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17 July 2026

Justine Bond
General Manager, Regulatory – Pricing and Products
NBN Co
Level 13, 100 Mount Street
North Sydney NSW 2060

Dear Justine

Re: Misalignment of geographic service classifications and customer locations

I refer to NBN Co's letter dated 15 May 2026, under cover of which it provided its Q3 FY26 data in accordance with the NBN Service Quality and Network Performance Record Keeping Rule (NBN service quality RKR). In that letter NBN Co advised that it had identified potential data errors in the way NBN Co has applied geographic service level classifications to some premises within NBN Co's systems.

We understand these errors impact geographical-based data in the NBN service quality RKR as well as other information provided to the ACCC, and include information and data the ACCC has relied upon for developing our positions for the upcoming replacement module determination to be made under the special access undertaking (SAU).

In particular, as NBN Co is aware, the ACCC in its draft determination relied on certain data relating to NBN Co's performance across geographic regions for service standards that set connections timeframes (section 6.21 of the ACCC's draft determination). We understand that NBN Co has conducted targeted analysis of the relevant data to correct for the geographic classification errors. We understand NBN Co has undertaken similar targeted analysis to correct fault rectification data.

The ACCC intends to proceed to make its determination in August 2026. Given that information and data previously provided to the ACCC that is relevant to our replacement module determination may be affected by the abovementioned data errors, we request that NBN Co provide the following:

1. A general description of the data misalignment issue that describes: the nature of the resulting data errors; the time periods to which the data errors relate; the geographic classifications affected; and the magnitude in terms of the number of premises affected.
2. NBN Co's intended process and indicative timeline to resolve the misalignment of geographic service classifications with customer locations on an ongoing basis.

3. NBN Co's analysis of corrected data for physical connections for minor rural, major rural, and remote customers, and any related analysis to support the ACCC's understanding of the corrected data.
4. NBN Co's analysis of corrected data for faults requiring a field visit, and any related analysis to support the ACCC's understanding of the corrected data.
5. A description of the corrections made to the data provided in items (3) and (4), respectively.

We request that NBN Co provide a publishable version of its response to these questions by no later than COB 24 July 2026.

We intend to publish this letter and NBN Co's response to these questions on our website with our final replacement module determination.

Yours sincerely

Michael Drake
A/g General Manager, NBN SAU Unit