

[Annexure 3 to nbn letter to ACCC – June 2023](#)
[Changes to November SAU Variation: Low-Income Forum](#)

Context to this document:

In its Draft Decision of 2 May 2023, the ACCC suggests that **nbn** consider committing in its SAU variation to respond to the Low-Income Forum’s recommendations in reports prepared by **nbn**, and clarify **nbn**’s commitments regarding engagement with Low-Income Forum members on prices and product withdrawals.

nbn has considered the ACCC’s Draft Decision and in response, will make the changes set out further below. Those changes are shown in track / mark-up against extracts of the November SAU Variation and the further minor amendments proposed to clause 2B.7 in **nbn**’s letter to the ACCC dated 24 March 2023.

Changes:

[...]

Schedule 2B Pricing Framework

[...]

2B.7 Low-Income Forum

- (a) NBN Co will establish a multilateral working group to identify possible targeted initiatives to improve access to the NBN Co Network for low-income End Users, vulnerable End Users and unconnected End Users (**Low-Income Forum**).
- (b) NBN Co will convene a Low-Income Forum meeting at least once in each Financial Year.
- (c) NBN Co will chair each Low-Income Forum meeting and will make it available to Not-for-Profit Groups, Consumer Advocacy Groups, Government Agencies and Access Seekers.
- (d) Participation in Low-Income Forum meetings (other than for NBN Co) will be voluntary such that each Low-Income Forum member can engage as they deem appropriate given their level of interest and resources.
- (e) NBN Co will ensure that the Low-Income Forum provides for members of the Low-Income Forum to provide views and feedback in relation to:
 - (i) possible targeted initiatives to improve access to the NBN Co Network for low-income End Users, vulnerable End Users and unconnected End Users;
 - (ii) the potential impact of NBN Co’s prices (including as set out in NBN Co’s latest Pricing Roadmap) on low-income End Users, vulnerable End Users and unconnected End Users; and
 - (iii) the potential impact of any proposed withdrawal of Products, Product Components or Product Features by NBN Co on low-income End Users, vulnerable End Users and unconnected End Users.

~~(e)~~(f) To promote meaningful engagement:

- (i) before each Low-Income Forum meeting, NBN Co will provide Low-Income Forum members with a report on the progress of its initiatives to improve access to the NBN Co Network for low-income End Users, vulnerable End Users and unconnected End Users (and potential End Users); and
- (ii) NBN Co may establish reasonable limits on the number of Low-Income Forum members and on the number of participants attending each Low-Income Forum meeting.

(g) NBN Co will, in each Financial Year, publish on its Website a report on:

~~(iii)~~(i) the progress of NBN Co's ~~an update regarding its~~ initiatives to improve access to the NBN Co Network for low-income End Users, vulnerable End Users and unconnected End Users; and-

(ii) how NBN Co has taken into account the views and feedback received from the Low-Income Forum since the last such report was published (or since the Low-Income Forum was first convened pursuant to this clause 2B.7 – whichever is later) in relation to the matters stated in clause 2B.7(e) (regarding targeted initiatives, prices and withdrawals).

~~(f)~~(h) Nothing in this clause 2B.7 precludes NBN Co from conducting consultations with Access Seekers (including through the Product Development Forum or bilaterally) or separately with any other Low-Income Forum members, or any other party, in relation to any initiative to improve access to the NBN Co Network for low-income End Users, vulnerable End Users and unconnected End Users whether or not that initiative is also the subject of consultation in Low-Income Forum meetings.