

Understanding the nbn™ Subsequent Installation Charge

Introduction

If you're considering adding another nbn line to your premises or activating nbn on a line with an existing copper service, you may be wondering about the subsequent installation charge. This article will explain what this charge is, when it applies, and how much it costs.

What is the subsequent installation charge?

The subsequent installation charge is a one-time fee that applies when you request a second nbn line or attempt to activate nbn on a line with an existing copper service. This charge is necessary to cover the additional work and resources required to install a second line or activate nbn on the existing line.

When does the subsequent installation charge apply?

The subsequent installation charge applies in two scenarios:

1. When you request a second nbn line at your premises
2. When you attempt to activate nbn on a line with an existing copper service that you don't want to cancel

How much does the subsequent installation charge cost?

The subsequent installation charge is \$297, including GST. This fee covers the additional work and resources required to install a second nbn line or activate nbn on an existing line.

We'll notify you prior to your service being provisioned about the subsequent installation charge, and we'll need your authorization before proceeding with the installation.

Conclusion

Adding another nbn line or activating nbn on an existing line can be a convenient option, but it may come with an additional cost in the form of a subsequent installation charge. Understanding the charge and when it applies can help you make an informed decision about your nbn service.

Contact

If you have any questions or concerns about the subsequent installation charge or your nbn service, please contact our customer support team at 13 22 10. We're here to help.

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