

nbn[®] SAU Tariff List

1 December 2023 to 30 June 2024



SAU Tariff List

Version	Description	Published Date	Effective Date
1	SAU Tariff List (1 December 2023 to 30 June 2024)	1 November 2023	1 December 2023
1.1	SAU Tariff List (19 December 2023 to 30 June 2024) – updated to include charges for 'Co-location Augmentation with Replacement Trial'	19 December 2023	19 December 2023

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This Tariff List is published pursuant to **nbn**'s Special Access Undertaking (SAU), which is a regulatory undertaking given to the ACCC.

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Environment

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SAU Tariff List: 1 December 2023 to 30 June 2024

Introduction

This Tariff List is published pursuant to clauses 2B.2.3 and 2B.2.5(b) of **nbn**'s Special Access Undertaking (**SAU**), as varied on 17 October 2023. This Tariff List takes effect on and from 1 December 2023.

This Tariff List 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. In this Tariff List, the Prices and CVC inclusions for FY24 correspond with the Prices and CVC inclusions for FY24 as stated in the SAU 3-year Roadmap published by **nbn** for the period 1 December 2023 to 30 June 2026.

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

Changes to this Tariff List

The SAU sets out specific circumstances in which **nbn** must update Prices and/or CVC inclusions in the Tariff List for a Financial Year. 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 Tariff List by 1 May 2024 for FY25. That Tariff List 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 FY25 in the Pricing Roadmap published on 1 November 2023 for the period 1 December 2023 to 30 June 2026, including where actual CPI and/or utilisation are different to the CPI and utilisation assumptions used in preparing that Pricing Roadmap.

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NBN Access Service

1 TC-4 Offers

1.0 Flat-Rate Offers

AVC Data Transfer Rate PIR downlink (Mbps) ¹	AVC Data Transfer Rate PIR uplink (Mbps) ¹	FY24 Monthly Recurring Fixed Charge, per SIO	NBN Co Network
25 – 100	5 – 20	\$55.00	FTTB and FTTN
50 – 100	20	\$55.00	FTTC
Fixed Wireless Home Fast ⁴		\$55.00	Wireless
100	20	\$55.00	Fibre and HFC
25 – 100	5 – 40	\$58.00	FTTB and FTTN
50 – 100	20 – 40	\$58.00	FTTC
100	40	\$58.00	Fibre and HFC
Fixed Wireless Superfast ⁴		\$60.00	Wireless
250	25	\$60.00	Fibre and HFC
250	100	\$100.00	Fibre
500	200	\$160.00	Fibre
500 to 1,000 ²	50	\$70.00	Fibre and HFC
1,000 ³	400	\$230.00	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 fall anywhere between 500 Mbps and less than but close to 1000 Mbps.
- ³ The Maximum Data Transfer Rate will be less than but close to 1000 Mbps.
- ⁴ The Fixed Wireless Home Fast and Fixed Wireless Superfast offers have not yet been launched. They are anticipated to be launched in FY24.

1.1 Flat-Rate Offers – Smart Places

AVC Data Transfer Rate PIR downlink (Mbps) ¹	AVC Data Transfer Rate PIR uplink (Mbps) ¹	FY24 Monthly Recurring Fixed Charge, per SIO	NBN Co Network
100	40	\$58.00	Fibre
250	100	\$100.00	Fibre
500	200	\$160.00	Fibre
1,000 ²	400	\$230.00	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.

1.2 Bundled TC-4 Offers

AVC Data Transfer Rate PIR downlink (Mbps) ¹	AVC Data Transfer Rate PIR uplink (Mbps) ¹	FY24 Monthly Recurring Fixed Charge, per SIO	FY24 CVC TC-4 PIR symmetrical inclusion (Mbps) ^{1,4}	NBN Co Network
12 (Basic Bundled Offer) ²	1	\$12.00	0	Fibre, FTTB, FTTN, FTTC, HFC
12	1	\$24.40	0	Fibre, FTTB, FTTN, FTTC, HFC and Wireless
25	5	\$26.00	0.22	Fibre, FTTB, FTTN, FTTC, HFC and Wireless
25	5 – 10	\$26.00	0.22	FTTB, FTTN
25	10	\$26.00	0.22	Fibre, FTTC, HFC
25 – 50	5 – 20	\$50.00	3.55	FTTB, FTTN
50	20	\$50.00	3.55	Fibre, FTTC, HFC
Up to 75 ³	Up to 10 ³	\$50.00	3.55	Wireless

Notes:

- ¹ 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).
- ² The SAU states that the Basic Bundled Offer (and its Monthly Recurring Charge, being \$12.00 in FY24) 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 Charge, being \$24.40 in FY24) will apply on a pro-rated daily basis.
- ³ These are potential maximum information rates, not peak information rates.
- ⁴ CVC TC-4 Inclusions will be adjusted on 1st July and 1st January of FY25 and FY26, in accordance with clause 2B.5 of the SAU. The SAU also provides for a single CVC inclusion adjustment in FY24, which will be relative to the CVC TC-4 Inclusions set out in Attachment E of the SAU and will take effect on 1 December 2023 – that adjustment is reflected in the CVC TC-4 Inclusions for FY24 stated in table 1.3 above, which are greater than those in the ‘Indicative Pricing Roadmap’ published by **nbn** in August 2023.

1.3 Bundled TC-4 Offers: Smart Places

AVC Data Transfer Rate PIR downlink (Mbps) ¹	AVC Data Transfer Rate PIR uplink (Mbps) ¹	FY24 Monthly Recurring Fixed Charge, per SIO	FY24 CVC TC-4 PIR symmetrical inclusion (Mbps) ^{1,2}		NBN Co Network
25	10	\$26.00	0.22		Fibre
50	20	\$50.00	3.55		Fibre

Notes:

- ¹ 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 1st July and 1st January of FY25 and FY26, in accordance with clause 2B.5 of the SAU. The SAU also provides for a single CVC inclusion adjustment in FY24, which will be relative to the CVC TC-4 Inclusions set out in Attachment E of the SAU and will take effect on 1 December 2023 – that adjustment is reflected in the CVC TC-4 Inclusions for FY24 stated in table 1.4 above, which are greater than those in the ‘Indicative Pricing Roadmap’ published by **nbn** in August 2023.

1.4 Bundled Offer Ceiling for Bundled TC-4 Offers

In respect of Bundled TC-4 Offers, the Bundled Offer Ceiling in FY24 is \$55.00.

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

AVC Data Transfer Rate PIR downlink (Mbps)	AVC Data Transfer Rate PIR uplink (Mbps)	FY24 Monthly Recurring Charge, per SIO
12	1	\$24
25	5	\$27

2 TC-2 and TC-1 Offers

2.1 Bundled TC-2 Offers

AVC symmetrical Data Transfer Rate CIR (Mbps)	CVC symmetrical Data Transfer Rate CIR inclusion (Mbps)	Enhanced Fault Service Level	FY24 Monthly Recurring Charge, per SIO	NBN Co Network
5	5	Enhanced-12 (24/7)	\$50	Fibre, FTTB, FTTN, FTTC, HFC
10	10	Enhanced-12 (24/7)	\$131	Fibre, FTTB, FTTN, FTTC, HFC
20	20	Enhanced-12 (24/7)	\$192	Fibre, FTTB, FTTN, FTTC
30	30	Enhanced-12 (24/7)	\$220	Fibre
40	40	Enhanced-12 (24/7)	\$223	Fibre
50	50	Enhanced-12 (24/7)	\$225	Fibre
60	60	Enhanced-12 (24/7)	\$581	Fibre
70	70	Enhanced-12 (24/7)	\$626	Fibre
80	80	Enhanced-12 (24/7)	\$672	Fibre
90	90	Enhanced-12 (24/7)	\$704	Fibre

AVC symmetrical Data Transfer Rate CIR (Mbps)	CVC symmetrical Data Transfer Rate CIR inclusion (Mbps)	Enhanced Fault Service Level	FY24 Monthly Recurring Charge, per SIO	NBN Co Network
100	100	Enhanced-12 (24/7)	\$714	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 symmetrical Data Transfer Rate CIR (Mbps)	CVC symmetrical Data Transfer Rate CIR inclusion (Mbps)	Enhanced Fault Service Level	FY24 Monthly Recurring Charge, per SIO	NBN Co Network
5	5	Enhanced-12 (24/7)	\$50.00	Fibre
10	10	Enhanced-12 (24/7)	\$131.00	Fibre
20	20	Enhanced-12 (24/7)	\$192.00	Fibre
50	50	Enhanced-12 (24/7)	\$225.00	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)	FY24 Monthly Recurring Charge, per SIO	NBN Co Network
0.15	\$10.00	Fibre, FTTB, FTTN, FTTC, HFC, Wireless and Satellite
0.3	\$20.00	Fibre, FTTB, FTTN, FTTC, HFC and Wireless
0.5	\$33.00	Fibre, FTTB, FTTN, FTTC and HFC
1	\$66.00	
2	\$132.00	
5	\$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	FY24 Monthly Recurring Charge, per utilised symmetrical Mbps (PIR)
CVC TC-4 (non-Satellite) ¹	\$5.50

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.

3.2 CVC TC-4 (in respect of the NBN Co Satellite Network), CVC TC-2, CVC TC-1

Connectivity Virtual Circuit Offers	FY24 Monthly Recurring Charge, per provisioned symmetrical Mbps (CIR)
CVC TC-4 (Satellite)	\$15.75
CVC TC-2 ¹	\$17.50
CVC TC-1	\$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	FY24 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
0	\$0.00
1	\$18.00
2	\$40.00

5 NNI Offers

5.1 Network to Network Interface Offers³

NNI Product Feature	FY24 Monthly Recurring Charge ¹
1000BaseLX - per NNI Bearer	\$100
10GBaseLR - per NNI Bearer	\$400
100GBaseLR4 - per NNI Bearer	\$2,400
1000BaseEX - per NNI Bearer	\$125
10GBaseER - per NNI Bearer	\$500
100GBaseER4 - per NNI Bearer	\$3,000
V-NNI - per V-NNI ²	\$65
NNI Link - per NNI Link ²	\$0

¹ There is also a one-off set-up and activation charge as set out in Sections 8.1 and 8.3 of this document.

² 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.

6 Second UNI-V and AVC Offer

Activity	FY24 Monthly Recurring Charge, per SIO
Second UNI-V and AVC Offer	\$17.50

7 Enhanced Fault Service Level Offers

7.1 Enhanced Fault Service Level Offers with a Monthly Recurring Charge

Type of Enhanced Fault Service Levels Offer	FY24 Monthly Recurring Charge per AVC	NBN Co Network
Enhanced-12 Fault Service Levels	\$15.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-12 (24/7) Fault Service Levels	\$15.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-8 Fault Service Levels	\$25.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-8 (24/7) Fault Service Levels	\$55.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-6 Fault Service Levels	\$32.50	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-6 (24/7) Fault Service Levels	\$65.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-4 Fault Service Levels	\$40.00	Fibre, FTTB, FTTN, FTTC and HFC
Enhanced-4 (24/7) Fault Service Levels	\$25.00	Fibre, FTTB, FTTN, FTTC and HFC

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

Option	FY24 Non-Recurring Charge	NBN Co Network
Enhanced-(90 Day) – 12 (24/7) Fault Service Levels	\$150.00 ¹	Fibre, FTTB, FTTN, FTTC and HFC

¹ 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 Service Levels Offer	FY24 Monthly Recurring Charge per AVC	NBN Co Network
Enhanced-12 Fault Service Levels	\$15.00	Fibre
Enhanced-12 (24/7) Fault Service Levels	\$15.00	Fibre
Enhanced-8 Fault Service Levels	\$25.00	Fibre
Enhanced-8 (24/7) Fault Service Levels	\$55.00	Fibre

8 Other Charges – NBN Access Service

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

Activity	FY24 Charge per activity		
	NBN Co Network		
	Fibre and Wireless	FTTB, FTTN and FTTC	HFC
Initial Standard Installation	\$0		
Initial Non Standard Installation	Hourly Labour Rate plus cost of materials		
After Hours Installation ¹	\$150 ²	\$150	\$150
Professional FTTC-NCD Installation	N/A	Hourly Labour Rate charged for a minimum of 2 hours ³	N/A
Professional HFC-NTD Installation	N/A	N/A	Hourly Labour Rate charged for a minimum of 2 hours
Subsequent Installation	Hourly Labour Rate charged for a minimum amount equivalent to 3.6 hours, plus cost of materials		
Fibre Upgrade Installation	\$200 ²	N/A	N/A
Subsequent Installation of power supply with battery backup	\$0 ²	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	\$5,000		
NNI 100GBaseLR4 Set-up & Activation	\$30,000		
NNI 1000BaseEX Set-up & Activation	\$2,000		

Activity	FY24 Charge per activity		
	NBN Co Network		
	Fibre and Wireless	FTTB, FTTN and FTTC	HFC
NNI 10GBaseER Set-up & Activation		\$6,000	
NNI 100GBaseER4 Set-up & Activation		\$36,000	
NNI Link Activation		\$0	
V-NNI Activation		\$250	
Service Qualification Enquiry		\$0	

Notes:

- ¹ 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.

8.2 Installations and activations – Smart Places

Activity	Charge per activity (FY24)
	NBN Co Network
	Fibre
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	\$5,000

Activity	Charge per activity (FY24)	
	NBN Co Network	
	Fibre	
NNI 100GBaseLR4 Set-up & Activation	\$30,000	
NNI 1000BaseEX Set-up & Activation	\$2,000	
NNI 10GBaseER Set-up & Activation	\$6,000	
NNI 100GBaseER4 Set-up & Activation	\$36,000	
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		FY24 Charge per activity
Initial Standard Installation ¹		\$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, Major Rural Area, Minor Rural Area or Remote Area ¹	0.8m NTD outdoor unit dish	\$692
	1.2m NTD outdoor unit dish	\$1,057
	1.8m NTD outdoor unit dish	\$2,226
Subsequent Installation in Isolated Area ¹	0.8m NTD outdoor unit dish	\$1,559

Activity		FY24 Charge per activity
	1.2m NTD outdoor unit dish	\$1,751
	1.8m NTD outdoor unit dish	\$3,732
Subsequent Installation in Limited Access Area ¹		Satellite Labour Rate plus cost of materials plus incidental charges
Access Component Reactivation ¹		\$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		\$5,000
NNI 1000BaseEX Set-up & Activation		\$2,000
NNI 10GBaseER Set-up & Activation		\$6,000
Site Survey Charge ¹		\$225 plus incidental charges which may apply for Limited Access Areas

¹ 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

Activity	FY24 Charge per activity			
	NBN Co Network			
	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

Activity	FY24 Charge per activity			
	NBN Co Network			
	Fibre and Wireless	FTTB and FTTN	FTTC	HFC
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

Activity	Charge per activity (FY24)		
	NBN Co Network		
	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 (FY24)		
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		
	0.8m NTD outdoor unit dish	1.2m NTD outdoor unit dish	1.8m NTD outdoor unit dish

Activity	Charge per activity (FY24)		
Equipment Modification (NTD outdoor unit) in Urban Area, Major Rural Area, Minor Rural Area or Remote Area ¹	\$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
	\$783	\$1,149	\$2,317
Equipment Modification (NTD indoor and outdoor unit) in Isolated Area ¹	0.8m NTD outdoor unit dish	1.2m NTD outdoor unit dish	1.8m NTD outdoor unit dish
	\$1,650	\$1,842	\$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		

¹ 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

Activity	FY24 Charge per activity		
	NBN Co Network		
	Fibre and Wireless	FTTB and FTN 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	\$200 ⁵	\$200	\$200
Co-ordinated Appointment (Night) ⁴	\$300 ⁵	\$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

Activity	FY24 Charge per activity		
	NBN Co Network		
	Fibre and Wireless	FTTB and FTN and FTTC	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	The Price for the Co-ordinated Appointment in this Section 8.7	The Price for the Co-ordinated Appointment in this Section 8.7
Incorrect Callout	N/A	\$75	\$75
Voiceband Reinstatement	N/A	\$250 ¹	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.

⁵ Other Charge not applicable in respect of the NBN Co Wireless Network.

8.8 Service management – Smart Places

Activity	Charge per activity (FY24)
	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	FY24 Charge per activity
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	FY24 Charge per activity
Service Transfer	\$5
Transfer Reversal	\$5
Non-Infrastructure Transfers (per Service Transfer)	\$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 Class	Usage	FY24 Charge per each associated AVC TC-4
0	Up to the allocated usage for CVC Class 1	\$18
	Greater than the allocated usage for CVC Class 1 up to the allocated usage for CVC Class 2	\$40
	Greater than allocated usage for CVC Class 2	\$150
1	Up to the allocated usage for CVC Class 2	\$22
	Greater than allocated usage for CVC Class 2	\$132
2	Greater than allocated usage for CVC Class 2	\$110

Facilities Access Service

9 NBN Co Co-location Offer

Type of NBN Co Co-location Offer	FY24 Monthly Recurring Charge, per month*
Lockable full height equipment rack	\$2,000
Lockable half height equipment rack	\$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	FY24 Monthly Recurring Charge, per month*
Cross-Connect	\$0
NBN Co ODF Termination Point	\$0
NBN Co Building Entry Service	\$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

Activity	FY24 Charge
Set-up NBN Co Co-location (Lockable Full Height Equipment Rack) - per lockable full height equipment rack	\$1,500
Set-up NBN Co Co-location (Lockable Half Height Equipment Rack) - per lockable half height equipment rack	\$900
Set-up Cross-Connect – per interface	\$0
Set-up NBN Co ODF Termination Activation – per interface	\$0
Supply of First Access Card	\$0
Additional / Replacement Access Card (excluding the First Access Card) - per access card	\$100
Additional feasibility study for the NBN Co Building Entry Service	Hourly Labour Rate plus cost of materials
Additional post-installation inspection for the NBN Co Building Entry Service	Hourly Labour Rate plus cost of materials
Missed Appointment (During Business Hours) - per missed appointment	\$300
Missed Appointment (Outside Business Hours) - per missed appointment	\$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 FY24 is \$0.

13 Sandpit Offer

The Price for the Sandpit Offer on each NBN Co Network for FY24 is \$0.

NBN Access Service – Cell Site Access Services

14 CSAS Symmetric Access Capacity Offers

AVC TC-1 CIR symmetrical (Mbps)	AVC TC-2 CIR symmetrical (Mbps)	FY24 Monthly Recurring Charge, per SIO (Metro and Outer Metro)	FY24 Monthly Recurring Charge, per SIO (Regional)
5	50	\$910	\$1,245
5	100	\$1,250	\$1,800
5	150	\$1,500	\$2,235
5	200	\$1,720	\$2,600
5	300	\$2,070	\$3,210
5	500	\$2,550	\$4,200
5	900	\$3,240	\$5,760

15 CSAS Network to Network Interface Offers

NNI Product Feature	FY24 Monthly Recurring Charge ¹
1000BaseLX - per NNI Bearer	\$200
10GBaseLR - per NNI Bearer	\$400
1000BaseEX - per NNI Bearer	\$500
10GBaseER - per NNI Bearer	\$1,000

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	FY24 Charge per activity
NNI 1000BaseLX Set-up & Activation	\$1,000
NNI 10GBaseLR Set-up & Activation	\$5,000
NNI 1000BaseEX Set-up & Activation	\$7,000
NNI 10GBaseER Set-up & Activation	\$35,000

16.2 Service modification – CSAS

Activity	FY24 Charge per activity
Access Component Modification (no attendance at CSAS Point required)	\$0
NNI Modification	\$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	FY24 Charge per activity
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

Sky Muster® Plus Satellite Service

17 Sky Muster Plus Satellite Service: Recurring Charges

17.1 Recurring Charges for product components

Plan product component	FY24 Monthly Recurring Charge per AVC
25GB+	\$35
50GB+	\$45
100GB+	\$85
150GB+	\$120
24x7 Uncapped Data Usage – 25 ¹	\$35
24x7 Uncapped Data Usage – 50 ¹	\$45
24x7 Uncapped Data Usage – 100	\$65

¹ These plans will be launched on 1 December 2023.

17.2 Selectable Plan Sub-feature – Public 1:1 NAT¹

IP Address Scheme	FY24 Recurring Charge
Public 1:1 NAT	\$5

¹ This sub-feature will be launched on 1 December 2023.

17.3 Recurring Charges for product features

Data Block	FY24 Recurring Charge per Data Block
5GB Peak Period Metered Data Allowance + 5GB Off-peak Period Metered Data Allowance (if applicable)	\$4

18 Sky Muster Plus Satellite Service: Non-Recurring Charges

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

Top-Up Increment	FY24 Charge per increment
Sky Muster Plus 1GB Peak Period Top-Up Allowance + 1GB Off-peak Period Top-Up Allowance (if applicable)	\$3

Tests and trials

19 Co-location Augmentation with Replacement Trial

19.1 Non-recurring charges for the trial

Activity ¹	FY24 Charge per activity
Supply, installation and migration of one replacement fibre termination tray / patch panel of 72 terminated fibres	\$7,267
Supply, installation and migration of one replacement fibre termination tray / patch panel of 144 terminated fibres	\$12,947

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