

UPDATE – CONFIRMATION OF WAGE RATES

6 February 2025

Owner: Employee Relations

As advised in our email sent today, we have amended the tables in Schedules A-C of the *nbn Enterprise Agreement 2025-2028 (Proposed Agreement)* so that they reflect the wage rates on commencement of the Agreement, rather than the wage rates from 1 July 2025. That is, they reflect current wage rates.

Provided the Agreement is then approved by the Fair Work Commission, the first 4% increase will be applied to the wage rates within these tables from the first full pay period commencing on or after 1 July 2025.

For clarity, please see tables below which confirm current wage rates, as well as the proposed wage rates from the first full pay period commencing on or after 1 July 2025.

Schedule A – Technical Employees

The wage rates on commencement of the Proposed Agreement are as follows:

BAND	RANGE \$ per annum	INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO	AWARD ALIGNMENT
4	\$106,542.99 - \$127,830.38	Major Incident Manager Network Operations Team Leader Business Assurance Team Leader Operations Lead – Service Assurance Senior Network Engineer (non field operations) Advanced Service Assurance Engineer Senior Network Assurance Analyst Communications Specialist Service Assurance Specialist Senior Location Analyst Senior Technical Analyst Technical Customer Team Leader Senior Order Management Specialist	Telecommunications Associate
3	\$90,931.59 - \$102,283.58	Network Engineer (non field operations) Service Assurance Engineer Senior Network Analyst Location Analyst Customer Case Manager Order Management Specialist Customer Priority Care Specialist Field Engineer Field Safety and Quality Specialist Senior Field Technician	Principle Telecommunications Technician Advanced Telecommunication Technician

2	\$71,031.87 - \$85,245.95	Customer Field Technician Senior Network Operator Senior Service Assurance OperatorBusiness Assurance Operator Network Analyst Network Operator Service Assurance OperatorCustomer Support Operator Technical Customer Support	Telecommunications Technician
1	\$59,679.88 - \$66,782.10	Trainee Network Operator Trainee Customer Support Operator	Telecommunications Trainee Telecommunications Technical Employee

The wage rates from the first full pay period commencing on or after 1 July 2025 are as follows:

BAND	RANGE \$ per annum	INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO	AWARD ALIGNMENT
4	\$110,804.71 - \$132,943.60	Major Incident Manager Network Operations Team Leader Business Assurance Team Leader Operations Lead – Service Assurance Senior Network Engineer (non field operations) Advanced Service Assurance Engineer Senior Network Assurance Analyst Communications Specialist Service Assurance Specialist Senior Location Analyst Senior Technical Analyst Technical Customer Team Leader Senior Order Management Specialist	Telecommunications Associate
3	\$94,568.85 - \$106,374.92	Network Engineer (non field operations) Service Assurance Engineer Senior Network Analyst Location Analyst Customer Case Manager Order Management Specialist Customer Priority Care Specialist Field Engineer Field Safety and Quality Specialist Senior Field Technician	Principle Telecommunications Technician Advanced Telecommunication Technician
2	\$73,873.14 - \$88,655.79	Customer Field Technician Senior Network Operator Senior Service Assurance OperatorBusiness Assurance Operator Network Analyst Network Operator Service Assurance OperatorCustomer Support Operator Technical Customer Support	Telecommunications Technician
1	\$62,067.07 - \$69,453.38	Trainee Network Operator Trainee Customer Support Operator	Telecommunications Trainee Telecommunications Technical Employee

Schedule B – Contact Centre Employees

The wage rates on commencement of the Proposed Agreement are as follows:

BAND	RANGE \$ Per annum	INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO	AWARD ALIGNMENT
5	\$100,857.35 - \$110,792.76	Subject Matter Expert Principal Leader	Principal Customer Contact Leader
4	\$76,727.14 – 95,171.72	Customer Contact Officer SpecialistTeam Leader Customer Resolution Agent	Principal Customer Contact Specialist Customer Contact Team Leader
3	\$69,624.92 - \$75,300.91	Senior Customer Contact Officer	Customer Contact Officer Level 2
2	\$59,679.88 - \$66,772.46	Customer Contact Officer	Customer Contact Officer Level 1
1	\$56,837.06	Customer Contact Trainee (First 3 months of employment)	Customer Contact Trainee

The wage rates from the first full pay period commencing on or after 1 July 2025 are as follows:

BAND	RANGE \$ Per annum	INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO	AWARD ALIGNMENT
5	\$104,891.65 - \$115,224.47	Subject Matter Expert Principal Leader	Principal Customer Contact Leader
4	\$79,796.23 - \$98,978.59	Customer Contact Officer SpecialistTeam Leader Customer Resolution Agent	Principal Customer Contact Specialist Customer Contact Team Leader
3	\$72,409.91 - \$78,312.95	Senior Customer Contact Officer	Customer Contact Officer Level 2
2	\$62,067.07 - \$69,443.36	Customer Contact Officer	Customer Contact Officer Level 1
1	\$59,110.54	Customer Contact Trainee (First 3 months of employment)	Customer Contact Trainee

Schedule C – Clerical Employees

The wage rates on commencement of the Proposed Agreement are as follows:

BAND	RANGE \$ Per annum	INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO	AWARD ALIGNMENT
4	\$85,245.95 - \$106,533.35	Senior Accounts Payable Senior Accounts Receivable Senior Procurement Officer Senior Contract Officer Senior Administrative Support Front Office Supervisor Analyst – Workforce Planning Personal Assistant	N/A

3	\$69,624.92 - \$81,680.39	Accounts Payable Officer Accounts Receivable Officer Procurement Officer Payroll Officer Contract Officer Administrative Support Front Office Coordinator Team Assistant	Clerk Level 4 and Level 5
2	\$61,106.10 - \$66,772.46	Receptionist Administrative Assistant	Clerk Level 3
1	\$58,272.92	Entry Level Role – first 6 to 12 months of employment	Clerk Level 1 and Level 2

The wage rates from the first full pay period commencing on or after 1 July 2025 are as follows:

BAND	RANGE \$ Per annum	INDICATIVE ROLES INCLUDE, BUT ARE NOT LIMITED TO	AWARD ALIGNMENT
4	\$88,655.79 - \$110,794.68	Senior Accounts Payable Senior Accounts Receivable Senior Procurement Officer Senior Contract Officer Senior Administrative Support Front Office Supervisor Analyst – Workforce Planning Personal Assistant	N/A
3	\$72,409.91 - \$84,947.60	Accounts Payable Officer Accounts Receivable Officer Procurement Officer Payroll Officer Contract Officer Administrative Support Front Office Coordinator Team Assistant	Clerk Level 4 and Level 5
2	\$63,550.35 - \$69,443.36	Receptionist Administrative Assistant	Clerk Level 3
1	\$60,603.84	Entry Level Role – first 6 to 12 months of employment	Clerk Level 1 and Level 2