

11 March 2025

nbn Cyclone Alfred Relief Funding

It is with great sadness that we see our fellow Australians being subjected to another national disaster, with widespread storm and flooding damage impacting throughout Southeast Queensland and Northern NSW. We know that many of our customers, as well as your employees, our nbn employees and contractors, continue to be personally affected by this terrible event. Given the community's critical dependency on telecommunications in these situations, nbn's primary focus is to ensure that we minimise disruption to our network and restore disrupted services as quickly as practical.

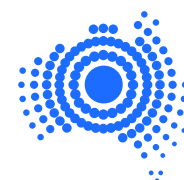
In addition to this, **nbn** is making available to industry up to \$7 million in Cyclone Alfred Relief Funding to help RSPs provide valuable financial support to their customers who have been affected by Cyclone Alfred and associated flooding. We are always appreciative of our partnership, but it is never more meaningful than moments like this when we come together for our greater community.

Allocation of funding to RSPs will be based on national SIO shares, your account manager will notify your organisation of your organisation's maximum allocation from the Cyclone Alfred Relief Fund in respect of each of the three categories of Ordered Products (each, an **RSP Fund Allocation**). The program is open to all premises Australia wide that have experienced the declared emergency, not just those in Force Majeure declared regions. This also allows for the funds to be claimed in as-yet undeclared disrupted areas.

To ensure all impacted customers, including residential and business customers, have access to these funds, **nbn** will be allocating access to the **nbn** Cyclone Alfred Relief Funding across the industry as follows:

1. \$6.8m for **nbn**[™] Ethernet AVCs (excluding AVCs with a TC-2 bandwidth profile) and **nbn**[™] Sky Muster[™] Plus ordered products (**TC-4 Ordered Products**);
2. \$0.180m for **nbn**[™] Enterprise Ethernet ordered products and **nbn**[™] Ethernet AVCs with a TC-2 bandwidth profile (**Business Ordered Products**); and
3. \$0.020m for **nbn**[™] Business Satellite Service ordered products (**BSS Ordered Products**).

This funding will be made available to your organisation by way of credits for **nbn** Ordered Products up to the applicable RSP Fund Allocation to be provided on the terms and conditions set out in this letter, you must sign and return this letter to become eligible to receive any funding.



Separately, this letter serves as notice, for the purposes of any nbn® Enterprise Ethernet Build Contract or nbn® Technology Extension Contract between nbn and your organisation, that nbn will waive any “Cancellation Charges” or “Break Amounts” under those respective contracts, as long as those amounts would have otherwise been charged in connection with a Premises that your organisation determines would be condemned, or uninhabitable for greater than 6 months, as a result of Cyclone Alfred.

Action required

To partner on this Cyclone Alfred Relief Fund please complete your details on the last page, sign and return this letter to Customer_Contracting@nbnco.com.au as soon as possible. Alternatively, if you would like to execute this letter using DocuSign, please request this via email to Customer_Contracting@nbnco.com.au

Your **nbn**™ account manager is ready to help your organisation with anything contained in this letter. If you have any questions about this letter, please email Customer_Contracting@nbnco.com.au

Cyclone Alfred Relief Fund Credits

1. Under to the terms below, **nbn** will provide a credit to your organisation for each eligible **nbn** Ordered Product:
 - (a) that was subject to a service interruption of at least 24 hours as a result of the declared emergency in the period between 7 March 2025 and 30 April 2025 (**Service Interruption Credit**); or
 - (b) that was supplied to a Premises that is determined by your organisation to be lost or uninhabitable as a result of the declared emergency in the period between 7 March 2025 and 30 April 2025 (**Lost Premises Credit**).
2. The amount of the credit for each eligible Ordered Product is as set out in the following table based on the category of Ordered Product and the type of credit claimed, or such lesser amount as requested by your organisation.

	Service Interruption Credit	Lost Premises Credit
TC-4 Ordered Product	\$50	\$300
Business Ordered Product	\$300	\$1,800
BSS Ordered Product	\$1,100	\$6,600

3. Your organisation may submit one claim in respect of any Ordered Product.



Example: Where your organisation is acquiring an Ordered Product in respect of a Lost Premises, your organisation should submit a claim for a Lost Premises Credit and must not also submit a claim for a Service Interruption Credit in respect of the same Ordered Product.

Eligibility to receive credits

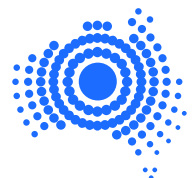
4. To be eligible for credits under this Cyclone Alfred Relief Fund, your organisation will need to, by 5.00 pm on 31 March 2025:
 - (a) complete your details on the last page, sign and return a copy of this letter agreement to **nbn**.
 - (b) provide to **nbn** a copy of your publicly announced Emergency/Disaster Relief or Public Hardship policy in connection with your organisation's Contracted End Users affected by Cyclone Alfred, for the impacted emergency periods.
 - (c) outline to **nbn** how your organisation plans on utilising the funding, prior to your organisation submitting its first claim as per the process described in paragraph 7 and 8 and obtain **nbn**'s approval the of credits issued under this letter.

How credits are to be used

5. Your organisation will need to ensure, including for Downstream Service Providers acquiring Downstream Products from your organisation, that the full amount of each credit is used to provide financial relief to the relevant Contracted End User, from fees or charges for RSP Products or Downstream Products that are directly related to the supply of **nbn** Ordered Products, in accordance with your organisation's flood relief policy.
6. It is expected that your organisation contributes your own financial support to affected End Users as part of your flood relief policy.

Process for making a claim for a credit

7. To claim any credits under **nbn**'s Cyclone Alfred Relief Fund, your organisation will need to:
 - (a) Submit to **nbn** on or before 31 May 2025, a standard Credit/Rebate Claim Form (using the "Cyclone Alfred Relief 2025" tab in that form) for each Ordered Product for which your organisation claims a credit in accordance with paragraph 8; and
 - (b) separately claim for each credit when claiming multiple credits for different Ordered Products supplied to the same Premises.
8. Your organisation will need to include the following details for each claim:
 - (a) the Product Instance ID.
 - (b) location details of the Premises to which the relevant Ordered Product is supplied.
 - (c) the category of Ordered Product, to be identified in the "Customer Group" column as follows:



- (i) “Group 1” for TC-4 Ordered Products;
 - (ii) “Group 2” for Business Ordered Products; or
 - (iii) “Group 3” for BSS Ordered Products; and
- (d) the type of Credit being claimed, to be identified in the “Relief Type” column as follows:
- (i) Service Interruption; or
 - (ii) Premises Lost.

General

9. **nbn** will apply any credits to your organisation’s invoice as promptly as practical and, in any event, within 30 Business Days following receipt, acceptance and processing of a valid claim from your organisation.
10. **nbn** may ask your organisation to provide supporting information to validate:
 - (a) any claim submitted by your organisation; or
 - (b) that credits paid to your organisation have been used for their intended purposes as outlined in paragraph 5.
11. Your organisation must retain sufficient records and evidence to assist **nbn**, if **nbn** wishes to perform validations in paragraph 10.
12. Unless otherwise specified in this letter, capitalised terms used in this letter have the meanings given to those terms in the WBA between **nbn** and your organisation.

Our thoughts are with everyone affected by ex-tropical cyclone Alfred and we are committed to doing everything we can to support customers who need assistance in impacted communities by working with you, our retail service partners.

Yours sincerely,

Anna Perrin

Chief Customer Officer. **nbn**.

