nbn™ Technology Choice

Fact sheet

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Introduction

Background

nbn was established to deliver Australia's first national, wholesale-only, open access broadband network connected to homes, schools and businesses across Australia. Under existing Government policy, **nbn** is currently deploying a range of technologies that make optimal use of available infrastructure, to deliver access to peak download data rates of at least 25Mbps to all premises and at least 50Mbps peak wholesale download data rates to 90% of the fixed line network. The **nbn**™ network is being designed to provide these peak speeds to nbn's Retail Service Providers at nbn's network boundary. Further information on the type of technologies planned for particular areas, and their rollout dates, is available on **nbn**'s website.

Technology Choice Overview

nbn recognises that some residential premises' owners, businesses and local and state governments may be interested in changing their **nbn**™ network connection technology from what is originally being provided via the **nbn**™ network rollout. Technology Choice provides a mechanism for interested parties to pay for a change to their **nbn**™ access network technology, subject to certain requirements, feasibility and availability limitations.

nbn is not able to provide advice to applicants, and makes no representation, about the suitability of Technology Choice in relation to any specific premises. It is important that applicants determine whether an alternate technology is appropriate in their particular circumstances. Information on the **nbn**™ website about factors that can affect internet experience and how to optimise it may be useful references.

If an applicant does decide to proceed with Technology Choice, **nbn** will determine the most appropriate design in its sole discretion, and build the infrastructure required to enable the requested change in technology. The end result will be a new **nbn**™ network connection at the relevant premises, over which the applicant can order services from the RSP of their choosing. Ownership of the network infrastructure remains with **nbn**.

Application Types

nbn offers three Technology Choice application types: Individual Premises Switch, Group Switch and Area Switch.

Individual Premises Switch

Individual Premises Switch provides the option to change a single premises to FTTP.

Applications are only processed once the original technology for the area has been deployed and is ready for service. However, an Individual Premises Switch does not require the premises to be connected to the original technology or have an active service.

Group Switch

Group Switch provides the option for applicants to link Individual Premises Switch applications, and receive quotes based on changing all their premises to FTTP. This may be of interest to neighbours wanting to share the cost of common infrastructure.

There is no fixed minimum or maximum number of premises for a Group Switch, but it is most likely that there will be reductions in costs if the premises within the group are located close together.

Area Switch

Area Switch provides the opportunity for interested parties to fund the deployment of an alternative **nbn**™ technology across an entire area. Applications for Area Switch will only be considered if the relevant area has a defined border (for example one or more blocks bounded by specific streets), the application covers all premises within that defined border, and the applicant is authorised to represent all relevant premises owners in that area. Generally, applications for an Area Switch cannot be accepted from individuals or entities that do not represent the whole area, and **nbn** may request documents to demonstrate the appropriate authority and consent before accepting an application.

Applications for Area Switch can be submitted at any time, including before the area is ready for service. If applications are made sufficiently early (ideally before **nbn**'s originally planned design and construction commences in the area) and the application is accepted by **nbn**, **nbn** will determine the quote based on the difference between the cost of the planned technology and the new technology requested for the Area Switch.

There is no fixed minimum or maximum size for an Area Switch, and examples of an area that may apply include a regional town centre, a metropolitan suburb, or a multi-dwelling unit (MDU). MDUs may consist of, but not be limited to, blocks of units, high rise buildings, and multi-tenant commercial buildings.

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Important Information

Technology Options

As the **nbn**™ network rollout continues, the technology options available under Technology Choice may change. The following technology options are currently available for the three types of applications. FTTP (Fibre to the Premises) is always an option, irrespective of the type of application or the original technology offering.

Original nbn™ technology offering	New nbn™ technology offering				
	Fixed Wireless	FTTN	FTTB	FTTC	FTTP
Sky Muster™ (Satellite)	a	a	a	-	✓
Fixed Wireless	x	a	a	-	✓
HFC (Hybrid Fibre Coaxial)	x	x	a	x	✓
FTTN (Fibre to the Node)	x	x	a	-	✓
FTTB (Fibre to the Building)	x	x	x	x	✓
FTTC (Fibre to the Curb)	x	x	a	x	✓

✓ Available for all application types
a Available for Area Switch
- Under review for Area Switch
x Not available/applicable

Eligible Applicants

Technology Choice applicants must be the owner of the premises or act with the authority of the owner. Area Switch applicants are generally required to have the authority and consent to represent the whole area in scope, and may be, but are not limited to, owners corporations and government authorities. RSPs can apply on behalf of their customers and such applications will proceed between **nbn** and the relevant RSP (and not directly with the end user).

Application Timing

Individual Premises Switch and Group Switch applications can only be accepted when an area is ready for service on the **nbn**™ network. Area Switch applications can be accepted at any time.

Once an area has been made ready for service on the **nbn**™ fixed line network, most services provided over existing landlines are subject to disconnection after a period, usually 18 months. Applying for Technology Choice does not impact this process or timing (i.e. a Technology Choice applicant may still need to connect to the original **nbn**™ technology to avoid disconnection, depending on the timing of the application).

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Payments

Payments cover costs associated with supporting Technology Choice applications, as these activities are additional to **nbn**'s planned rollout activity. Applicants may withdraw their Technology Choice application at any stage, but payments made for work performed up to the date of withdrawal are non-refundable.

Quote Fee

nbn assesses every Technology Choice application individually to provide a quote to build and connect the new network infrastructure. The standard Quote Fee is $330 per premises (including GST). Some discounts apply for Area Switch applications as per the table below.

Application type	Quote fee (including GST)
Individual Premises Switch	$330
Group Switch	$330 per premises
Area Switch	• $330 per premises for up to 20 premises • $165 per premises for each premises over 20 • Capped at 200 premises (i.e. $36,300) for large MDUs • POA for Fixed Wireless requests

In the case of a Group Switch, **nbn** provides a quote of the same amount for each premises (i.e. the total cost is divided by the number of premises in the group), which is conditional on every premises in the group accepting the quote. One re-quote can be provided if some members of the group decide not to proceed but others remain interested. If some of those group members choose not to accept the re-quote, the other group members would need to pay an additional Quote Fee to receive another quote.

Build Cost

A Build Cost is applicable to all Technology Choice applications to cover the cost of construction and other work required to make the change in technology for the premises in scope. The cost varies on a case-by-case basis, and in each case **nbn** takes steps to ensure the design provides the lowest cost option aligned with **nbn** standards. The cost per premises generally ranges from a few thousand up to tens of thousands of dollars, and on the rare occasion, far higher than that. Costs are driven by a number of factors including:

- proximity to existing **nbn**™ network infrastructure
- distances between premises in scope (if applicable)
- complexity of civil construction required
- original technology and new technology
- remoteness of location

Applicants should note that Technology Choice costs are not comparable to **nbn**'s published figures for average cost per premises across the network rollout. Cost per premises figures reflect the costs for **nbn** deploying the network on a large scale, incorporating technologies determined to be most appropriate and cost effective for the relevant location. The costs of choosing a different technology from what has been planned or already deployed by **nbn** is generally higher than the average cost per premises for the **nbn**™ broadband access network.

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Technology Choice Process

The end to end process for Technology Choice is illustrated below. Timeframes noted are indicative only and may vary subject to the application type and complexity.

Interested parties should submit an application for Technology Choice by completing the online form in the Technology Choice section of the **nbn**™ website at www.nbnco.com.au/technology choice.

Within ten business days of an application being submitted, **nbn** will review the application to confirm eligibility, and issue an invoice for the Quote Fee for eligible applications.

The applicant must pay the Quote Fee in full as per the invoice, to cover the cost of preparing a design and providing a fixed quote. This fee is not refundable and is applicable to all Technology Choice applications, although the amount varies as per the details in Important Information.

Payment of the Quote Fee allows **nbn** to prepare the designs and scope of works and provide the Build Quote for the requested technology. The activities that **nbn** undertakes to prepare a Build Quote will depend on the application type and requested technology, and **nbn** will determine the most appropriate design in its sole discretion. The Build Quote that is provided to the applicant includes a schedule of relevant payments and a contract with terms and conditions.

The Build Quote is an offer from **nbn** and does not commit an applicant to proceed with the application. Applicants will have one month from the time they receive this quote to decide whether or not to proceed, unless otherwise agreed by **nbn**. Applicants must accept the Build Quote by signing the contract and making the required payment of the Build Cost. For a Group Switch, all members of the group must accept the Build Quote for the offer to be valid.

Upon receipt of signed contracts and required payments, **nbn** will engage its delivery partners to commence network construction for the requested change in technology. This process typically takes up to six months, but may take longer depending on complexity and availability of construction teams. **nbn** may provide an indicative timeframe once construction has been scheduled. **nbn**'s delivery partner will manage any relevant site access notifications and approvals that may be required to install network equipment (for example council, main roads, telecommunications and other utilities).

After the physical construction has been completed, **nbn** undertakes activities to make the premises in scope ready for service. This process typically takes less than one month from the time that construction is complete. The activity involves updates to **nbn** systems to record details of the network infrastructure that has been built, and the new technology type. The original technology may no longer be available to order when the process is complete.

Once the new connections have been built, tested and made ready for service, applicants may order services from a Retail Service Provider (RSP). Information about how to order RSP services over the **nbn**™ network can be found on **nbn**'s website. Some decommissioning activities may also be required to remove legacy equipment from the premises after the new service has been activated and any original services deactivated.

Customer

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