



27 November 2024

Dear RSP,

The Commonwealth Government has asked **nbn** to extend an initiative to provide internet access for up to 30,000 families with school aged children who are not currently connected at home to **nbn**-powered broadband (**School Student Broadband Initiative** or **SSBI**). Whilst **nbn** recognises that retail service providers set their own retail prices, the Commonwealth Government's policy and expectation is that these families should not have to pay for this internet access.

The Commonwealth Government requires the families to be nominated by third party organisations (e.g., schools, education authorities and partnering community organisations) and be offered a bespoke SSBI retail plan from participating RSPs that has been tailored to this initiative. The Commonwealth Government has asked **nbn** to have the extended offer open to new connections to allow eligible families to connect until 30,000 eligible families have activated a service or until 31 December 2025, whichever occurs first. The Commonwealth Government has also requested the extended program remain in place to support eligible families until 30 June 2028.¹

In implementing the SSBI, **nbn** has identified three main streams of work:

1. Engagement of schools, education authorities and partnering community groups (SSBI 3rd Party Organisations) who will be responsible for identifying the families who will be potentially eligible for a broadband service.
2. Develop a commercial offer for RSPs to participate and provide internet access to the premises of the eligible families through to 30 June 2028. The Commonwealth Government expects RSPs to provide SSBI to participants free of charge.
3. Build end-to-end systems and processes to help support identification of families by approved SSBI 3rd Party Organisations, through to wholesale rebates and other payments to RSPs in relation to activated services.

Through the terms of this letter agreement, **nbn** is addressing the second stream of work and offering to provide rebates and waivers to your organisation for participating in the SSBI.

Except as expressly set out below, nothing in this letter agreement affects the application of the Wholesale Broadband Agreement or any **nbn**[®] Sky Muster[®] Plus Interim Agreement between **nbn** and your organisation, including with respect to Fair Use Policies, ordering and other operational processes.

¹ nbn estimates that of the 30,000 services cap limitation, approximately 22,000 spaces will have been allocated by December 2024, leaving approximately 8,000 spaces remaining in 2025 for new eligible families.



nbn will monitor the need for adjustments to the assistance offered under this letter agreement and seek to respond to the needs of Eligible Families during the term of the offer, including to respond to any adjustments required by the Commonwealth Government such as changes to the duration of the program.

Action required

Please sign and return this letter agreement to Customer_Contracting@nbnco.com.au by 11 December 2024 to take advantage of this offer, noting that limits will apply to accessing the rebate and waiver. Alternatively, if you would like to execute this letter agreement 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 agreement. If you have any questions about this letter agreement, please email Customer_Contracting@nbnco.com.au.

A. SSBI Rebates and waiver

1. Subject to the terms of this letter agreement, **nbn** will provide your organisation with the following Rebates (**SSBI Rebates**):
 - a. a Rebate (**SSBI Wholesale Rebate**) for each Eligible Product in respect of which your organisation has placed, and **nbn** has completed, an SSBI Order (provided that the SSBI Order is placed before 1 January 2026);
 - b. a Rebate (**SSBI Retail Service Payment**) for each SSBI Retail Plan associated with an SSBI Order (provided that the SSBI Order is placed before 1 January 2026);
 - c. a Rebate (**SSBI Connection Payment**) for each SSBI Retail Plan activated, to contribute to the cost of End User Equipment supplied by your organisation to an Eligible Family as part of that SSBI Retail Plan;
 - d. a Rebate (**SSBI Renewal Rebate**):
 - i. for each Eligible Product which was eligible for an SSBI Wholesale Rebate during the 2023 calendar year portion of the Campaign Period;
 - ii. where **nbn** is satisfied that your organisation has continued to supply the associated SSBI Retail Plan to the relevant Eligible Family for a period of 12 months from the date on which **nbn** completes the SSBI Order; and
 - iii. payable at the end of that 12-month period;
 - e. a Rebate (**SSBI Second Renewal Advance Rebate**):
 - i. for each Eligible Product which was eligible for an SSBI Wholesale Rebate during the 2023 calendar year portion of the Campaign Period, for which **nbn** is satisfied that your organisation has continued to supply the associated SSBI Retail Plan for a 12-month period beginning on the date described in paragraph 1.e.iii, and where that date is between 1 January 2024 and 30 June 2024 (inclusive), in which case the SSBI Second Renewal Advance Rebate will be payable at the end of that 12-month period; or



- ii. for each Eligible Product which was eligible for an SSBI Wholesale Rebate during the 2024 calendar year portion of the Campaign Period, for which **nbn** is satisfied that your organisation has continued to supply the associated SSBI Retail Plan for the 12-month period beginning on the date on which **nbn** completes the relevant SSBI Order, and where that date is between 1 January 2024 and 30 June 2024 (inclusive), in which case the SSBI Second Renewal Advance Rebate will be payable at the end of that 12-month period. If **nbn** has paid a Campaign End Rebate in respect of an Eligible Product, that will be deemed to be an SSBI Second Renewal Advance Rebate, including for the purpose of paragraph 38, and **nbn** is not required to apply any adjustment between the amount of the payment and the amount described in paragraph 2.b;
- f. a Rebate (**SSBI Monthly Rebate**) for each Eligible Product for each Billing Period (or part thereof):
 - i. that falls within the SSBI Monthly Rebate Payment Period applicable to that Eligible Product; and
 - ii. in which the Eligible Product is active as at the first day of that Billing Period; and
- g. a Rebate (**SSBI Adjustment Payment**) for each SSBI Retail Plan where:
 - i. **nbn** completed the relevant SSBI Order during the 2023 calendar year portion of the Campaign Period; and
 - ii. the associated Eligible Product is active as at 31 December 2023.

Note: **nbn** has made all SSBI Adjustment Payments that would have satisfied the conditions in paragraph 2.g above. **nbn** will not make any more SSBI Adjustment Payments going forward.

2. Subject to the terms of this letter agreement:

- a. each SSBI Rebate in paragraphs 1.a to 1.c will be paid per SSBI Order completed and will be calculated in accordance with the table below:

Eligible Product	SSBI Wholesale Rebate	SSBI Retail Service Payment	SSBI Connection Payment
nbn ® Ethernet	\$660.75 ¹ or \$681.28 ²	\$180	\$150
nbn ® Sky Muster® Plus	\$540		

Notes:

- 1 This amount is payable for completed SSBI Orders placed between 1 January 2025 and 30 June 2025 (inclusive).
- 2 This amount is payable for completed SSBI Orders placed between 1 July 2025 and 31 December 2025 (inclusive).

- b. each SSBI Rebate in paragraphs 1.d to 1.e will be paid per active SSBI Retail Plan as described in those paragraphs and will be calculated in accordance with the table below:

Eligible Product	SSBI Renewal Rebate	SSBI Second Renewal Advance Rebate
nbn ® Ethernet	\$645 + \$180	\$660.75 + \$180
nbn ® Sky	\$540 + \$180	\$540 + \$180



Eligible Product	SSBI Renewal Rebate	SSBI Second Renewal Advance Rebate
Muster® Plus		

- c. the SSBI Monthly Rebate in paragraph 1.f will be paid per active SSBI Retail Plan as described in that paragraph and will vary depending on the financial year period in which the relevant Billing Period falls, in accordance with the table below:

Eligible Product	Billing Period that falls within the period 1 July 2025 to 30 June 2026	Billing Period that falls within the period 1 July 2026 to 30 June 2027	Billing Period that falls within the period 1 July 2027 to 30 June 2028
nbn ® Ethernet	\$55.59 + \$15	\$57.26 + \$15	\$58.98 + \$15
nbn ® Sky Muster® Plus	\$45 + \$15	\$45 + \$15	\$45 + \$15

- d. each SSBI Adjustment Payment will be paid per active SSBI Retail Plan as described in paragraph 1.g and will vary depending on the month in which the SSBI Order was completed, in accordance with the table below:

Month SSBI Order completed	SSBI Adjustment Payment
February 2023	\$3
March 2023	\$5
April 2023	\$7
May 2023	\$9
June 2023	\$10
July 2023	\$12
August 2023	\$16
September 2023	\$21
October 2023	\$25
November 2023	\$29
December 2023	\$33

3. **nbn** will waive (**SSBI New Developments Waiver**) any new developments Charge under section 10 of the **nbn**® Ethernet Price List that would otherwise apply in respect of an SSBI Order placed in the Campaign Period.



B. SSBI Orders to which SSBI Rebates and waiver apply

4. **nbn** will only provide SSBI Rebates and the SSBI New Developments Waiver to your organisation if:
 - a. your organisation has demonstrated, to the satisfaction of **nbn**, the ability to accept an order for an SSBI Retail Plan from an Eligible Family as soon as possible after signing and returning this letter agreement and in any case no later than 20 December 2024
 - b. **nbn** is satisfied that the SSBI Retail Plan to be supplied to that Eligible Family is consistent with the attributes communicated to **nbn** under paragraph 13; and
 - c. the SSBI Order placed by your organisation is placed during the Campaign Period.
5. If, in respect of an Eligible Premises:
 - a. your organisation has placed an SSBI Order for which the Eligible Product is **nbn**[®] Ethernet; and
 - b. **nbn** determines, via the Site Qualification System, that the **nbn**[®] Copper Pair in respect of that Premises is unable to achieve the bandwidth profile for that Eligible Product,then an Ordered Product will be considered an Eligible Product for that Premises if the AVC TC-4 bandwidth profile selected by your organisation is the highest AVC TC-4 bandwidth profile that the **nbn**[®] Copper Pair can support.

C. Interaction with other Discounts, Credits, Rebates and Waivers

6. Where an Eligible Product is eligible for an SSBI Rebate, an SSBI New Developments Waiver, a Take 2 Rebate or any Campaign Discount made available under Module B3 of the Discounts, Credit and Rebates Annexure to the **nbn**[®] Ethernet Price List, your organisation will be entitled to the SSBI Rebate and SSBI New Developments Waiver only, despite anything else in the Wholesale Broadband Agreement or Take 2 Letter Agreement.
7. An Eligible Product referred to in paragraph 8 will be taken into account when calculating:
 - a. any Bounty Incentive Payment or Baseline Number under the Take 2 Rebate Program (as those terms are defined in the Take 2 Letter Agreement); and
 - b. any RSP Base Ratio that may be specified under the terms of a Campaign Discount.
8. Except where expressly stated in this section C, nothing in this letter agreement affects the operation of any other Discount, Credit, Rebate or Waiver.

D. Applications process and publicity

9. To be eligible to claim any SSBI Rebates or SSBI New Developments Waiver, your organisation must submit details of its SSBI Retail Plan to **nbn** as soon as possible after signing and returning this letter agreement and in any case no later than 14 February 2025. The details of the SSBI Retail Plan must include, as a minimum, the information outlined in paragraph 13.



10. Your organisation must not, prior to the Campaign Launch Date, disclose or publicise the fact of, or any details regarding, its participation or intended participation in the SSBI without the consent of **nbn** or the Commonwealth Government, provided that:
 - a. **nbn** will not withhold its consent for your organisation to make reasonable disclosures to the Commonwealth Government or an SSBI 3rd Party Organisation for the purpose of facilitating your organisation's participation in the SSBI; and
 - b. if your organisation seeks consent from the Commonwealth Government, it must do so through **nbn** and must not contact the Commonwealth Government directly.
11. Your organisation consents to **nbn** using and disclosing (including to SSBI 3rd Party Organisations) the following in order for **nbn** to administer the SSBI:
 - a. your organisation's name and information in connection with its participation (or intended participation) in the School Students Broadband Initiative; and
 - b. information in connection with your organisation's SSBI Retail Plan (which may be used, for example, by SSBI 3rd Party Organisations to inform Eligible Families seeking to access an SSBI Retail Plan from your organisation).

E. SSBI Retail Plan information requirements

12. Your organisation must provide **nbn** with the following details of your organisation's SSBI Retail Plan in accordance with the timeframes in paragraph 10:
 - a. **retail pricing:** the retail price point (if any) at which your organisation proposes to provide the SSBI Retail Plan to Eligible Families;
Note: The Commonwealth Government's expectation is that retail service providers participating in the SSBI do not impose retail charges to eligible families. nbn notes that it cannot impose zero cost on RSPs and that retail pricing is a matter for each retail service provider.
 - b. **term:** the duration for which your organisation intends to make available the SSBI Retail Plan to Eligible Families, absent any disconnection request from such Eligible Families, noting that **nbn**'s expectation is for the SSBI to facilitate subsidised broadband access until 30 June 2028 (unless **nbn** withdraws the SSBI Rebates and the SSBI New Developments Waiver sooner in accordance with this letter agreement);
 - c. **transition:** what your organisation plans to do with each SSBI Retail Plan at the conclusion of the period of subsidised access, noting that **nbn** expects that your organisation will avoid an approach that could result in a price shock for Eligible Families (for example, if they were transitioned to a full-price retail plan immediately following that period);
 - d. **geographical scope:** whether your organisation's SSBI Retail Plan will be made available in respect of Premises across the **nbn**[®] Network footprint, or a specific sub-set;
 - e. **customer premises devices:** the End User Equipment that your organisation will supply in connection with the SSBI Retail Plan, at no additional cost, such as residential gateways or routers;



Note: *nbn* encourages your organisation to provide the same End User Equipment to Eligible Families as provided to your organisation's non-SSBI broadband customers.

- f. **retail speed tier and data inclusion:** any representations regarding retail speeds (including upload and download speeds) and data inclusions that your organisation intends to make in respect of the SSBI Retail Plan;

Note: *nbn* encourages your organisation to have regard to the ACCC's Broadband Speed Claims Guidance and its Australian Consumer Law obligations in your organisation's marketing and supply of the SSBI Retail Plan to Eligible Families. *nbn* encourages your organisation to provide Eligible Families with unlimited data inclusions, subject to the *nbn*[®] Ethernet Fair Use Policy and the *nbn*[®] Sky Muster[®] Plus Interim Agreement Fair Use Policy.

- g. **additional inclusions:** any additional non-*nbn* features that your organisation intends to include as part of, or in a bundle with, the SSBI Retail Plan (for example, a third-party streaming video service inclusion);

Note: *nbn* expects that these inclusions are not features for which your organisation would ordinarily impose a separate charge on End Users, such as free introductory offers that transition into paid subscriptions.

- h. **change of address:** commitment to ensuring the SSBI Retail Plan continues to be offered to Eligible Families at their new Premises if they move house during the period of subsidised access for their SSBI Retail Plan, provided that their new Premises is Serviceable;
- i. **service assurance:** service level and fault rectification commitments or targets in comparison to those provided by your organisation to other end users of your *nbn*-powered retail services; and
- j. **termination charges:** whether your organisation intends to impose early termination charges or break fees in respect of the SSBI Retail Plan (for example, where an Eligible Family chooses to terminate their SSBI Retail Plan, or your organisation terminates the supply of an SSBI Retail Plan due to an Eligible Family's default).

Note: Your organisation must not charge any early termination charges in relation to additional inclusions as referred to in paragraph 13.g. *nbn* also encourages your organisation not to charge an early termination fee in relation to its SSBI Retail Plan.

F. Ordering SSBI Retail Plans and customer lifecycle management

13. Your organisation must:

- a. work with *nbn* and SSBI 3rd Party Organisations to integrate your organisation's order fulfilment processes, or otherwise provide an appropriate interface, with the end-to-end nomination to activation process being designed and built by *nbn*;
- b. subject to paragraph 16, provide collateral about your organisation's SSBI Retail Plan to *nbn* and SSBI 3rd Party Organisations so Eligible Families can be informed about your organisation's SSBI Retail Plan;
- c. establish a dedicated means by which Eligible Families may order SSBI Retail Plans from your organisation, such as through:
 - i. an SSBI-specific call centre team using a unique 1800 number or similar; and/or
 - ii. an SSBI-specific online ordering portal; and



- d. ensure that your organisation's order fulfilment processes in respect of SSBI Retail Plans have regard to the matters and considerations in paragraph 17.
14. Your organisation may use alternative order fulfilment processes, provided they meet the objectives of SSBI and have been approved by **nbn**.
 15. Where **nbn** discloses details of an Eligible Premises or Eligible Family to your organisation, that does not indicate or imply that the Eligible Family or any prospective end user at the Eligible Premises (which may include Eligible Families) has given consent to receiving direct or targeted advertising communications in relation to the SSBI.
 16. Your organisation acknowledges that Eligible Families may require additional support in acquiring access to **nbn**-powered products and services and, accordingly, your organisation's marketing and order fulfilment processes must at a minimum take into account the following aspects of additional support:
 - a. **identity documentation:** your organisation should consider how to accommodate identity checks using documentation for Eligible Families that may not be Australian citizens (including where the Eligible Family arrived in Australia as refugees);
 - b. **language barriers:** to the extent that an Eligible Family is not proficient in the English language, your organisation should consider providing support such as multilingual collateral or interpreter services;
 - c. **online skills and access:** your organisation should consider how to support families who have limited access or skills to place orders online (such as support via contact centres, in-store channels or assisted installation services);
 - d. **credit history & digital payments:** your organisation should consider how to manage orders, invoices and payments for families that have no or poor credit history or no access to credit cards or electronic banking;
 - e. **creditworthiness:** if your organisation performs credit assessments on Eligible Families, including in determining whether to disconnect an SSBI Retail Plan due to payment default, your organisation must have regard to the following factors:
 - i. the SSBI Rebates and SSBI New Developments Waiver and the effect these have on:
 - a) the financial obligations incurred by the end user;
 - b) the end user's ability to satisfy those financial obligations; and
 - ii. the policy objectives of the SSBI Rebates and SSBI New Developments Waiver, including the provision of services to families who might otherwise be unable to afford them; and
 - f. **other features:** in addition to the typical lifecycle management services your organisation provides to your organisation's Contracted End Users, your organisation should:
 - i. use reasonable endeavours to ensure that each Eligible Family that orders an SSBI Retail Plan is supplied with that SSBI Retail Plan until the end of the 2025 calendar year; and
 - ii. ensure that Eligible Families are aware that if they choose to change to another retail service provider or change speed tiers, they are likely to lose access to a subsidised SSBI Retail Plan.



G. Fair use consistent with the Objective of this letter

17. Your organisation acknowledges that the objective of each SSBI Rebate and SSBI New Developments Waiver is to support your organisation in enabling Eligible Families to access **nbn**-powered broadband services, used by many Australians, at no cost as part of the School Students Broadband Initiative (**Objective**). **nbn** recognises that retail service providers set their own retail prices.
18. Your organisation must act in a manner that is consistent with the Objective and in good faith in connection with **nbn**'s provision of SSBI Rebates and the SSBI New Developments Waiver.
19. **nbn** may seek your organisation's cooperation to validate that your organisation has fully implemented its obligations to offer and supply SSBI Retail Plans and that all SSBI Rebates paid to your organisation have been used for their intended purposes. **nbn** will only do so if it has reasonable grounds for concern. Your organisation must cooperate with **nbn** in this regard.
20. **nbn** may, without limiting paragraphs 26 and 27, elect to reduce the amount of any SSBI Rebate, not provide any SSBI Rebate or SSBI New Developments Waiver, or require your organisation to repay any SSBI Rebate, if **nbn** considers, acting reasonably, that your organisation is:
 - a. not making available SSBI Retail Plans to Eligible Families in the manner described to **nbn**;
 - b. placing a disproportionate number of Modify Orders in respect of Eligible Products such that, when those Modify Orders are completed, those Ordered Products are no longer Eligible Products;
 - c. not complying fully with processes or information requirements specified by **nbn**; or
 - d. otherwise acting in a manner that reflects a purpose or achieves an outcome that is inconsistent with the Objective (or indicates a different objective).
21. **nbn** may provide additional guidance and principles regarding the Objective from time to time.

H. Payment of SSBI Rebates and waiver and pro-rating

22. **nbn** will apply each SSBI Wholesale Rebate, SSBI Retail Service Payment, SSBI Connection Payment and SSBI New Developments Waiver to an invoice issued to your organisation when **nbn** completes an SSBI Order without your organisation needing to make a claim.
23. Each SSBI Renewal Rebate, SSBI Second Renewal Advance Rebate, SSBI Monthly Rebate and SSBI Adjustment Payment will be applied to an invoice issued to your organisation for the SSBI Retail Plans that are eligible for these Rebates. This invoice may be an invoice for a Billing Period that occurs after the month to which the SSBI Rebate payment or SSBI New Developments Waiver relates.

***Note:** Any invoices issued between 1 January 2025 and 31 March 2025 will not apply any SSBI Rebates. **nbn** intends to undertake a reconciliation exercise during this period. Any SSBI Rebates that would otherwise have been applied to an invoice in this period will be applied to a later invoice.*

24. Payments of the SSBI Retail Service Payment and the SSBI Connection Payment will be made as a single combined amount per SSBI Order on your organisation's bill.



25. On an exceptions basis, **nbn** reserves the right to adjust the SSBI Wholesale Rebate, SSBI Retail Service Payment, SSBI Renewal Rebate, Second Renewal Advance Rebate and SSBI Monthly Rebate on a pro-rata basis if:
 - a. in respect of the SSBI Wholesale Rebate and SSBI Retail Service Payment, **nbn** ceases to supply the relevant Eligible Product to your organisation in the first 12 months after **nbn** completes an SSBI Order, in which case the pro-rating will be applied on a monthly basis;
 - b. in respect of the SSBI Renewal Rebate and SSBI Second Renewal Advance Rebate, **nbn** ceases to supply the relevant Eligible Product to your organisation in the 12 months after the relevant SSBI Rebate becomes payable, in which case the pro-rating will be applied on a monthly basis;
 - c. in respect of the SSBI Monthly Rebate, **nbn** ceases to supply the relevant Eligible Product to your organisation in the calendar month in respect of which the relevant SSBI Rebate was paid, in which case the pro-rating will be applied on a daily basis.
26. On an exceptions basis, **nbn** may recover, and your organisation is required to repay, the difference between any SSBI Wholesale Rebate, SSBI Retail Service Payment, SSBI Renewal Rebate, SSBI Second Renewal Advance Rebate paid and SSBI Monthly Rebate to your organisation and the adjusted amounts described in paragraph 25.
27. Your organisation must provide any information or assistance reasonably requested by **nbn** in connection with this letter agreement, including providing information to help **nbn** review the efficacy of the SSBI.

I. Amendments to this letter agreement

28. **nbn** may change this letter agreement by giving to your organisation:
 - a. 1 month's notice, to make an RSP Favourable Change;
 - b. 2 months' notice, to extend the availability of the SSBI Rebates or SSBI New Developments Waiver; or
 - c. 3 months' notice, to withdraw, suspend the availability of, or otherwise amend the terms on which **nbn** provides the SSBI Rebates and SSBI New Developments Waiver to your organisation.
29. Despite anything in paragraph 29, **nbn** may change this letter agreement by giving notice to your organisation where **nbn** considers that change is necessary to align with any terms of a new Wholesale Broadband Agreement or **nbn**[®] Sky Muster™ Interim Agreement, provided that change is made:
 - a. within 20 Business Days of the commencement of that new Wholesale Broadband Agreement or **nbn**[®] Sky Muster[®] Interim Agreement (as the case may be); and
 - b. in connection with the acceptance or variation of an SAU relating to AVC pricing or CVC pricing.

J. Definitions

30. **Campaign End Rebate** means the Rebate of that name as defined any earlier version of this Agreement.
31. **Campaign Launch Date** means the date, as notified by **nbn**, on which **nbn** determines both of the following criteria are met:



- a. at least one SSBI 3rd Party Organisation is ready to nominate families that may be Eligible Families; and
- b. at least one retail service provider (whether your organisation or any Other RSP) is participating in the SSBI and is ready to accept orders from Eligible Families.

32. **Campaign Period** means the time period that starts on the earlier of:

- a. the Campaign Launch Date; and
- b. the date on which **nbn** notifies your organisation that **nbn** is satisfied regarding the matters in paragraphs 4.a and 4.b,

and ends on the earlier of:

- c. 30 December 2025; and
- d. the time at which either your organisation or an Other RSP places an order with **nbn** in respect of the School Students Broadband Initiative, such that the total number of such orders placed with, and completed by, **nbn** equals 30,000,

unless otherwise extended by **nbn**.

Notes:

- 1 **nbn** estimates that of the 30,000 order cap, approximately 22,000 spaces will have been allocated by December 2024, leaving approximately 8,000 spaces remaining in 2025 for new Eligible Products.
- 2 If the Campaign Period ends under paragraph 32.d, the Campaign Period will not be reopened if any of those Eligible Products subsequently cease supply.
- 3 On [insert date], **nbn** gave notice of changes to this Agreement, including an extension to the Campaign Period. For the avoidance of doubt, the Campaign Period includes the period between 1 January 2025 and those changes taking effect.

33. **Eligible Family** means a person or family that is nominated by an SSBI 3rd Party Organisation and deemed as eligible by **nbn** to participate in the SSBI.

34. **Eligible Product** means either:

- a. an **nbn**[®] Ethernet Ordered Product that has a TC-4 Bundle AVC as set out below; or

nbn [™] Network ¹	Eligible bandwidth profiles	
	AVC TC-4 downstream Mbps ²	AVC TC-4 upstream Mbps ²
Fibre	50	20
FTTB	25 – 50	5 – 20
FTTN	25 – 50	5 – 20
FTTC	50	20
HFC	50	20
Fixed Wireless	Wireless Plus (up to 100 Mbps)	Wireless Plus (up to 20 Mbps)
FTTB, FTTN, FTTC	A bandwidth profile to which paragraph 6 applies.	



- b. an **nbn**[®] Sky Muster[®] Plus Ordered Product (where your organisation has acquired the 50GB+ Plan Product Component without the Data Block Product Feature), or the 24x7 Uncapped Data Usage – 50 Plan

Notes:

- 1 *TC-4 Bundle AVC Product Components of **nbn**[™] Ethernet are not available for **nbn**[™] Ethernet (Satellite).*
 - 2 *The Information Rates for the AVC TC-4 bandwidth profiles shown in this table are Peak Information Rates (PIR), except for Wireless Plus, which has potential maximum Information Rates. To be read subject to the WBA. Refer to the **nbn**[™] Ethernet Product Description for further information, including the specific limitations in sections 3 and 13 of that document.*
35. **Eligible Premises** means a Premises identified as eligible for the SSBI, as notified by **nbn** to your organisation from time to time.
36. **SSBI 3rd Party Organisation** means an organisation, such as a school, charity or education department, that is approved by the Commonwealth Government to nominate Eligible Families.
37. **SSBI Monthly Rebate Payment Period** means, in respect of an Eligible Product, a period of time starting on the applicable SSBI Monthly Rebate Payment Period Start Date and ending on 30 June 2028.
38. **SSBI Monthly Rebate Payment Period Start Date** means, in respect of an Eligible Product, one of the following:
- a. where the Eligible Product was eligible for the SSBI Second Renewal Advance Rebate, the date that is 12 months from the date on which the SSBI Second Renewal Advance Rebate became payable; or
 - b. where the Eligible Product became eligible for the SSBI Renewal Rebate between 1 July 2024 and 31 December 2024 (inclusive), the date that is 12 months from the date on which the SSBI Renewal Rebate became payable; or
 - c. where the Eligible Product became eligible for the SSBI Wholesale Rebate between 1 July 2024 and 31 December 2025 (inclusive), the date that is 12 months from the date on which the SSBI Wholesale Rebate became payable.
- Note: A Campaign End Rebate is deemed to be an SSBI Second Renewal Advance Rebate: see paragraph 1.e.*
39. **SSBI Order** means a Connect Order in respect of an Eligible Family that is:
- a. the first Connect Order from your organisation or any Other RSP accepted by **nbn** during the Campaign Period in connection with that Eligible Family; and
 - b. for an Eligible Product that your organisation will use as an input into an SSBI Retail Plan.
40. **SSBI Retail Plan** means an RSP Product created by your organisation for the purposes of the SSBI that:
- a. your organisation will supply to Eligible Families; and
 - b. relies on an Eligible Product as an input.

K. General

41. Unless otherwise specified, capitalised terms used in this letter agreement have the meanings given to those terms in:



- a. the Wholesale Broadband Agreement; and
 - b. the **nbn**[®] Sky Muster[®] Plus Interim Agreement (to the extent that this letter agreement relates to an Eligible Product supplied under that agreement).
42. All charges referred to in this letter agreement, including retail charges and charges by **nbn**, are exclusive of GST.
 43. Except as expressly specified, this letter agreement does not vary the Wholesale Broadband Agreement or the **nbn**[®] Sky Muster[®] Plus Interim Agreement.
 44. Nothing in this letter agreement affects the accrued rights and liabilities of either party under the Wholesale Broadband Agreement or the **nbn**[®] Sky Muster[®] Plus Interim Agreement.
 45. Rights or obligations which expressly or impliedly, by their nature, survive expiry or termination of this letter agreement, will survive expiry or termination of this letter agreement.
 46. Clauses H4.5 (Electronic execution and counterparts), H4.10 (Governing law and jurisdiction), H4.13 (Severability) and H4.15 (Waiver) of the Wholesale Broadband Agreement are incorporated into this letter agreement as though set out in full with references to "Agreement" being read as references to this letter agreement.
 47. Nothing in this letter agreement is intended, or should be construed, as overriding or replacing any obligations that your organisation may have under any applicable Law.
 48. **nbn** is entitled to cease payment of SSBI Rebates or SSBI New Developments Waivers, or require the repayment of any SSBI Rebate or waived new developments Charge, at any time if your organisation fails to comply with the terms of this letter agreement.

Yours sincerely

Jane Witter
General Manager, Risk Privacy Compliance and Customer Contracting