



# Commercial Works Policy - External

nbn-Confidential: Commercial | BMSEXT001 | Rev 2.0|07/06/2018  
Owner: General Manager – Network Integrity

## Background

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

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

You should never try to move or alter our network infrastructure without authorisation. By law, only authorised people can work on our assets or enter a facility owned or operated by us. Any interference, including unauthorised entry or tampering, may result in legal action.

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

## Purpose

This policy outlines the Commercial Works available from **nbn** to cater for requests to relocate, alter or protect **nbn** network assets and associated infrastructure.

## Scope

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

## Policy

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



## Commercial Works

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

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

## Application

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

[www.nbnco.com.au/commercialworks](http://www.nbnco.com.au/commercialworks)

**nbn** may charge an Application Fee for applications for Commercial Works (**Application Fee**). This fee covers the preparation of the cost estimate for the proposed works (**Cost Estimate**). The Application Fee generally ranges between \$500-1000, but the amount may vary depending on the size and complexity of the proposed Commercial Works. Once an application has been made, an **nbn** Commercial Works representative (**Case Manager**) will contact you to advise you any Application Fee.

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

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

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

## Cost Estimate

The Cost Estimate prepared by **nbn** will include an estimate to complete the Commercial Works requested is generally dependent upon size and complexity of the project. As various factors will impact on the final cost to complete the Commercial Works that are not always foreseeable at the time the Cost Estimate is prepared, a variation to the Cost Estimate may be issued on account of a required change to the original scope.

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

- location of the requested works, taking into account geography and distance from existing **nbn** infrastructure;



- most efficient route option within **nbn**'s network architectural guidelines;
- time and cost to alter, protect or relocate the asset;
- costs of using third party infrastructure;
- costs of using internal or third party resources;
- environmental and planning approvals; and
- any other matters that **nbn** considers to be relevant.

Your personal information will be handled in accordance with **nbn**'s privacy policy

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

For further information or to submit a request, please email [commercialworks@nbnc.com.au](mailto:commercialworks@nbnc.com.au) or the nbn Contact Centre on 1800 687 626.



## Document control

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## Revision history

Revision	Description	Policy author
1.0	Initial publication	Leigh Martyn
2.0	Additional of text to cover new Application Fee	Leigh Martyn and Alex Meguid