ Other Charge not applicable in respect of the NBN Co FTTC Network.

² A Missed Appointment for works in respect of which there has been no previous Missed Appointment.

³ A Missed Appointment for works in respect of which there has been one or more previous Missed Appointments.

⁴ In addition to the amount that applies for any activity performed in respect of the Co-ordinated Appointment.

⁵ Other Charge not applicable in respect of the NBN Co Wireless Network.

8.8 Service management – Smart Places

| Activity | Charge per activity (FY24) |
|-------------------------------------------------------------------------|----------------------------------------------------------|
| | NBN Co Network |
| | Fibre |
| On Site Maintenance Call Out | \$0 |
| No Fault Found (No Truck Roll Required) | \$50 |
| No Fault Found (Truck Roll Required) | Hourly Labour Rate charged for a minimum of 2 hours |
| First Missed Appointment (Trouble Ticket Appointment) ¹ | \$0 |
| Subsequent Missed Appointment (Trouble Ticket Appointment) ² | \$0 |
| Smart Places Co-ordinated Appointment (Day) ³ | \$200 |
| Smart Places Co-ordinated Appointment (After Hours) ^{3,4} | \$300 |
| Late Cancellation (Smart Places Co-ordinated Appointment) | The Charge for the Smart Places Co-ordinated Appointment |
| Late Rescheduling (Smart Places Co-ordinated Appointment) | The Charge for the Smart Places Co-ordinated Appointment |
| Restoration | \$50 |
| Missed Appointment (Smart Places Co-ordinated Appointment) | The Charge for the Smart Places Co-ordinated Appointment |

Notes:

¹ A Missed Appointment for works in respect of which there has been no previous Missed Appointment.

² A Missed Appointment for works in respect of which there has been one or more previous Missed Appointments.

³ The charge for the Smart Places Co-ordinated Appointment applies in addition to any charges relating to the activity being performed.

⁴ Smart Places Co-ordinated Appointments (After Hours) will not be available at launch. **nbn** will advise when Smart Places Co-ordinated Appointments are available.

8.9 Service management – NBN Co Satellite Network¹

| Activity | FY24 Charge per activity |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------|
| On Site Maintenance Call Out | \$0 plus incidental charges which may apply for Limited Access Areas |
| No Fault Found (No Truck Roll Required) | \$50.00 |
| No Fault Found (Truck Roll Required) | \$420.00 plus incidental charges which may apply for Limited Access Areas |
| Late Cancellation (Site Visit Required) in Urban Area or Major Rural Area | \$150.00 |
| Late Cancellation (Site Visit Required) in Minor Rural Area or Remote Area | \$200.00 |
| Late Cancellation (Site Visit Required) in Isolated Area | \$225.00 |
| Late Cancellation (Site Visit Required) in Limited Access Area | \$225.00 plus incidental charges |
| Missed Appointment (Urban Area or Major Rural Area) | \$150.00 |
| Missed Appointment (Minor Rural Area or Remote Area) | \$200.00 |
| Missed Appointment (Isolated Area) | \$225.00 |
| Missed Appointment (Limited Access Area) | \$225.00 plus incidental charges |
| Restoration | \$50.00 |

¹ Equivalent charges also apply in respect of the NBN Co Sky Muster Plus Satellite Service. For simplicity, **nbn** has not listed those charges in a separate table.

8.10 Service Transfer-related charges – all NBN Co Networks¹

| Activity | FY24 Charge per activity |
|-----------------------------------------------------|--------------------------|
| Service Transfer | \$5 |
| Transfer Reversal | \$5 |
| Non-Infrastructure Transfers (per Service Transfer) | \$1.50 |

¹ Equivalent charges also apply in respect of the NBN Co Sky Muster Plus Satellite Service and NBN Smart Places. For simplicity, **nbn** has not listed those charges in separate tables.

8.11 CVC Class Adjustment – NBN Co Satellite Network

| Ordered CVC Class | Usage | FY24 Charge per each associated AVC TC-4 |
|-------------------|--------------------------------------------------------------------------------------------|------------------------------------------|
| 0 | Up to the allocated usage for CVC Class 1 | \$18 |
| | Greater than the allocated usage for CVC Class 1 up to the allocated usage for CVC Class 2 | \$40 |
| | Greater than allocated usage for CVC Class 2 | \$150 |
| 1 | Up to the allocated usage for CVC Class 2 | \$22 |
| | Greater than allocated usage for CVC Class 2 | \$132 |
| 2 | Greater than allocated usage for CVC Class 2 | \$110 |

Facilities Access Service

9 NBN Co Co-location Offer

| Type of NBN Co Co-location Offer | FY24 Monthly Recurring Charge, per month* |
|-------------------------------------|-------------------------------------------|
| Lockable full height equipment rack | \$2,000 |
| Lockable half height equipment rack | \$1,200 |

* There is also a one-off establishment charge as set out in Section 11 of this document

10 Facilities Access Service Offer

| Type of Facilities Access Service | FY24 Monthly Recurring Charge, per month* |
|-----------------------------------|-------------------------------------------|
| Cross-Connect | \$0 |
| NBN Co ODF Termination Point | \$0 |
| NBN Co Building Entry Service | \$190 per month, per fibre cable |

* There is also a one-off establishment charge as set out in Section 11 of this document

11 Other Charges – Facilities Access Service

| Activity | FY24 Charge |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Set-up NBN Co Co-location (Lockable Full Height Equipment Rack) - per lockable full height equipment rack | \$1,500 |
| Set-up NBN Co Co-location (Lockable Half Height Equipment Rack) - per lockable half height equipment rack | \$900 |
| Set-up Cross-Connect – per interface | \$0 |
| Set-up NBN Co ODF Termination Activation – per interface | \$0 |
| Supply of First Access Card | \$0 |
| Additional / Replacement Access Card (excluding the First Access Card) - per access card | \$100 |
| Additional feasibility study for the NBN Co Building Entry Service | Hourly Labour Rate plus cost of materials |
| Additional post-installation inspection for the NBN Co Building Entry Service | Hourly Labour Rate plus cost of materials |
| Missed Appointment (During Business Hours) - per missed appointment | \$300 |
| Missed Appointment (Outside Business Hours) - per missed appointment | \$450 |
| Co-location equipment rack to NBN Co ODF tie cable augmentation | By quotation |

Ancillary Services

12 Platform Interfacing Offer

The Price for the Platform Interfacing Offer for FY24 is \$0.

13 Sandpit Offer

The Price for the Sandpit Offer on each NBN Co Network for FY24 is \$0.

NBN Access Service – Cell Site Access Services

14 CSAS Symmetric Access Capacity Offers

| AVC TC-1 CIR symmetrical (Mbps) | AVC TC-2 CIR symmetrical (Mbps) | FY24 Monthly Recurring Charge, per SIO (Metro and Outer Metro) | FY24 Monthly Recurring Charge, per SIO (Regional) |
|---------------------------------|---------------------------------|----------------------------------------------------------------|---------------------------------------------------|
| 5 | 50 | \$910 | \$1,245 |
| 5 | 100 | \$1,250 | \$1,800 |
| 5 | 150 | \$1,500 | \$2,235 |
| 5 | 200 | \$1,720 | \$2,600 |
| 5 | 300 | \$2,070 | \$3,210 |
| 5 | 500 | \$2,550 | \$4,200 |
| 5 | 900 | \$3,240 | \$5,760 |

15 CSAS Network to Network Interface Offers

| NNI Product Feature | FY24 Monthly Recurring Charge ¹ |
|-----------------------------|--------------------------------------------|
| 1000BaseLX - per NNI Bearer | \$200 |
| 10GBaseLR - per NNI Bearer | \$400 |
| 1000BaseEX - per NNI Bearer | \$500 |
| 10GBaseER - per NNI Bearer | \$1,000 |

¹ There is also a one-off establishment charge as set out in Section 16.1 of this document.

16 Other Charges – Cell Site Access Services

16.1 Installation and activations – CSAS

| Activity | FY24 Charge per activity |
|------------------------------------|--------------------------|
| NNI 1000BaseLX Set-up & Activation | \$1,000 |
| NNI 10GBaseLR Set-up & Activation | \$5,000 |
| NNI 1000BaseEX Set-up & Activation | \$7,000 |
| NNI 10GBaseER Set-up & Activation | \$35,000 |

16.2 Service modification – CSAS

| Activity | FY24 Charge per activity |
|----------------------------------------------------------------------|-------------------------------------------|
| Access Component Modification (no attendance at CSAS Point required) | \$0 |
| NNI Modification | \$0 |
| Equipment Modification (attendance at CSAS Point required) | Hourly Labour Rate plus cost of materials |
| Equipment Removal | Hourly Labour Rate plus cost of materials |
| Equipment Repair | Hourly Labour Rate plus cost of materials |

16.3 Service management – CSAS

| Activity | FY24 Charge per activity |
|-----------------------------------------|-----------------------------------------------------|
| On Site Maintenance Call Out | \$0 |
| No Fault Found (No Truck Roll Required) | \$50 |
| No Fault Found (Truck Roll Required) | Hourly Labour Rate charged for a minimum of 2 hours |

Sky Muster® Plus Satellite Service

17 Sky Muster Plus Satellite Service: Recurring Charges

17.1 Recurring Charges for product components

| Plan product component | FY24 Monthly Recurring Charge per AVC |
|--------------------------------------------|---------------------------------------|
| 25GB+ | \$35 |
| 50GB+ | \$45 |
| 100GB+ | \$85 |
| 150GB+ | \$120 |
| 24x7 Uncapped Data Usage – 25 ¹ | \$35 |
| 24x7 Uncapped Data Usage – 50 ¹ | \$45 |
| 24x7 Uncapped Data Usage – 100 | \$65 |

¹ These plans will be launched on 1 December 2023.

17.2 Selectable Plan Sub-feature – Public 1:1 NAT¹

| IP Address Scheme | FY24 Recurring Charge |
|-------------------|-----------------------|
| Public 1:1 NAT | \$5 |

¹ This sub-feature will be launched on 1 December 2023.

17.3 Recurring Charges for product features

| Data Block | FY24 Recurring Charge per Data Block |
|-----------------------------------------------------------------------------------------------------|--------------------------------------|
| 5GB Peak Period Metered Data Allowance + 5GB Off-peak Period Metered Data Allowance (if applicable) | \$4 |

18 Sky Muster Plus Satellite Service: Non-Recurring Charges

18.1 Sky Muster Plus – Top Up (non-recurring)

| Top-Up Increment | FY24 Charge per increment |
|---------------------------------------------------------------------------------------------------------|---------------------------|
| Sky Muster Plus 1GB Peak Period Top-Up Allowance + 1GB Off-peak Period Top-Up Allowance (if applicable) | \$3 |