



## Australia's digital backbone is evolving

We're continuing to evolve the **nbn**<sup>™</sup> network to meet the ever-changing needs of Australians.

### **nbn's ongoing commitment**

With more connected devices and more Australians working from home than ever before, **nbn** is continuing to evolve Australia's digital backbone. As part of our ongoing commitment to improve the **nbn**<sup>™</sup> network, around 8 million premises, or up to 75% of the Fixed Line network, are expected to be able to access plans based on our higher wholesale speed tiers by 2023.



## We're providing eligible **nbn™** FTTN and **nbn™** FTTC premises with the opportunity to connect to **nbn™** Fibre to the Premises (FTTP)

- Eligible customers will be able to place an order on-demand with their preferred phone and internet provider for a higher speed plan.
- FTTP technology is needed to provide access to that wholesale higher speed tier, **nbn** will work with its delivery partners to install a fibre lead-in to complete the conversion from either Fibre to the Node (FTTN)/Fibre to the Curb (FTTC) to FTTP.

### How the process works

- An order needs to be placed for an eligible speed tier
- This order triggers a fibre lead-in installation
- Once installed, the location is converted to FTTP
- A 7-day billing waiver credit will be applied on the new FTTP service
- Providers will have 12 months to disconnect any services on the legacy technology at that LocID

This is a commercial program with the objective of providing FTTP to locations that request higher speed tiers over the longer-term. In support of this objective, **nbn** will waive a \$200 charge except for those downgrades\* in excess of an allowance level (as set by **nbn**).

## The wholesale speed tiers required to trigger the process

Customers within an eligible FTTN or FTTC footprint will need to order one of the following speeds tiers through their chosen provider in order to trigger the connection process to FTTP.

### For **nbn™** Fibre to the Node (FTTN) premises

- **nbn™** Home Fast  
100/40Mbps
- **nbn™** Home Superfast  
250/100Mbps  
500/200Mbps
- **nbn™** Home Ultrafast  
1000/400Mbps<sup>^</sup>

100Mbps is suitable for customers that enjoy:

- 3+ devices in their home or business
- Several data intensive applications being used concurrently e.g., online gaming, 4K streaming, large file sharing, live streaming.

### For **nbn™** Fibre to the Curb (FTTC) premises

- **nbn™** Home Superfast  
250/100Mbps  
500/200Mbps
- **nbn™** Home Ultrafast  
1000/400Mbps

250Mbps+ is suitable for customers that enjoy:

- 5+ devices in their home or business and/or,
- Several data intensive applications being used concurrently e.g., online gaming, 4K streaming, large file sharing, live streaming
- Uploading large files

\*Downgrade is classified as a speed downgrade below the minimum eligible speed or a disconnect within 12 months from the upgrade date.

<sup>^</sup>Note: Inherent limitations of **nbn™** Ethernet in relation to Service Frame Overhead means the effective Layer 2 Peak Information Rate will be limited to, depending on the frame size, up to a maximum of 990Mbps (at 2,000 Byte Frame Size). See Section 2.2.2.1 of the **nbn™** Ethernet Product Technical Specification in the WBA.



## Installations and how they will work

There will be an installation process undertaken, after an order is received by **nbn**.

The process is in two-stages and includes:

### 1. Pre-activation

- Any network civil work including installation of the splitter multiport for Fibre to the Curb (FTTC) and arranging network remediation works.
- Pit or aerial fitness checks plus lead-in checks.
- Hauling of fibre in preparation for installation.

### 2. Installation day, specific customer appointment

- Installation of the fibre lead-in.
- Installation of the Premises Connection Device (PCD), drop cable, Network Termination Device (NTD and battery back-up (optional).
- Testing of the FTTP service is operational, layer 2.

## Service Level Agreements (SLAs)

**nbn** aims to work with providers to minimise held orders and increase the rates of positive first-time installations. This is intended to be brought about by offering longer Service Levels and appointment lead times, along with a commitment to perform preparatory work and pre-installation activities upfront.

### For **nbn**™ Fibre to the Node (FTTN) premises

#### **Urban Area**

19 Business Days

#### **Regional and remote areas**

24 Business Days

### or **nbn**™ Fibre to the Curb (FTTC) premises

#### **Urban area**

25 Business Days

#### **Regional and remote areas**

29 Business Days

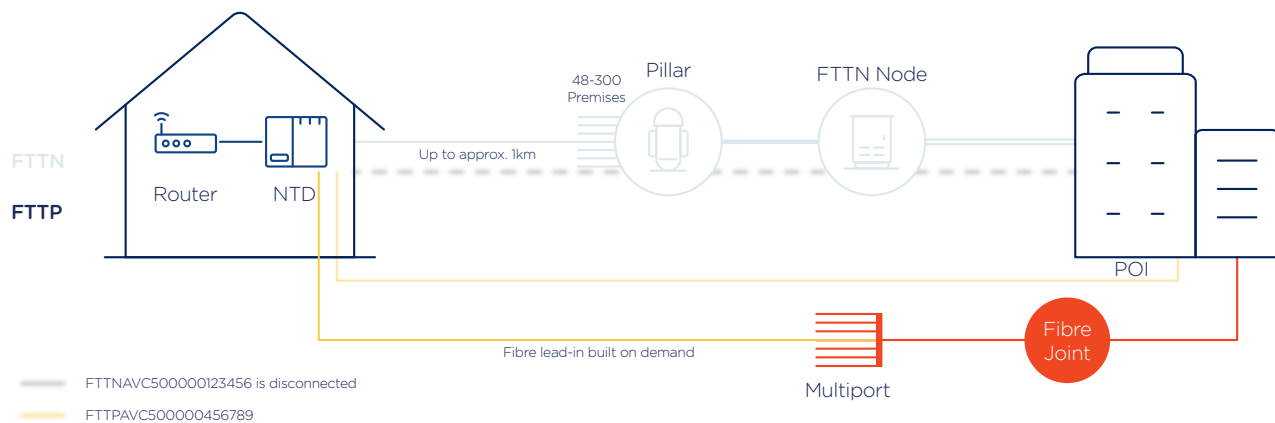
Please note, FTTC has a longer SLA in place due to installation of a splitter multiport, and requiring an outage notice.



## Upgrading from FTTN to FTTP

**nbn** undertakes local fibre network build

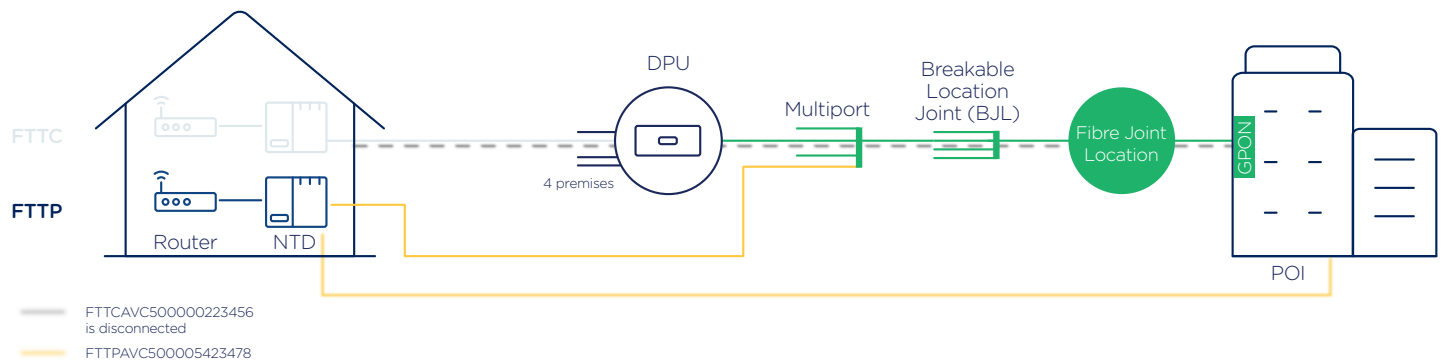
The phone and internet provider/RSP disconnects the FTTN AVC. Alternatively **nbn** will disconnect the FTTN AVC 12 months after completion of the change of access technology to FTTP. The end customer now has a new FTTP service to enjoy.



## Upgrading from FTTC to FTTP

**nbn** will connect a Splitter Multiport in-line with the DPU. This will include a planned outage of up to 30 minutes.

The phone and internet provider/RSP disconnects the FTTC AVC. Alternatively **nbn** will disconnect the FTTC AVC 12 months after completion of the change of access technology to FTTP. The end customer now has a new FTTP service to enjoy.



Note: Phone and internet providers will have the option to include TC1, TC2 and eSLAs to TC4 bandwidth profiles based on existing rules and limitations set out in the WBA and operational terms.