



8 May 2024

WBA changes for Trouble Ticket RSP cancellation

Your Wholesale Broadband Agreement (**WBA**) is changing to give RSPs the ability to cancel Trouble Tickets in specified circumstances through the **nbn**[®] Service Portal and B2B Access following recent consultation.

Below is a summary of the notified changes to your WBA.

Effective Date	25 June 2024
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Documents amended in mark-up	Amended sections
WBA Operations Manual	Section 5.2.2 Section 5.2.14.2 Section 5.2.14.3 Section 5.2.18 Section 6.5.2

Further information

If you have any queries, please contact wholesale_supply@nbnco.com.au.

Yours sincerely

A handwritten signature in black ink that reads 'J. Witter'.

Jane Witter

General Manager Wholesale Supply

This communication constitutes a notice under clause H1.1 of the WBA Head Terms.