



16 March 2020

Dear Customer,

Notice of Amendment of the First Timers Discount

I refer to the Discounts, Credits and Rebates List (**DCR List**) provided to Customer by **nbn** under the Wholesale Broadband Agreement (**WBA**) between Customer (**your organisation**) and **nbn**.

Background

1. **nbn** introduced the First Timers Discount (**the Discount**) into the DCR List on 1 January 2020 with an expiry date of 30 June 2020.
2. Subject to the terms and conditions in the DCR List, the Discount is payable on Connect Orders (for residential TC-4 services associated with a Bundled CVC) in respect of Premises for which 700 or more days have lapsed since the Ready To Connect Date and have never been connected to the **nbn**TM Network (**Unconnected Premises**).
3. To date, **nbn** has received positive feedback on the Discount. However, industry have noted that with the release of new **nbn** footprint during FY20 and various consultation processes on foot, including for WBA4, the focus on Unconnected Premises is likely to occur from FY21 onwards.
4. In taking on this feedback, **nbn** is amending the Discount in the DCR List to cease providing the Discount to Connect Orders acknowledged on or after 15 April 2020.
5. **nbn** will further consider how to maximise take up of Unconnected Premises and re-introduce the Discount in Q1FY21.

Changes to DCR List

6. **nbn** notifies your organisation under subsection 47.6(a) of the DCR List that section 47 of the DCR List (First Timers Discount) will be amended so that the Discount will only apply to Connect Orders that have been Acknowledged between 1 January 2020 and 14 April 2020 (inclusive).
7. The amendment will be effective on and from 15 April 2020, which is 30 days from the date of this notice.

Action required

No further action is required from your organisation.



Unless otherwise specified, capitalised terms used in this notice have the meanings given to those terms in the WBA and the DCR List, as applicable.

If you have any queries, please contact your **nbn** Account Manager or email contractmanager@nbnco.com.au.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'AW', followed by a long horizontal line extending to the right.

Andrew Walsh
General Manager, Wholesale Supply