



Media release

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NBN Co evolves enterprise contracting model

With more than one million business services now on the nbn access network, NBN Co today announced the next phase of its engagement with Retail Service Providers (RSPs) and enterprise customers. This evolution comes as NBN Co has successfully raised awareness of its wholesale business products through a structured industry outreach program.

With businesses across the country benefiting from contestable, open access fibre, NBN Co has been exploring ways to maximise the benefits to enterprise customers and RSPs. This has included listening to industry feedback in terms of how we jointly engage with customers moving forward.

In response to this feedback, NBN Co will evolve its enterprise contracting model so that RSPs will in all cases have the direct contractual relationship with enterprise customers. Previously, NBN Co has at times contracted directly with enterprise customers to build connectivity ahead of those customers engaging one or more RSPs to provide operational broadband services.

The Company will continue to engage with enterprise customers through its engagement team to understand their infrastructure requirements, and to educate and stimulate demand for nbn wholesale services.

Following this decision, the Company will release a telecommunications industry consultation paper to seek views on how any sales leads or inbound interest should best be shared with the industry on a transparent and non-discriminatory basis.

Paul Tyler, Chief Customer Officer – Business Sales & Marketing, said:

“These changes will deliver greater collaboration between NBN Co and RSPs by ensuring that together, the Industry is in the best position to deliver tailored broadband services that enterprise customers need to succeed.

“We have proven in recent times that NBN Co has a key role to play in increasing the digital capability of large and complex Australian organisations, consistent with our purpose. We have unlocked substantial value, created choice for enterprise customers, and educated the enterprise and government market on the value that **nbn** brings to the nation.”

NBN Co will continue to be a strong voice for improving access to enterprise grade services and expanding the market in partnership with all RSPs who serve these customers.

NBN Co expects to publish this Consultation Paper by 7 February 2020, and is making this announcement now to enable prompt, equal and transparent awareness of this intent amongst all customers, RSPs and other interested parties.

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