

Price List

This document forms part of NBN Co's Wholesale Broadband Agreement, which is a Standard Form of Access Agreement for the purposes of Part XIC of the Competition and Consumer Act 2010.

NBN Co Limited

Price List

Version 2.3B

NBN Co Networks: Fibre, Wireless and FTTB



Version	Description	Effective Date
2.0	Issued on 9 December 2013	Execution Date
2.1	Medium Business Phase 1(b) notified on 13 March 2014	30 April 2014
2.2	Higher traffic class 1 & 4 CVC speed tiers notified on 29 August 2014	15 October 2014
2.3A	NEBS supplied by means of the NBN Co FTTB Network published on 19 December 2014	19 December 2014
2.3B	Reduce CVC TC-4 price to \$17.50 per Mbps per month and related changes notified on 26 November 2014	1 February 2015

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Environment

NBN Co asks that you consider the environment before printing this document.



Introduction

This document sets out the Charges and other amounts payable which apply to the products and services that NBN Co supplies to its customers. The Product Description for each Product contains more information about the relevant Product Component or Product Feature.

The Charges are arranged in this Price List according to the product they apply to and are then separated into recurring Charges and other Charges. Recurring Charges are periodic amounts which are payable in each Billing Period a product or service is supplied by NBN Co to a customer. Other Charges are non-recurring and are payable only when certain activities or events occur (e.g. installations, disconnections).

This Price List also sets out the credits and rebates which NBN Co offers to its customers from time to time.

Certain provisions of this Price List may be affected by the terms of an SAU.

Price List Roadmap

A roadmap describing the structure of this Price List follows for the assistance of Customer.

Part A: NBN Co Ethernet Bitstream Service (NEBS)

Part A sets out the Charges which apply in connection with the supply of the NEBS. This includes Charges relating to the core Product Components (UNI, AVC, CVC, NNI) and the optional Product Features (second UNI-V and AVC TC-1 bundle, Multicast AVC, Multicast Domain, Enhanced-12 Fault Rectification Service).

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Part C governs Discounts, Rebates and Credits which NBN Co offers to Customer from time to time and the eligibility criteria which applies to those Discounts, Rebates and Credits.

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Part A: NBN Co Ethernet Bitstream Service (NEBS)

1 Recurring Charges for core components

This section 1 sets out the recurring Charges which apply to the NEBS Product Components that Customer must acquire. The specific Charges which apply to a NEBS Ordered Product depend on the Product Features selected by Customer (e.g. bandwidth profile).

1.1 AVC and UNI

(a) The recurring Charges per Billing Period for the AVC TC-4 and UNI bundle are:

AVC TC-4 downstream Mbps (PIR)	AVC TC-4 upstream Mbps (PIR)	NBN Co Network	Recurring Charge
12	1	Fibre, FTTB and Wireless	\$24.00
25	5	Fibre, FTTB and Wireless	\$27.00
25	5 - 10	FTTB	\$30.00
25	10	Fibre	
25 - 50	5 - 20	FTTB	\$34.00
50	20	Fibre	
25 - 100	5 - 40	FTTB	\$38.00
100	40	Fibre	
250	100	Fibre	\$70.00
500	200	Fibre	\$100.00
1000	400	Fibre	\$150.00

Note: To be read subject to section 3.4 of the [Product Description for the NBN Co Ethernet Bitstream Service](#) and sections 4.3.1 and 8.1.2 of the [Product Technical Specification for the NBN Co Ethernet Bitstream Service](#).

(b) The recurring Charge for the AVC TC-4 and UNI bundle includes access to and use of:

- (i) one AVC TC-4 as per the table at section 1.1(a);
- (ii) one symmetrical AVC TC-1 of 0.15Mbps;
- (iii) one UNI-D in connection with the supply of the AVC to a Premises served by the NBN Co Fibre Network or NBN Co Wireless Network or one UNI-DSL in connection with the supply of the AVC to a Premises served by the NBN Co FTTB Network; and
- (iv) one UNI-V (where available) in connection with the supply of the AVC TC-1 to a Premises served by the NBN Co Fibre Network.

(c) The recurring Charges per Billing Period for the AVC TC-1 Product Component of the NEBS are:

AVC TC-1 symmetrical Mbps (CIR)	NBN Co Network	Recurring Charge
0.15	Fibre, FTTB and Wireless	\$10.00
0.3	Fibre and FTTB	\$20.00
0.5	Fibre	\$33.00

Part A: NBN Co Ethernet Bitstream Service (NEBS)

1.0	Fibre	\$66.00
2.0	Fibre	\$132.00
5.0	Fibre	\$330.00

Note: The amount of one symmetrical AVC TC-1 of 0.15Mbps is included in the recurring Charge for the AVC TC-4 and UNI bundle in section 1.1(a).

(d) The recurring Charges per Billing Period for the AVC TC-2 Product Component of the NEBS are:

AVC TC-2 symmetrical Mbps (CIR)	NBN Co Network	Recurring Charge
5	Fibre and FTTB	\$32.00
10	Fibre	\$64.00
20	Fibre	\$128.00
30	Fibre	\$192.00
40	Fibre	\$256.00

1.2 CVC

(a) The recurring Charges per Billing Period for the CVC TC-4 Product Component of the NEBS are:

CVC TC-4 symmetrical Mbps (CIR)	NBN Co Network	Recurring Charge
100	Fibre, FTTB and Wireless	\$1,750.00
150	Fibre, FTTB and Wireless	\$2,625.00
200	Fibre, FTTB and Wireless	\$3,500.00
250	Fibre, FTTB and Wireless	\$4,375.00
300	Fibre, FTTB and Wireless	\$5,250.00
400	Fibre, FTTB and Wireless	\$7,000.00
500	Fibre, FTTB and Wireless	\$8,750.00
600	Fibre, FTTB and Wireless	\$10,500.00
700	Fibre, FTTB and Wireless	\$12,250.00
800	Fibre, FTTB and Wireless	\$14,000.00
900	Fibre, FTTB and Wireless	\$15,750.00
1000	Fibre, FTTB and Wireless	\$17,500.00
1100	Fibre, FTTB and Wireless	\$19,250.00
1200	Fibre, FTTB and Wireless	\$21,000.00
1300	Fibre, FTTB and Wireless	\$22,750.00
1400	Fibre, FTTB and Wireless	\$24,500.00
1500	Fibre, FTTB and Wireless	\$26,250.00
1600	Fibre, FTTB and Wireless	\$28,000.00
1700	Fibre, FTTB and Wireless	\$29,750.00

Part A: NBN Co Ethernet Bitstream Service (NEBS)

CVC TC-4 symmetrical Mbps (CIR)	NBN Co Network	Recurring Charge
1800	Fibre, FTTB and Wireless	\$31,500.00
1900	Fibre, FTTB and Wireless	\$33,250.00
2000	Fibre, FTTB and Wireless	\$35,000.00
3000	Fibre, FTTB and Wireless	\$52,500.00
4000	Fibre, FTTB and Wireless	\$70,000.00
5000	Fibre, FTTB and Wireless	\$87,500.00
6000	Fibre, FTTB and Wireless	\$105,000.00
7000	Fibre, FTTB and Wireless	\$122,500.00
8000	Fibre, FTTB and Wireless	\$140,000.00
9000	Fibre, FTTB and Wireless	\$157,500.00
10,000	Fibre, FTTB and Wireless	\$175,000.00

Note: Customer may be eligible for a Credit. See Part C for further information.

(b) The recurring Charges per Billing Period for the CVC TC-1 Product Component of the NEBS are:

CVC TC-1 symmetrical Mbps (CIR)	NBN Co Network	Recurring Charge
5	Fibre, FTTB and Wireless	\$87.50
10	Fibre, FTTB and Wireless	\$175.00
20	Fibre, FTTB and Wireless	\$350.00
50	Fibre, FTTB and Wireless	\$875.00
100	Fibre, FTTB and Wireless	\$1,750.00
150	Fibre, FTTB and Wireless	\$2,625.00
200	Fibre, FTTB and Wireless	\$3,500.00
250	Fibre, FTTB and Wireless	\$4,375.00
300	Fibre, FTTB and Wireless	\$5,250.00
400	Fibre, FTTB and Wireless	\$7,000.00
500	Fibre, FTTB and Wireless	\$8,750.00

Note: Customer may be eligible for a Credit. See Part C for further information.

(c) The recurring Charges per Billing Period for the CVC TC-2 Product Component of the NEBS are:

CVC TC-2 symmetrical Mbps (CIR)	NBN Co Network	Recurring Charge
50	Fibre, FTTB and Wireless	\$875.00
100	Fibre, FTTB and Wireless	\$1,750.00
150	Fibre, FTTB and Wireless	\$2,625.00
200	Fibre, FTTB and Wireless	\$3,500.00
250	Fibre, FTTB and Wireless	\$4,375.00
300	Fibre, FTTB and Wireless	\$5,250.00

Part A: NBN Co Ethernet Bitstream Service (NEBS)

400	Fibre, FTTB and Wireless	\$7,000.00
500	Fibre, FTTB and Wireless	\$8,750.00
600	Fibre, FTTB and Wireless	\$10,500.00
700	Fibre, FTTB and Wireless	\$12,250.00
800	Fibre, FTTB and Wireless	\$14,000.00
900	Fibre, FTTB and Wireless	\$15,750.00
1000	Fibre, FTTB and Wireless	\$17,500.00

Note: Customer may be eligible for a Credit. See Part C for further information.

1.3 NNI

The recurring Charges per Billing Period for the NNI Bearer Product Component of the NEBS are:

NNI Bearer Profile	NBN Co Network	Recurring Charge
1000BaseLX	Fibre, FTTB and Wireless	\$200.00
10GBaseLR	Fibre, FTTB and Wireless	\$400.00
1000BaseEX	Fibre, FTTB and Wireless	\$500.00
10GBaseER	Fibre, FTTB and Wireless	\$1,000.00

2 Recurring Charges for optional features

This section 2 sets out the recurring Charges which apply to the optional Product Features that Customer may elect to acquire for a NEBS Ordered Product.

2.1 Second UNI-V and AVC TC-1 bundle

The recurring Charge per Billing Period for a second UNI-V and AVC TC-1 bundle is:

AVC TC-1 symmetrical Mbps (CIR)	NBN Co Network	Recurring Charge
0.15	Fibre	\$17.50

Note: Conditions of supply of a second UNI-V and AVC TC-1 bundle are described in section 7 of the [Product Description for the NBN Co Ethernet Bitstream Service](#).

2.2 Enhanced Fault Rectification Service

The recurring Charge per Billing Period for the Enhanced Fault Rectification Service is:

Enhanced Fault Rectification Service option	NBN Co Network	Recurring Charge
Enhanced-12	Fibre	\$15.00
Enhanced-12 (24/7)	Fibre	\$45.00
Enhanced-8	Fibre	\$40.00
Enhanced-8 (24/7)	Fibre	\$90.00

2.3 Multicast AVC

The recurring Charges per Billing Period for the Multicast AVC Product Feature of the NEBS are:

Multicast AVC downstream Mbps (CIR)	NBN Co Network	Recurring Charge
5	Fibre	\$2.00
20	Fibre	\$5.00
30	Fibre	\$10.00
40	Fibre	\$15.00
50	Fibre	\$20.00

2.4 Multicast Domain

(a) The recurring Charges per Billing Period for the Multicast Domain Product Feature of the NEBS are:

Multicast Domain downstream Mbps (CIR)	NBN Co Network	Recurring Charge
100	Fibre	\$250.00
200	Fibre	\$500.00
300	Fibre	\$750.00
400	Fibre	\$1,000.00
500	Fibre	\$1,250.00
600	Fibre	\$1,500.00
700	Fibre	\$1,750.00
800	Fibre	\$2,000.00
900	Fibre	\$2,250.00
1000	Fibre	\$2,500.00

(b) The recurring Charges per Billing Period for a Media Stream are:

Media Streams per Multicast Domain	NBN Co Network	Recurring Charge
≤200	Fibre	\$0.00
>200	Fibre	\$50 per Media Stream in excess of 200 Media Streams

3 Other Charges

This section 3 sets out the non-recurring Charges which apply to specific activities in connection with the supply of the NEBS.

3.1 Installations and activations

The Charges for the installation and activation of the NEBS are:

Activity	Charge per Activity	
	NBN Co Network	
	Fibre and Wireless	FTTB
Initial Standard Installation	\$0.00	\$0.00
Initial Non Standard Installation	Labour Rate + Materials over and above Initial Standard Installation	N/A
Professional Splitter Installation at time of a Standard Installation	N/A	Labour Rate (min 2 hours) + Materials (min \$10)
Subsequent Installation	\$270.00 + Labour Rate + Materials over and above Initial Standard Installation	\$270.00 + Labour Rate + Materials over and above Initial Standard Installation
Subsequent Installation of Power Supply with Battery Backup	\$0.00	N/A
Professional Splitter Installation not at time of a Standard Installation	N/A	Labour Rate (min 3 hours) + Materials (min \$10)
Access Component Reactivation	\$0.00	\$0.00
Multicast AVC Reactivation	\$0.00	\$0.00
CVC Activation	\$0.00	\$0.00
Multicast Domain Activation	\$0.00	\$0.00
NNI 1000BaseLX Activation		\$1,000.00
NNI 10GBaseLR Activation		\$5,000.00
NNI 1000BaseEX Activation		\$7,000.00
NNI 10GBaseER Activation		\$35,000.00
Service Qualification Enquiry	\$0.00	\$0.00

3.2 Service modification

The Charges for service modifications relating to the NEBS are:

Activity	Charge per Activity	
	NBN Co Network	
	Fibre and Wireless	FTTB
Access Component Modification (no attendance at Premises required)	\$0.00	\$0.00

Activity	Charge per Activity	
	NBN Co Network	
	Fibre and Wireless	FTTB
CVC Modification	\$0.00	\$0.00
Multicast Domain Modification	\$0.00	\$0.00
NNI Modification	\$0.00	\$0.00
Equipment Modification (attendance at Premises required)	Labour Rate + Materials	Labour Rate (min 3 hours)
Equipment Removal	Labour Rate + Materials	Labour Rate (min 3 hours)
Equipment Repair	Labour Rate + Materials	Labour Rate (min 3 hours)

3.3 Service management

The Charges for service management relating to the NEBS are:

Activity	Charge per Activity	
	NBN Co Network	
	Fibre and Wireless	FTTB
On Site Maintenance Call Out	\$0.00	N/A
No Fault Found (No Truck Roll Required)	\$50.00	\$50.00
No Fault Found (Truck Roll Required)	Labour Rate (min 2 hours)	Labour Rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation)	N/A	Labour Rate (min 3.5 hours) + Materials (min \$10)
Late Cancellation (Site Visit Required)	\$0.00	\$75.00
Missed Appointment	\$0.00	\$75.00
Restoration	\$50.00	\$50.00

3.4 Labour Rate and Materials

In this section 3:

- (a) **Labour Rate** means \$75.00 for each of the total number of man-hours of labour required to perform the relevant activity (rounded up to the next full hour); and
- (b) **Materials** means the cost of materials necessary to perform the relevant activity.

Part B: Facilities Access Service

4 Recurring Charges

This section 4 sets out the recurring Charges which apply to the Service Elements of the Facilities Access Service. The specific Charges which apply depend on the Service Elements selected by Customer.

The recurring Charges per Billing Period for the Service Elements of the Facilities Access Service are:

Service Element	Recurring Charge
Cross Connect	\$0.00
NBN Co Co-location (1 x lockable half height Equipment Rack)	\$1,200.00
NBN Co Co-location (1 x lockable full height Equipment Rack)	\$2,000.00
NBN Co ODF Termination Point	\$0.00
NBN Co Building Entry Service (per fibre cable)*	\$190.00

*Includes performance of an initial feasibility study and one post-installation inspection.

5 Other Charges

This section 5 sets out the non-recurring Charges which apply to specific activities in connection with the supply of the Facilities Access Service.

5.1 Setup and activations

The Charges for the setup and activation of the Facilities Access Service are:

Activity	Charge
Cross Connects Activation	\$0.00
NBN Co Co-location (1 x lockable half height Equipment Rack) Activation	\$900.00
NBN Co Co-location (1 x lockable full height Equipment Rack) Activation	\$1,500.00
NBN Co ODF Termination Point Activation	\$0.00
First Access Card	\$0.00
Additional feasibility study for NBN Co Building Entry Service	Labour Rate + Materials
Additional post-installation inspection for NBN Co Building Entry Service	Labour Rate + Materials

In this section 5:

- (a) **Labour Rate** means \$75.00 for each of the total number of man-hours of labour required to perform the relevant activity (rounded up to the next full hour); and
- (b) **Materials** means the cost of materials necessary to perform the relevant activity.

5.2 Service management

The Charges for service management relating to the Facilities Access Service are:

Activity	Charge
Additional / Replacement Access Card	\$100.00
Facilities Access Missed Appointment (During Business Hours)	\$300.00
Facilities Access Missed Appointment (Outside Business Hours)	\$450.00

Part C: Discounts, Rebates and Credits

6 CVC Credits

This section 6 sets out specific Rebates which NBN Co offers to Customer in connection with the supply of the CVC Product Component of the NEBS.

6.1 CVC Credits

Where Customer is eligible to receive a 50 Kbps CVC Credit and a CVC Transitional Pricing Credit in respect of the same CSA in a Billing Period, Customer is only entitled to receive the greater of the 50 Kbps CVC Credit and the CVC Transitional Pricing Credit applicable in that Billing Period.

6.2 50 Kbps CVC Credit

Credit

- (a) The **50 Kbps CVC Credit** is equal to the charge which would apply to the NEBS for a 50Kbps CVC TC-4.

Example: if the CVC pricing per Mbps is \$17.50 then the 50 Kbps CVC Credit will be \$0.875.

Availability of credit

- (b) Subject to section 6.1, in each Billing Period for each CSA NBN Co will give to Customer a 50 Kbps CVC Credit for each AVC TC-4 and UNI bundle supplied by NBN Co to Customer in respect of an NTD in that CSA as at the start of the relevant Billing Period.
- (c) The total 50 Kbps CVC Credits given to Customer in respect of a Billing Period are capped at the total recurring Charges that apply in respect of all CVCs supplied by NBN Co to Customer in the relevant CSA for that Billing Period.

Process to claim credit

- (d) NBN Co will apply the 50 Kbps CVC Credit to the next invoice following the Billing Period in which the corresponding AVC recurring charge was incurred by Customer.

6.3 CVC Transitional Pricing Credit

- (a) The **CVC Transitional Pricing Credit** for NEBS CVC TC-4 capacity supplied by NBN Co to Customer is:

NEBS CVC TC-4	CVC Transitional Pricing Credit
≥ 150 Mbps	Charge which would apply to 150 Mbps of CVC TC-4 capacity
< 150 Mbps	Charge which applies to the actual amount of CVC TC-4 capacity

Availability of credit

- (b) Subject to section 6.1, for each Billing Period for each CSA NBN Co will give to Customer a CVC Transitional Pricing Credit where NBN Co supplies a CVC TC-4 to Customer until the Billing Period in which the number of NBN Serviceable Premises in that CSA first exceeds 30,000 (excluding Premises which are NBN Serviceable by means of the NBN Co Satellite Network).

- (c) Where NBN Co has credited a CVC Transitional Pricing Credit for a Billing Period in which the number of NBN Serviceable Premises in the relevant CSA first exceeds 30,000 (excluding Premises which are NBN Serviceable by means of the NBN Co Satellite Network), NBN Co will, in the subsequent Billing Period, reverse that CVC Transitional Pricing Credit and only apply any applicable 50 Kbps CVC Credit.

Process to claim or receive credit

- (d) NBN Co will apply the CVC Transitional Pricing Credit to the invoice containing the corresponding CVC recurring charge.

Special terms

- (e) If the boundaries of a CSA change, including by reason of the establishment, relocation, replacement or closure of a Temporary POI or an Established POI, section 6.3(b) will apply to the reconfigured boundaries of the CSA and the number of NBN Serviceable Premises will be determined based on the reconfigured CSA.
- (f) NBN Co will use reasonable endeavours to notify Customer as soon as practicable after the CVC Transitional Pricing Credit is no longer available for a CSA.

7 First Battery Credit

This section 7 sets out the details of the First Battery Credit which NBN Co will give to the Customer if a fault or defect occurs with the First Battery supplied as part of the NEBS.

Credit

- (a) The **First Battery Credit** is \$30.00, given in accordance with the conditions set out in the [Product Description for the NBN Co Ethernet Bitstream Service](#).

Availability of credit

- (b) NBN Co will give to Customer the First Battery Credit if:
- (i) a fault or defect occurs in the First Battery during the First Battery Warranty Period;
 - (ii) Customer is supplied with the Battery Backup Service at the time the fault or defect occurs;
 - (iii) Customer installs a replacement battery in respect of that NTD; and
 - (iv) Customer submits a First Battery warranty claim in accordance with the processes set out in the [NBN Co Operations Manual](#).

Process to claim or receive credit

- (c) The First Battery Credit may be claimed in accordance with the process set out in the [NBN Co Operations Manual](#).

8 Other Discounts, Credits and Rebates

This section 8 sets out the process by which NBN Co may offer new Discounts, Credits or Rebates to Customer which may be developed from time to time.

8.1 Discount/Credit/Rebate Notice

- (a) Without limiting any other part of this Agreement, NBN Co may offer a Discount, Credit or Rebate to Customer from time to time by issuing a Discount/Credit/Rebate Notice substantially in the form of Schedule 1 in accordance with this section 8.
- (b) A Discount, Credit or Rebate offered under this section 8 is available from the commencement date set out in the Discount/Credit/Rebate Notice and will cease to be available on the earlier of:
 - (i) the expiry date for the Discount, Credit or Rebate set out in the Discount/Credit/Rebate Notice; or
 - (ii) expiry or termination of this Agreement.

8.2 Payment of Discounts, Credits or Rebates

- (a) NBN Co will give a Discount, Credit or Rebate to Customer in accordance with the relevant Discount/Credit/Rebate Notice.
- (b) Unless otherwise provided in the Discount/Credit/Rebate Notice, Customer must submit a claim for a Discount, Credit or Rebate within 6 months after the date on which Customer became eligible for that Discount, Credit or Rebate in accordance with the processes outlined in the Discount/Credit/Rebate Notice.
- (c) NBN Co is not obliged to pay any Discount, Credit or Rebate to Customer unless Customer complies with this section 8 and the Discount/Credit/Rebate Notice.

8.3 Changes to Rebates notified under a Discount/Credit/Rebate Notice

Notwithstanding clause F4 of the [Head Terms](#):

- (a) subject to section 8.3(b), NBN Co may amend a Discount, Credit or Rebate notified under a Discount/Credit/Rebate Notice by giving Customer 5 Business Days prior notice of the change; and
- (b) NBN Co may change the amount of any Discount, Credit or Rebate payable under a Discount/Credit/Rebate Notice, suspend or withdraw, or reinstate a suspended or withdrawn Discount, Credit or Rebate at any time by giving 5 Business Days prior notice to Customer, or as otherwise may be provided for in the Discount/Credit/Rebate Notice (as applicable).

Part D: Interpretation

9 Interpretation

9.1 Discounts

Unless specified otherwise in respect of a specific Discount, each Discount offered by NBN Co to Customer in respect of a Charge or other amount payable by Customer to NBN Co under this Agreement will cease to apply on the earlier of:

- (a) the date on which the specific Discount is expressed in this Agreement to cease to apply; and
- (b) the Expiry Date.

Schedule 1 Discount/Credit/Rebate Notice

Discount/Credit/Rebate name: [insert]

Date: [insert]



This Discount/Credit/Rebate Notice is provided to Customer in accordance with the Wholesale Broadband Agreement entered into between NBN Co and Customer.

1. Background

1.1 [Brief overview/rationale for Discount/Credit/Rebate]

2. Discount/Credit/Rebate

2.1 [Description of the Discount/Credit/Rebate, how Discount/Credit/Rebate is calculated, commencement/expiry date of the Discount/Credit/Rebate, any Ordered Product to which the Discount/Credit/Rebate relates]

3. Availability of Discount/Credit/Rebate

3.1 [Criteria Customer must satisfy to be eligible for the Discount/Credit/Rebate]

4. Process to claim or receive Discount/Credit/Rebate

4.1 [Steps (if any) Customer must take to claim or receive Discount/Credit/Rebate, how NBN Co will assess claims for Discount/Credit/Rebates, how and when the Discount/Credit/Rebate will be paid to Customer]

5. Special terms

5.1 [Any special terms applicable to the Discount/Credit/Rebate]