nbn® 3 Year SAU Pricing Roadmap1 July 2024 to 30 June 2027



3 Year SAU Pricing Roadmap

Version	Description	Published Date	Effective Date
1	3 Year SAU Pricing Roadmap for the period 1st July 2024 to 30th June 2027	1 May 2024	1 July 2024

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Environment

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3 Year SAU Pricing Roadmap: 1 July 2024 to 30 June 2027

Introduction

This Pricing Roadmap is published pursuant to clause 2B.2.4 of **nbn**'s Special Access Undertaking, as varied on 17 October 2023 (**SAU**). This Pricing Roadmap takes effect on and from 1 July 2024.

This Pricing Roadmap 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 and Forecast Average Combined Charges for each Bundled TC-4 Offer.

In this Pricing Roadmap:

- the Prices and CVC inclusions for FY25 correspond with the Prices and CVC inclusions in the SAU Tariff List published by **nbn** for the period 1 July 2024 to 30 June 2025;
- the Prices and CVC inclusions for FY26 and FY27 are indicative and non-binding, subject to the application of the TC-4 Price Relativity Restriction in the SAU;
 and
- the Forecast Average Combined Charges are based on forecast industry averages and are calculated in accordance with clause 2F.4.2 of the SAU.

In setting out the indicative Prices for FY26 and FY27 in this Pricing Roadmap, **nbn** has relied on Consumer Price Index (**CPI**) forecasts in the Statement of Monetary Policy published by the Reserve Bank of Australia (**RBA**) in February 2024. Specifically, the forecast annual percentage change in CPI used to inform **nbn**'s expectations of the application of the price controls under the varied SAU is 3.2% for FY26 and 2.8% for FY27. The SAU price controls which apply to the Tariff List published for FY26 and FY27 will be based on the actual annual percentage change in CPI published for the December quarter before the relevant Financial Year.

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

Changes to this Pricing Roadmap

The SAU sets out specific circumstances in which **nbn** must update Prices and/or CVC inclusions in the Tariff List for a Financial Year. Where **nbn** updates the Tariff List, it must also update this Pricing Roadmap to maintain consistency, reflecting the changed Price and/or CVC inclusion in the first year of the Pricing Roadmap and any impact on the indicative prices for the second and third years.

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 Pricing Roadmap by 1 May 2025 for FY26, FY27 and FY28. That Roadmap 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 FY26 and FY27 in this Pricing Roadmap, including where actual CPI and/or utilisation are different to the CPI and utilisation assumptions used in preparing this Pricing Roadmap.

NBN Access Service

1 TC-4 Offers

1.1 Flat-Rate Offers

AVC Data Transfer Rate PIR downlink	AVC Data Transfer Rate PIR uplink (Mbps) ¹	Monthly I	Recurring Fixe	ed Charge,	NBN Co Network	
(Mbps) ¹		FY25	FY26	FY27	Non co network	
12 (Basic Bundled Offer) ²	1	NA	NA	\$12.00 ⁷	Fibre, FTTB, FTTN, FTTC, HFC	
12	1	NA	NA	\$35.58 ⁷	Fibre, FTTB, FTTN, FTTC, HFC and Wireless	
25	5	NA	NA	\$35.71 ⁷	Fibre, FTTB, FTTN, FTTC, HFC and Wireless	
25	5 – 10	NA	NA	\$35.71 ⁷	FTTB, FTTN	
25	10	NA	NA	\$35.71 ⁷	Fibre, FTTC, HFC	
25 – 50	5 – 20	NA	NA	\$57.26 ⁷	FTTB, FTTN	
50	20	NA	NA	\$57.26 ⁷	Fibre, FTTC, HFC	
Up to 100 ³	Up to 20 ³	NA	NA	\$57.26 ⁷	Wireless	
25 – 100	5 – 20	\$57.22	\$58.93	\$60.50	FTTB and FTTN	
50 – 100	20	\$57.22	\$58.93	\$60.50	FTTC	
100	20	\$57.22	\$58.93	\$60.50	Fibre and HFC	
200-2504	8-20	\$57.22	\$58.93	\$60.50	Wireless	
25 – 100	5 – 40	\$60.22	\$61.93	\$63.50	FTTB and FTTN	
50 – 100	20 – 40	\$60.22	\$61.93	\$63.50	FTTC	
100	40	\$60.22	\$61.93	\$63.50	Fibre and HFC	

AVC Data Transfer Rate PIR downlink	AVC Data Transfer Rate PIR uplink (Mbps) ¹	Monthly F	Recurring Fixe	ed Charge,	NBN Co Network
(Mbps) ¹		FY25	FY26	FY27	
250	25	\$62.22	\$63.93	\$65.50	Fibre and HFC
4004	10-40	\$62.22	\$63.93	\$65.50	Wireless
250	100	\$75.00	\$76.50	\$78.03	Fibre
500	200	\$100.00	\$102.00	\$104.04	Fibre
500 to 1,000 ⁵	50	\$72.22	\$73.93	\$75.50	Fibre and HFC
1,0006	400	\$125.00	\$127.50	\$130.05	Fibre

Notes:

- ¹ No additional charges apply for CVC TC-4 utilised in conjunction with a Flat-Rate Offer.
- The SAU states that the Basic Bundled Offer (and its Monthly Recurring Charge) 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 offer with a bandwidth profile of 12 Mbps PIR (TC-4) which is not the Basic Bundled Offer (and its Monthly Recurring Charge) will apply on a pro-rated daily basis.
- These are potential maximum information rates, not peak information rates. In April 2024, **nbn** confirmed that the AVC Data Transfer Rates for this NBN Offer would be upgraded in May 2024 to the rates shown in the table (from the previous rates of up to 75 Mbps downlink and up to 10 Mbps uplink).
- The 200-250/8-20 Mbps and 400/10-40 Mbps offers have not yet been launched. They are anticipated to be launched in late FY24 or FY25. The 200-250/8-20 Mbps offer will only be available at Premises that have a W-NTD version 3 or any later version installed, while the 400/10-40 Mbps offer will only be available at Premises that have a W-NTD version 4 or any later version installed.
- ⁵ The Maximum Data Transfer Rate will fall anywhere between 500 Mbps and less than but close to 1000 Mbps.
- ⁶ The Maximum Data Transfer Rate will be less than but close to 1000 Mbps.
- From FY27, the Price in the Tariff List for the Connectivity Virtual Circuit Offer (TC-4) in respect of all NBN Co Networks other than the NBN Co Satellite Network will become \$0 (see clause 2E.2.2(d) of the SAU). Accordingly, the NBN Offers that are Bundled TC-4 Offers in FY25 and FY26 will become Flat-Rate Offers in FY27 in accordance with clause 2B.3.1(d) of the SAU. The Forecast Average Combined Charge for each such NBN Offer for FY27 is forecast to be the Monthly Recurring Fixed Charge of that NBN Offer for FY27, set out above.

1.2 Flat-Rate Offers – Smart Places

AVC Data Transfer Rate PIR downlink	,				NBN Co Network
(Mbps) ¹		FY25	FY26	FY27	
25	10	NA	NA	\$35.713	Fibre
50	20	NA	NA	\$57.26 ³	Fibre
100	40	\$60.22	\$61.93	\$63.50	Fibre
250	100	\$75.00	\$76.50	\$78.03	Fibre
500	200	\$100.00	\$102.00	\$104.04	Fibre
1,000²	400	\$125.00	\$127.50	\$130.05	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.
- From FY27, the Price in the Tariff List for the Connectivity Virtual Circuit Offer (TC-4) in respect of all NBN Co Networks other than the NBN Co Satellite Network will become \$0 (see clause 2E.2.2(d) of the SAU). Accordingly, the NBN Offers for NBN Co Smart Places that are Bundled TC-4 Offers in FY25 and FY26 will become Flat-Rate Offers in FY27 in accordance with clause 2B.3.1(d) of the SAU. The Forecast Average Combined Charge for each such NBN Offer for FY27 is forecast to be the Monthly Recurring Fixed Charge of that NBN Offer for FY27, set out above.

1.3 Bundled TC-4 Offers

AVC Data Transfer Rate	AVC Data Transfer Rate	Transfer Rate per SIO		CVC TC-4 P	CVC TC-4 PIR symmetrical inclusion (Mbps) ^{1,4}			verage Combi	NBN Co Network		
PIR downlink (Mbps) ¹	PIR uplink (Mbps) ¹	FY25	FY26	FY27⁵	FY25	FY26	FY27⁵	FY25	FY26	FY27 ⁵	nizit es nemon
12 (Basic Bundled Offer) ²	1	\$12.00	\$12.00	NA	0	0	NA	\$12.01	\$12.01	NA	Fibre, FTTB, FTTN, FTTC, HFC

AVC Data Transfer Rate	AVC Data Transfer Rate PIR uplink (Mbps) ¹	Monthly Recurring Fixed Charge, per SIO		CVC TC-4 PIR symmetrical inclusion (Mbps) ^{1,4}			Forecast Average Combined Charge			NBN Co Network	
PIR downlink (Mbps) ¹		FY25	FY26	FY27 ⁵	FY25	FY26	FY27 ⁵	FY25	FY26	FY27 ⁵	NEW CONCLUSIN
12	1	\$26.85	\$29.52	NA	0	0	NA	\$32.29	\$33.89	NA	Fibre, FTTB, FTTN, FTTC, HFC and Wireless
25	5	\$28.24	\$30.38	NA	0.23	0.26	NA	\$33.68	\$34.75	NA	Fibre, FTTB, FTTN, FTTC, HFC and Wireless
25	5 – 10	\$28.24	\$30.38	NA	0.23	0.26	NA	\$33.68	\$34.75	NA	FTTB, FTTN
25	10	\$28.24	\$30.38	NA	0.23	0.26	NA	\$33.68	\$34.75	NA	Fibre, FTTC, HFC
25 – 50	5 – 20	\$52.52	\$54.43	NA	3.59	3.67	NA	\$53.68	\$55.59	NA	FTTB, FTTN
50	20	\$52.52	\$54.43	NA	3.59	3.67	NA	\$53.68	\$55.59	NA	Fibre, FTTC, HFC
Up to 100 ³	Up to 20 ³	\$52.52	\$54.43	NA	3.59	3.67	NA	\$53.68	\$55.59	NA	Wireless

Notes:

- 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).
- The SAU states that the Basic Bundled Offer (and its Monthly Recurring Fixed Charge, being \$12.00 in FY25) 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 Fixed Charge, being \$26.85 in FY25) will apply on a pro-rated daily basis.
- These are potential maximum information rates, not peak information rates. In April 2024, **nbn** confirmed that the AVC Data Transfer Rates for this NBN Offer would be upgraded in May 2024 to the rates shown in the table (from the previous rates of up to 75 Mbps downlink and up to 10 Mbps uplink).
- ⁴ CVC TC-4 Inclusions will be adjusted on 1 January 2025, 1 July 2025 and 1 January 2026, in accordance with clause 2B.5 of the SAU.
- From FY27, the Price in the Tariff List for the Connectivity Virtual Circuit Offer (TC-4) in respect of all NBN Co Networks other than the NBN Co Satellite Network will become \$0 (see clause 2E.2.2(d) of the SAU). Accordingly, the NBN Offers that are Bundled TC-4 Offers in FY25 and FY26 will become Flat-Rate Offers in FY27 in accordance with clause 2B.3.1(d) of the SAU. See section 1.1 of this Pricing Roadmap for the indicative Prices of these NBN Offers for FY27. The Forecast Average Combined Charge for each such NBN Offer for FY27 is forecast to be the Monthly Recurring Fixed Charge of that NBN Offer for FY27, set out in section 1.1.

1.4 Bundled TC-4 Offers: Smart Places

AVC Data Transfer Rate PIR downlink	AVC Data Transfer Rate PIR uplink	Monthly Recurring Fixed Charge, per SIO			CVC TC-4 PIR symmetrical inclusion (Mbps) ^{1,2} Forecast Average Combined Charge NBN Co Netwo		_			Forecast Average Combined Charge	
(Mbps) ¹	(Mbps) ¹	FY25	FY26	FY27³	FY25	FY26	FY27³	FY25	FY26	FY27³	
25	10	\$28.24	\$30.38	NA	0.23	0.26	NA	\$33.68	\$34.75	NA	Fibre
50	20	\$52.52	\$54.43	NA	3.59	3.67	NA	\$53.68	\$55.59	NA	Fibre

Notes:

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

AVC Data Transfer Rate PIR	AVC Data Transfer Rate PIR uplink	Monthly Recurring Charge, per SIO					
downlink (Mbps)	(Mbps)	FY25	FY26	FY27			
12	1	\$24	\$24	\$24			
25	5	\$27	\$27	\$27			

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 1 January 2025, 1 July 2025 and 1 January 2026, in accordance with clause 2B.5 of the SAU.

From FY27, the Price in the Tariff List for the Connectivity Virtual Circuit Offer (TC-4) in respect of all NBN Co Networks other than the NBN Co Satellite Network will become \$0 (see clause 2E.2.2(d) of the SAU). Accordingly, the NBN Offers for NBN Co Smart Places that are Bundled TC-4 Offers in FY25 and FY26 will become Flat-Rate Offers in FY27 in accordance with clause 2B.3.1(d) of the SAU. See section 1.2 of this Pricing Roadmap for the indicative Prices of these NBN Offers for FY27. The Forecast Average Combined Charge for each such NBN Offer for FY27 is forecast to be the Monthly Recurring Fixed Charge of that NBN Offer for FY27, set out in section 1.2.

2 TC-2 and TC-1 Offers

2.1 Bundled TC-2 Offers

AVC	CVC symmetrical		Monthly Red	curring Char	ge, per SIO	
symmetrical Data Transfer Rate CIR (Mbps)	Data Transfer Rate CIR inclusion (Mbps)	Enhanced Fault Service Level	FY25	FY26	FY27	NBN Co Network
5	5	Enhanced-12 (24/7)	\$50	\$50	\$50	Fibre, FTTB, FTTN, FTTC and HFC
10	10	Enhanced-12 (24/7)	\$131	\$131	\$131	Fibre, FTTB, FTTN, FTTC and HFC
20	20	Enhanced-12 (24/7)	\$172	\$172	\$172	Fibre, FTTB, FTTN, FTTC
30	30	Enhanced-12 (24/7)	\$175	\$175	\$175	Fibre
40	40	Enhanced-12 (24/7)	\$175	\$175	\$175	Fibre
50	50	Enhanced-12 (24/7)	\$175	\$175	\$175	Fibre
60	60	Enhanced-12 (24/7)	\$175	\$175	\$175	Fibre
70	70	Enhanced-12 (24/7)	\$175	\$175	\$175	Fibre
80	80	Enhanced-12 (24/7)	\$175	\$175	\$175	Fibre
90	90	Enhanced-12 (24/7)	\$175	\$175	\$175	Fibre
100	100	Enhanced-12 (24/7)	\$175	\$175	\$175	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	CVC symmetrical		Monthly Red	curring Char	ge, per SIO		
symmetrical Data Transfer Rate CIR (Mbps)	Data Transfer Rate CIR inclusion (Mbps)	Enhanced Fault Service Level	FY25	FY26	FY27	NBN Co Network	
5	5	Enhanced-12 (24/7)	\$50.00	\$50.00	\$50.00	Fibre	
10	10	Enhanced-12 (24/7)	\$131.00	\$131.00	\$131.00	Fibre	
20	20	Enhanced-12 (24/7)	\$172.00	\$172.00	\$172.00	Fibre	
50	50	Enhanced-12 (24/7)	\$175.00	\$175.00	\$175.00	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)	Monthly Recurring Charge, per SIO			NBN Co Network
	FY25	FY26	FY27	
0.15	\$10.00	\$10.00	\$10.00	Fibre, FTTB, FTTN, FTTC , HFC, Wireless and Satellite
0.3	\$20.00	\$20.00	\$20.00	Fibre, FTTB, FTTN, FTTC, HFC and Wireless
0.5	\$33.00	\$33.00	\$33.00	
1	\$66.00	\$66.00	\$66.00	
2	\$132.00	\$132.00	\$132.00	Fibre, FTTB, FTTN, FTTC and HFC
5	\$330.00	\$330.00	\$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	Monthly Recurring Charge, per utilised symmetrical Mbps (PIR)					
	FY25	FY26	FY27			
CVC TC-4 (non-Satellite)¹	\$4.50	\$3.50	\$0.00			

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	Monthly Recurring Charge, per provisioned symmetrical Mbps (CIR)		
	FY25	FY26	FY27
CVC TC-4 (Satellite)	\$15.75	\$15.75	\$15.75
CVC TC-1	\$17.50	\$17.50	\$17.50
CVC TC-2 ¹	\$17.50	\$17.50	\$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	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				
	FY25	FY26	FY27		
0	\$0.00	\$0.00	\$0.00		
1	\$18.00	\$18.00	\$18.00		
2	\$40.00	\$40.00	\$40.00		

5 **NNI Offers**

5.1 Network to Network Interface Offers³

NNI Product Feature	M	onthly Recurring Charg	je ¹
	FY25	FY26	FY27
1000BaseLX - per NNI Bearer	\$100	\$100	\$100
10GBaseLR - per NNI Bearer	\$400	\$400	\$400
100GBaseLR4 - per NNI Bearer	\$2,400	\$2,400	\$2,400
1000BaseEX - per NNI Bearer	\$125	\$125	\$125
10GBaseER - per NNI Bearer	\$500	\$500	\$500
100GBaseER4 - per NNI Bearer	\$3,000	\$3,000	\$3,000
V-NNI - per V-NNI²	\$65	\$65	\$65
NNI Link - per NNI Link²	\$0	\$0	\$0

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

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.

5.2 10G NNI Starter Offers¹

NNI Product Feature	Мог	2, 3, 4	
	FY25	FY26	FY27
10GBaseLR (in single chassis configuration or as one of a pair in a chassis diverse configuration) – per NNI Bearer	\$200	\$200	\$200
10GBaseER (in single chassis configuration or as one of a pair in a chassis diverse configuration) – per NNI Bearer	\$250	\$250	\$250

¹ 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	Monthly Recurring Charge, per SIO				
	FY25	FY26	FY27		
Second UNI-V and AVC Offer ¹	\$17.50	\$17.50	\$17.50		

On 26 May 2023, **nbn** provided written notice, pursuant to the SAU and the WBA, of its intention to withdraw the User Network Interface-Voice (UNI-V) Product Feature and the Battery Backup Service Product Feature for **nbn**[®] Ethernet (Fibre) on 31 January 2031. The Continued Ordering Period (as that term is defined in the Wholesale Broadband Agreement) for the UNI-V Product Feature and the Battery Backup Service Product Feature for **nbn**[®] Ethernet (Fibre) will end on 26 June 2024.

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

³ For clarity, where a 10G NNI is acquired in chassis diverse configuration, the Monthly Recurring Charge will apply separately for each NNI Bearer in the pair.

⁴ The 10G NNI Starter Offers do not apply in respect of a 10G NNI if the Access Seeker acquires any additional 10G NNI Bearers or any 100G NNI Bearers at the same POI.

Enhanced Fault Service Level Offers

7.1 Enhanced Fault Service Level Offers with a Monthly Recurring Charge

Toron of Euleanand Foult Comical Lovels Office	Month	NIDNI Co Nietuvenie		
Type of Enhanced Fault Service Levels Offer	FY25	FY26	FY27	NBN Co Network
Enhanced-12 Fault Service Levels	\$15.00	\$15.00	\$15.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-12 (24/7) Fault Service Levels	\$15.00	\$15.00	\$15.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-8 Fault Service Levels	\$25.00	\$25.00	\$25.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-8 (24/7) Fault Service Levels	\$55.00	\$55.00	\$55.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-6 Fault Service Levels	\$32.50	\$32.50	\$32.50	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-6 (24/7) Fault Service Levels	\$65.00	\$65.00	\$65.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-4 Fault Service Levels	\$40.00	\$40.00	\$40.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-4 (24/7) Fault Service Levels	\$25.00	\$25.00	\$25.00	Fibre, FTTB, FTTN, FTTC and HFC

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

Ontion	ľ	NIDNI Co Nietuvenik		
Option	FY25	FY26	FY27	NBN Co Network
Enhanced-(90 Day) – 12 (24/7) Fault Service Levels	\$150.00 ¹	\$150.00 ¹	\$150.00 ¹	Fibre, FTTB, FTTN, FTTC and HFC

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 Samiles Lavels Offer	Month	NBN Co Network		
Type of Enhanced Fault Service Levels Offer	FY25	FY26	FY27	india co inetwork
Enhanced-12 Fault Service Levels	\$15.00	\$15.00	\$15.00	Fibre
Enhanced-12 (24/7) Fault Service Levels	\$15.00	\$15.00	\$15.00	Fibre
Enhanced-8 Fault Service Levels	\$25.00	\$25.00	\$25.00	Fibre
Enhanced-8 (24/7) Fault Service Levels	\$55.00	\$55.00	\$55.00	Fibre

8 Other Charges – NBN Access Service

8.1 Installations and activations – NBN Co Networks other than the NBN Co Satellite Network⁴

				Charge	per activity (F	Y24-26)					
Activity				N	BN Co Netwo	rk					
Activity	Fil	ore and Wirel	ess	FTTI	B, FTTN and F	ттс		HFC			
	FY25	FY26	FY27	FY27 FY25 FY26 FY27 FY25 FY26 \$0 of materials Hourly Labour Rate plus cost of materials \$150^2 \$150 \$150 \$150 \$150 \$150 Hourly Labour Rate charged for a minimum of 2 hours N/A Hourly Labour Rate charged for a minimum amount equivalent to 3.6 hours, plus cost of materials \$200^2 N/A N/A \$150 Hourly Labour Rate charged for a minimum amount equivalent to 3.6 hours, plus cost of materials N/A N/A N/A N/A N/A N/A \$50 \$1,000	FY27						
Initial Standard Installation					\$0						
Initial Non Standard Installation	Hourly Labou	ur Rate plus cos	t of materials	Hourly Labou	ır Rate plus cos	t of materials	Hourly Labou	ır Rate plus cos	t of materials		
After Hours Installation ¹	\$150 ²	\$150 ²	\$150 ²	\$150	\$150	\$150	\$150	\$150	\$150		
Professional FTTC-NCD Installation		N/A			minimum of 2 hours ³ Hourly Labour Rate of				N/A		
Professional HFC-NTD Installation		N/A		N/A			Hourly Labour Rate charged for a minimum of 2 hours				
Subsequent Installation	minimum	minimum amount equivalent to 3.6 minimum amount equivalent to 3.6 minimum amount equivalent			Hourly Labour Rate charged for a minimum amount equivalent to 3.6		elent to 3.6				
Fibre Upgrade Installation	\$200 ²	\$200 ²	\$200 ²		N/A			N/A			
W-NTD Upgrade Installation	\$2005	\$2005	\$2005		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	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000		
NNI 100GBaseLR4 Set-up & Activation	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000		

		Charge per activity (FY24-26)							
A saintian				N	BN Co Netwo	rk			
Activity	Fib	Fibre and Wireless FTTB, FTTN and FTTC		Fibre and Wireless		ттс	HFC		
	FY25	FY26	FY27	FY25	FY26	FY27	FY25	FY26	FY27
NNI 1000BaseEX Set-up & Activation					\$2,000				
NNI 10GBaseER Set-up & Activation	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000
NNI 100GBaseER4 Set-up & Activation	\$24,000	\$24,000	\$24,000	\$24,000	\$24,000	\$24,000	\$24,000	\$24,000	\$24,000
NNI Link Activation					\$0				
V-NNI Activation					\$250				
Service Qualification Enquiry					\$0				

Notes:

- 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.
- On 26 May 2023, **nbn** provided written notice, pursuant to the SAU and the WBA, of its intention to withdraw the Battery Backup Service Product Feature (and the User Network Interface-Voice Product Feature) for **nbn**® Ethernet (Fibre) on 31 January 2031. The Continued Ordering Period (as that term is defined in the Wholesale Broadband Agreement) for the Battery Backup Service Product Feature (and the UNI-V Product Feature) for **nbn**® Ethernet (Fibre) will end on 26 June 2024. The Other Charge for subsequent installation of power supply with battery backup has not been included in this Pricing Roadmap, as this Other Charge will be withdrawn on 26 June 2024.
- Only applicable in respect of the NBN Co Wireless Network. This Other Charge is being introduced in conjunction with the 200-250/8-20 Mbps and 400/10-40 Mbps offers that have not yet been launched. They are anticipated to be launched in late FY24 or FY25.

8.2 Installations and activations – Smart Places

	Charge per activity (FY24-26) NBN Co Network			
Activity				
Activity	Fibre			
	FY25	FY26	FY27	
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	\$3,000	\$3,000	\$3,000	
NNI 100GBaseLR4 Set-up & Activation	\$20,000	\$20,000	\$20,000	
NNI 1000BaseEX Set-up & Activation		\$2,000		
NNI 10GBaseER Set-up & Activation	\$4,000	\$4,000	\$4,000	
NNI 100GBaseER4 Set-up & Activation	\$24,000 \$24,000 \$24,000			
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			Charge per activity		
A	Activity		FY26	FY27	
Initial Standard Installation ¹		plus incidental cha	\$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,	0.8m NTD outdoor unit dish	\$692	\$692	\$692	
Major Rural Area, Minor Rural Area or Remote Area ¹	1.2m NTD outdoor unit dish	\$1,057	\$1,057	\$1,057	
	1.8m NTD outdoor unit dish	\$2,226	\$2,226	\$2,226	
Subsequent Installation in Isolated Area ¹	0.8m NTD outdoor unit dish	\$1,559	\$1,559	\$1,559	
	1.2m NTD outdoor unit dish	\$1,751	\$1,751	\$1,751	
	1.8m NTD outdoor unit dish	\$3,732	\$3,732	\$3,732	
Subsequent Installation in Limited Access Ar	rea ¹	Satellite Labour Ra	Satellite Labour Rate plus cost of materials plus incidental charges		
Access Component Reactivation ¹		plus incidental cha	\$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		\$3,000	\$3,000	\$3,000	
NNI 1000BaseEX Set-up & Activation			\$2,000		
NNI 10GBaseER Set-up & Activation		\$4,000	\$4,000	\$4,000	
Site Survey Charge ¹		plus incidental cha	\$225 arges which may apply for Lin	mited Access Areas	

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

	Charge per activity (FY25-FY27)				
Activity	NBN Co Network				
Activity	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	
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

	Charge per activity (FY25-FY27) NBN Co Network	
Activity		
	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 (FY25-FY27)
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

Activity	Charge per activity (FY25-FY27)			
Equipment Modification (NTD 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	
Area of Reflicte Area	\$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	
A ca, Willor Raral Alea of Remote Alea	\$783	\$1,149	\$2,317	
Equipment Modification (NTD indoor and	0.8m NTD outdoor unit dish	1.2m NTD outdoor unit dish	1.8m NTD outdoor unit dish	
outdoor unit) in Isolated Area ¹	\$1,650 \$1,842 \$3,82		\$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			

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

	Cha	(27)			
Activity	NBN Co Network				
	Fibre and Wireless	FTTB and FTTN 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	\$2005	\$200	\$200		
Co-ordinated Appointment (Night) ⁴	\$3005	\$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		

	Charge per activity (FY25-FY27)			
Activity	NBN Co Network			
	Fibre and Wireless	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	inated Appointment ordinated Appointment		
Incorrect Callout	N/A	\$75	\$75	
Voiceband Reinstatement	N/A	\$250¹	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.
- $^{\rm 5}$ $\,$ Other Charge not applicable in respect of the NBN Co Wireless Network.

8.8 Service management – Smart Places

	Charge per activity (FY25-FY27)
Activity	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	Charge per activity (FY25-FY27)
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	Charge per activity (FY24-FY26)		
	FY25	FY26	FY27
Service Transfer	\$5.00	\$5.00	\$5.00
Transfer Reversal	\$5.00	\$5.00	\$5.00
Non-Infrastructure Transfers (per Service Transfer)	\$1.50	\$1.50	\$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	Usage	Charge p	er each associated	AVC TC-4
Class		FY25	FY26	FY27
	Up to the allocated usage for CVC Class 1	\$18	\$18	\$18
0	Greater than the allocated usage for CVC Class 1 up to the allocated usage for CVC Class 2	\$40	\$40	\$40
	Greater than allocated usage for CVC Class 2	\$150	\$150	\$150
	Up to the allocated usage for CVC Class 2	\$22	\$22	\$22
Greater than allocated usage for CVC Class 2	Greater than allocated usage for CVC Class 2	\$132	\$132	\$132
2	Greater than allocated usage for CVC Class 2	\$110	\$110	\$110

Facilities Access Service

9 NBN Co Co-location Offer

Type of NBN Co Co-location Offer	Monthly Recurring Charge, per month*		
	FY25	FY26	FY27
Lockable full height equipment rack	\$2,000	\$2,000	\$2,000
Lockable half height equipment rack	\$1,200	\$1,200	\$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 Monthly Recurring Charg			e, per month*	
	FY25	FY26	FY27	
Cross-Connect	\$0	\$0	\$0	
NBN Co ODF Termination Point	\$0	\$0	\$0	
NBN Co Building Entry Service	\$190 per month, per fibre cable	\$190 per month, per fibre cable	\$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

A salivia.		Charge		
Activity	FY25	FY26	FY27	
Set-up NBN Co Co-location (Lockable Full Height Equipment Rack) - per lockable full height equipment rack	\$1,500	\$1,500	\$1,500	
Set-up NBN Co Co-location (Lockable Half Height Equipment Rack) - per lockable half height equipment rack	\$900	\$900	\$900	
Set-up Cross-Connect - per interface	\$0	\$0	\$0	
Set-up NBN Co ODF Termination Point - per interface	\$0	\$0	\$0	
Supply of First Access Card	\$0	\$0	\$0	
Additional / Replacement Access Card (excluding the First Access Card) - per access card	\$100	\$100	\$100	
Additional feasibility study for the NBN Co Building Entry Service	Hourly Labour Rate plus cost of materials		materials	
Additional post-installation inspection for the NBN Co Building Entry Service	BN Co Building Entry Service Hourly Labour Rate plus cost of materials		materials	
Missed Appointment (During Business Hours) - per missed appointment	\$300	\$300	\$300	
Missed Appointment (Outside Business Hours) - per missed appointment	\$450	\$450	\$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 FY25-FY27 is \$0.

13 Sandpit Offer

The Price for the Sandpit Offer on each NBN Co Network for FY25-FY27 is \$0.

NBN Access Service – Cell Site Access Service

14 CSAS Symmetric Access Capacity Offers

AVC TC-1 CIR symmetrical	AVC TC-2 CIR symmetrical	Monthly Recurring Charge, per SIO (Metro and Outer Metro)			Monthly Recurring Charge, per SIO (Regional)		
(Mbps)	(Mbps)	FY25	FY26	FY27	FY25	FY26	FY27
5	50	\$910	\$910	\$910	\$1,245	\$1,245	\$1,245
5	100	\$1,250	\$1,250	\$1,250	\$1,800	\$1,800	\$1,800
5	150	\$1,500	\$1,500	\$1,500	\$2,235	\$2,235	\$2,235
5	200	\$1,720	\$1,720	\$1,720	\$2,600	\$2,600	\$2,600
5	300	\$2,070	\$2,070	\$2,070	\$3,210	\$3,210	\$3,210
5	500	\$2,550	\$2,550	\$2,550	\$4,200	\$4,200	\$4,200
5	900	\$3,240	\$3,240	\$3,240	\$5,760	\$5,760	\$5,760

15 CSAS Network to Network Interface Offers

NNI Product Feature	Monthly Recurring Charge ¹		
	FY25	FY26	FY27
1000BaseLX - per NNI Bearer	\$100	\$100	\$100
10GBaseLR - per NNI Bearer	\$400	\$400	\$400
1000BaseEX - per NNI Bearer	\$125	\$125	\$125
10GBaseER - per NNI Bearer	\$500	\$500	\$500

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		Charge per activity		
	FY25	FY26	FY27	
NNI 1000BaseLX Set-up & Activation	\$1,000	\$1,000	\$1,000	
NNI 10GBaseLR Set-up & Activation	\$3,000	\$3,000	\$3,000	
NNI 1000BaseEX Set-up & Activation	\$2,000	\$2,000	\$2,000	
NNI 10GBaseER Set-up & Activation	\$4,000	\$4,000	\$4,000	

16.2 Service modification – CSAS

Activity	Charge per activity			
	FY25	FY26	FY27	
Access Component Modification (no attendance at CSAS Point required)	\$0	\$0	\$0	
NNI Modification	\$0	\$0	\$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	Charge per activity		
	FY25	FY26	FY27
On Site Maintenance Call Out	\$0	\$0	\$0
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		

Other Services

17 Sky Muster Plus Satellite Service: Recurring Charges

17.1 Recurring Charges for product components

Plan product component	Monthly Recurring Charge per AVC		
	FY25	FY26	FY27
25GB+	\$35	\$35	\$35
50GB+	\$45	\$45	\$45
100GB+	\$85	\$85	\$85
150GB+	\$120	\$120	\$120
24x7 Uncapped Data Usage – 25	\$35	\$35	\$35
24x7 Uncapped Data Usage – 50	\$45	\$45	\$45
24x7 Uncapped Data Usage – 100	\$65	\$65	\$65

17.2 Selectable Plan Sub-feature - Public 1:1 NAT

IP Address Scheme	Monthly Recurring Charge per plan		
	FY25	FY26	FY27
Public 1:1 NAT	\$5	\$5	\$5

17.3 Recurring Charges for product features

Data Block	Recurring Charge per Data Block		
	FY25	FY26	FY27
5GB Peak Period Metered Data Allowance + 5GB Off-peak Period Metered Data Allowance (if applicable)	\$4	\$4	\$4

18 Sky Muster Plus Satellite Service: Non-Recurring Charges

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

Top-Up Increment	Charge per increment (FY25-FY27)
Sky Muster Plus 1GB Peak Period Top-Up Allowance + 1GB Off-peak Period Top-Up Allowance (if applicable)	\$3

19 Fibre TV

The Price for Fibre TV on the NBN Co Fibre Network for FY25-FY27 is \$0.

Tests and trials

20 Co-location Augmentation with Replacement Trial

20.1 Co-location Augmentation trial non-recurring charges

Activity	Charge per activity		
	FY25 ¹	FY26	FY27
Supply, installation and migration of one replacement fibre termination tray / patch panel of 72 terminated fibres	\$7,267	N/A	N/A
Supply, installation and migration of one replacement fibre termination tray / patch panel of 144 terminated fibres	\$12,947	N/A	N/A

¹ The Co-location Augmentation with Replacement Trial commenced on 15 August 2023 and is due to expire on 15 August 2024.