nbn™ Integrated Product Roadmap as at May 2020

Lifting the Digital Capability of Australia

Resilience
What **nbn** is doing to provide a high-speed, resilient and secure broadband network.

Enhancement
What **nbn** is doing to deliver superior customer solutions and make existing products better.

Innovation
The new wholesale products and services **nbn** is supplying customers

Simplification
Making **nbn** easy to do business with.

Inclusion
How **nbn** is bridging the digital divide and lifting digital inclusion for Australians.

Pricing
Updates to the wholesale pricing of nbn offerings to deliver affordability and value, and enable **nbn** to invest in the future strength of the **nbn**™ access network

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Segment

- Residential
- Business / Enterprise
- All

Status

- Changed
- New
- Delivered

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***nbn**™ Platform Interfacing Service (NPIS) inc. Service Portal and B2B Access

Simplification

Project	2020					2021+		
	Jun	Jul	Aug	Sep	Q4	Q1	Q2	Q3+
A **RMID0790** **Service Health Summary** The Service Health Summary (SHS) tool is an enhanced test and diagnostic tool to provide RSPs with a view of the performance of an **nbn**™ service based on data that is proactively collected and interpreted from the **nbn**™ access network. The SHS will be available through the NPIS, via the Service Portal and B2B via API. WBA4 NPIS					Launch			
Changed A **RMID0815** **nbn™ Change of Access Technology** Developing the capability for **nbn** and RSP customers to change the access technology at a connected premises. PROD DEV					Launch			
Changed F **RMID0854** **nbn™ Fixed Wireless CX - RSP Self-Serve Tools** **nbn** will deliver online capability and more tools to allow RSPs to self-serve via Service Portal to help better assist end user customers. FIX WIR			Launch					
A **RMID0872** **Standardised charges for Service Transfer and Access Component Reactivation Consultation** Standardisation of all AVC activation charges (Service Transfer and Access Component Reactivation) under **nbn**™ WBA4 as proposed in the Pricing Review Consultation Paper RMID0821 PR					Launch			

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Simplification

Project	2020					2021+		
	Jun	Jul	Aug	Sep	Q4	Q1	Q2	Q3+
B N C **RMID0906** **nbn™ FTTN/B/C Service Health Reporting** Migration of the Weekly Line Rate reporting provided to RSPs for **nbn**™ FTTN/B/C into a strategic framework. This is intended to enable RSPs to "self-serve" and obtain data either via B2B or manually. This reporting framework is intended to be enhanced moving forward to provide key service health information available via the Service Health Summary and may be expanded to other **nbn**™ technologies in the future. FTTX	Launch - reporting		API Launch					
E **RMID0929** **NPIS API - B2B business nbn™ Enterprise Ethernet** Release of transactions via RESTful APIs for business **nbn**™ Enterprise Ethernet. NPIS					Launch			
A **RMID0930** **NPIS API** Functionality released via RESTful APIs (matching existing functionality offered via ebXML). NPIS					Launch			

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	2020					2021+		
Project	Jun	Jul	Aug	Sep	Q4	Q1	Q2	Q3+

Enhancement

H

RMID0504

nbn™ HFC DOCSIS 3.0 NTD Swapout

Replacement and upgrade of HFC DOCSIS 3.0 NTDs to 3.1.

HFC

End

Changed

H

RMID0545

Enhanced SLAs for nbn™ HFC

Introduction of additional options of SLAs for HFC.

6 hour and 6 hour (24/7).

4 hour and 4 hour (24/7).

BUS

Launch

Changed

P

RMID0852

Improved Installation Testing Processes for Connect Orders

Enhancements to automated testing and order management to support additional validation steps for Connect Orders prior to completion.

Based on RSP feedback **nbn** is limiting the initial scope for this change to **nbn**™ FTTP logical connections.

FTTX

Launch

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Enhancement

Project	2020					2021+		
	Jun	Jul	Aug	Sep	Q4	Q1	Q2	Q3+

Changed — C

RMID0863
Dynamic Site Qualification for nbn™ FTTC

Similar to the capability delivered for **nbn**™ FTTN/B, **nbn** intends to deliver enhancements to Site Qualification for connected or previously connected **nbn**™ FTTC Copper Pairs. This will be applied where sufficient performance data is available and will provide dynamic speed estimates calculated from measured performance for a given Copper Pair.

FTTx

Launch (Q4)

New — P N B C H

RMID0879
Overhead Allowance

Initiative proposed to provide additional downstream speed for certain AVC TC-4 speed tiers on fixed line technologies where network capacity permits.

PROD DEV

Launch (Jun)

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Pricing

Project	2020					2021+		
	Jun	Jul	Aug	Sep	Q4	Q1	Q2	Q3+

RMID0639 — New

P N B C H

business nbn™ Bundles Discount Extension

business **nbn**™ Traffic Class 4 Bundles Discount and the business **nbn**™ Traffic Class 2 Bundles Discount will be extended by an additional 12 months. Campaign end date: 14th October 2023, Sunset end date: 14th April 2024.

PR

Jul: Launch

RMID0936 — New

P N B C H

Hot 100 discount extended from 30 June to 31st July 2020

Hot 100 discount campaign expiry extended from 30th June to 31st July 2020.

PR

Jul: End

RMID0937

P N B C H F

Dimension Based Discount (DBD-R) expiry on 1st July 2020

Dimension Based Discount (DBD-R) expiry on 1st July 2020.

PR

Jul: End

RMID0948 — New

P N B C H

First Timers 2.0

Relaunch of incentives to connect unconnected households in the mature footprint.

Sep: Launch

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Resilience

Project	2020					2021+		
	Jun	Jul	Aug	Sep	Q4	Q1	Q2	Q3+
B N **RMID0551** **nbn™ FTTN/B Co-Existence Period Migrations** Ongoing migrations to remove the co-existence period for premises served by the **nbn**™ FTTN and FTTB access network. FTTX								☆ Launch
New B C N P H **RMID0904** **Complex Assurance Program** **nbn** will review the end to end assurance framework. This will include enhanced triage and diagnosis, establishing revised thresholds for investigation and monitoring to ensure resolution. WBA4 FTTX					☆ Launch			
Changed B C N P H **RMID0907** **Future Remediation Framework** **nbn** is reviewing the remediation processes and capabilities for rectification of network infrastructure affecting performance of one or more services in the **nbn**™ access WBA4 FTTX					☆ Launch			

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Innovation

Project	2020					2021+		
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Changed — S — RMID0069 **business nbn™ Satellite Service (BSS) - VISP Disaster Recovery Feature Initial Release** business **nbn**™ Satellite Service (BSS) to release a new VISP service feature which aims to provide a disaster recovery option and fallback options from customers primary links. SAT		Launch						
Changed — E — RMID0886 **business nbn™ Consultation on Development of Higher Bandwidths on Enterprise Ethernet** A consultation initiative regarding the development of up to 10Gbps Enterprise Ethernet NTD. BUS							Launch	

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Inclusion

Project	2020					2021+		
	Jun	Jul	Aug	Sep	Q4	Q1	Q2	Q3+
P C B N H **RMID0772** **Entry Level nbn™ Bundle Discount update (Oct 2020)** Reduced additional charge for services that exceed the 0.15 Mbps average monthly peak CVC usage across ELB services on a CVC from $4.90 to $4.10. PRI					Launch			
New A **RMID0916** **Connecting Older Australians** An initiative to develop innovative solutions to address barriers to digital inclusion for the older Australians' segment (customers aged 65 and over). SAT							Launch	

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Enhancement – Delivered

Proj	Delivered	Project	Delivered	Project	Delivered	Project	Delivered	Project	Delivered
H **RMID0075** **Initial TC-2 Speed Tiers for nbn™ HFC** Introduction of 5Mbps and 10Mbps TC-2 speed tiers for HFC. BUS	May 20 Launch	S **RMID0076** **nbn™ Sky Muster™ Plus Evolution** **nbn**™ Sky Muster™ Plus enhancements offer a revised metering approach, new plan options, changes to inclusions and access to ad-hoc top ups. SAT	May 20 Launch	P N B C H **RMID0844** **New AVC Higher Speed Tiers** Introduction of new AVC wholesale speed tiers with improved pricing and footprint availability. PROD DEV	May 20 Launch	E **RMID0891** **business nbn™ Enterprise Ethernet Ability to Add Reference Numbers** The ability to add a reference number (Your reference ID) to Enterprise Ethernet service feasibility requests and orders. BUS	May 20 Launch	E **RMID0892** **business nbn™ Enterprise Ethernet "Watch me" Function** The ability to subscribe to "Watch me" function on Enterprise Ethernet orders. BUS	May 20 Launch

Pricing – Delivered

P C B N H F **RMID0639** **nbn™ Bundle Discount updates** Updates to the Bundle Discounts on 1 May 2020 as proposed in the Pricing Review Consultation Paper to: • Increase CVC inclusions on TC-4 Bundle Discount speed tiers 50/20, 100/40, 25-100/5-40, 250/100, 500/200, 1000/400 • Change Overage from a CSA-based charge to a National pooled charge • Increase overage waiver threshold from 300 Mbps to 1.5 Gbps • Simplify CVC utilisation conditions from a 7-day rolling methodology to a full billing period methodology; and limit consequences to removal of discounts on breached CVCs only. PR	May 20 Launch	P C B N H **RMID0745** **business nbn™ Traffic Class 4 Bundles Discount updates** Implementation of business **nbn**™ TC4 Bundles Discount changes notified on 7 February 2020. PR	Feb 20 Launch	P C B N H **RMID0772** **Entry Level nbn™ Bundle Discount update (May 2020)** Reduced additional charge for services that exceed the 0.15 Mbps average monthly peak CVC usage across ELB services on a CVC from $5.70 to $4.90. PR	May 20 Launch	E **RMID0899** **business nbn™ Enterprise Ethernet Multi-service discount** Introduction of a business **nbn**™ Enterprise Ethernet multi-service discount for high bandwidth premises. PR	March 20 Launch				

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Pricing – Delivered

Proj / Delivered

New — P N B C H F

RMID0931

COVID-19 Support: Small and Medium Business Financial hardship recurring charge rebates.

nbn to provide 50% or 100% recurring charge rebates to Small and Medium Businesses experiencing financial hardship as a result of COVID-19.

PR

Apr 20 Launch

New — P N B C H F S

RMID0939

COVID-19 Support: Residential Hardship Support Rebate

nbn to provide up to 100% of the monthly wholesale recurring charge rebate for customers in financial hardship as a result of impacts from COVID-19.

PR

Apr 20 Launch

Project / Delivered

New — P N B C H

RMID0932

COVID-19 Support: business nbn™ Enhanced Service Levels for emergency and essential services

business **nbn**™ Enhanced Service Levels (8 hour 24/7) offered for emergency and essential services, including Telehealth, at no additional charge.

PR

Apr 20 Launch

New — P N B C H F S

RMID0940

COVID-19 Support: Residential Connection Support Rebate for low income families with school children

Rebate 100% of the monthly wholesale recurring charge for new 25/5 connections provided to low income families with school children, who require an nbn service as a result of impacts from COVID-19.

PR

Apr 20 Launch

Project / Delivered

New — P N B C H F

RMID0933

COVID-19 Support: Prioritised connections and fault resolution

Connections and faults, tagged as emergency and essential services (including Telehealth), will be prioritised and case managed, in the Business Operations Centre (BOC).

PR

Apr 20 Launch

New — P N B C H F S

RMID0941

COVID-19 Support: CVC Credit

nbn support for RSPs managing increased usage by crediting additional CVC bandwidth purchased up to an additional 40% (where available and required) due to impacts of COVID-19 for invoices issued in March to July 2020 billing periods.

PR

Mar 20 Launch

Project / Delivered

New — P N B C H F

RMID0934

COVID-19 Support: Telehealth speed upgrades

Telehealth providers' services on business **nbn**™ Traffic Class 4 - 12/1, 25/5, 25/10 or nbn(TM) Fixed Wireless offered a speed boost to 50/20 or 25/5 or 25/10 (if available) at no additional charge.

PR

Apr 20 Launch

Project / Delivered

New — P N B C H

RMID0935

COVID-19 Support: business nbn™ Traffic Class 2 at no additional cost for new connections

Small and Medium Business customers ordering business **nbn**™ Traffic Class 2 before 31 Dec 2020 will have the TC2 charge waived until 31 Jan 2021.

PR

Apr 20 Launch

Inclusion – Delivered

A

RMID0835

Warm Transfers for the Medically Vulnerable

Established a 'warm transfer' process between **nbn** and RSPs which will help support self-identified vulnerable end user customers seeking further assistance from their RSP.

CRIT S P

May 20 Launch

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