

[date]

[name of recipient]

[name of RSP]

[address]

By email [email address of recipient]

Dear [name of recipient]

RESIDENTIAL WHOLESALE PROMOTION – Amendment to Fibre Starter Offer terms

In September 2023, Enable released the Fibre Starter Offer (**Offer**), which is limited to the BS2a 50/10 CIR 2.5/2.5 (E02031) wholesale input service, to provide a product for residential end-users seeking access to high-performance fibre broadband at an introductory price. The Offer replaced the Welcome to Fibre Offer.

A number of RSPs have expressed significant challenges in meeting the timelines for customer migrations given the withdrawal of the Welcome to Fibre Offer due to the impact of onboarding and developing a new wholesale input and creating a viable retail offer replacement for the Welcome to Fibre Offer with the Offer.

This letter confirms Enable's revised Fibre Starter Offer terms relative to the Welcome to Fibre offer withdrawal and customer migrations. All other terms of the Offer remain unchanged.

Clause 6 of the Offer is replaced with the following:

6. The **Fibre Starter** Offer replaces the **Welcome to Fibre** Offer. Where the Service Provider previously participated in the Welcome to Fibre Offer, by confirmation of participation in this Fibre Starter Offer, the Service Provider agrees the Welcome to Fibre Offer will end for any new customers and the Fibre Starter Offer will take effect at the time of the first order on the Qualifying Wholesale Product pursuant to clause 5. However, existing Welcome to Fibre Offer customers will continue to receive the discounted monthly recurring charge of \$38 until 31 March 2024.

Clause 7 of the Offer is replaced with the following:

7. The Qualifying Wholesale Product has been developed for the purposes of this Offer.
 - a. Any existing **Qualifying Connections** under the Welcome to Fibre Offer must be migrated to the Fibre Starter Qualifying Wholesale Product by the participating Service Provider by 31 March 2024.
 - b. From 1 April 2024 the previous qualifying product under the Welcome to Fibre Offer (BS2a 50/20 CIR 2.5/2.5) will revert to standard pricing of \$49.51/month per Enable's Reference Offer Price List.

Yours sincerely

Our city of possibilities

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