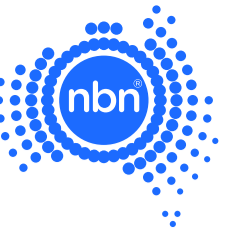


MONTHLY PROGRESS REPORT MAY 2024



Measure	Description	May 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024
Homes and businesses ready-to-connect	The number of homes and businesses that can order a plan via a phone and internet provider and connect to the nbn [®] access network.	12.28 million	12.37 million	12.38 million	12.39 million	12.40 million	12.41 million	12.42 million	12.43 million
Homes and businesses connected	The number of homes and businesses connected to a plan over the nbn access network through a phone and internet provider.	8.55 million	8.58 million	8.58 million	8.58 million	8.60 million	8.61 million	8.61 million	8.62 million
Fibre upgrades	The number of homes and businesses that can upgrade* or have upgraded from nbn's FTTN and FTTC copper networks to full fibre.	1.81 million	3.19 million	3.50 million	3.51 million	3.53 million	3.55 million	3.60 million	3.69 million
High speed capable	The number of homes and businesses within nbn's fixed line footprint that can access our highest residential wholesale speed tiers of close to 1Gbps [†] (via nbn's full fibre and HFC technology).	6.69 million (60%)	8.17 million (72%)	8.48 million (75%)	8.50 million (75%)	8.53 million (75%)	8.57 million (76%)	8.63 million (76%)	8.72 million (77%)
Right first-time installations	The percentage of homes and businesses that have their initial nbn equipment installed without additional work from NBN Co the first time the installation is attempted when connecting to the nbn network for the first time.	91%	91%	90%	87%	89%	89%	88%	87%
Meeting agreed installation times	The percentage of premises that nbn connects to the nbn access network within target timeframes with phone and internet providers.	97%	98%	97%	95%	94%	93%	93%	95%
Average network bandwidth congestion [‡]	The average number of minutes of bandwidth congestion per week / per service. This is calculated across all bandwidth purchased by all phone and internet providers across the entire network (CVC congestion). This excludes nbn Sky Muster [®] satellite.	29 minutes	49 minutes	12 minutes	1 minute	0 minutes	2 minutes	1 minute	2 minutes
Fixed Line network congestion ^{‡‡}	The estimated monthly average percentage of homes and businesses who experience nbn access network congestion (as per nbn's congestion measures for Fixed Line networks). This excludes nbn Fixed Wireless and nbn Sky Muster satellite.	0.000%	0.023%	0.000%	0.00%	0.000%	0.109%	0.000%	0.000%
Fixed Wireless busy hour cell performance	The percentage of cells with a monthly busy hour cell performance of 6Mbps or more.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Fixed Wireless busy hour backhaul performance	The percentage of cells on a backhaul link with a 28 day busy hour packet loss of less than 0.25%.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Uptake to 50Mbps or over – wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and 25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	74%	74%	74%	74%	74%	74%	74%	74%
		26%	26%	26%	26%	26%	26%	26%	26%
Network availability	Percentage of time the nbn access network is available and operating. For this measure, the network is considered 'unavailable' during the time nbn is restoring services following the raising of a fault. It does not include periods where the network is unavailable due to operational outages for network upgrades and improvements or events beyond nbn's control. This metric has been rounded to the nearest two decimal places.	99.96%	99.96%	99.95%	99.95%	99.94%	99.95%	99.96%	99.95%
Meeting agreed fault restoration times	The percentage of time nbn resolves accepted faults within nbn's target timeframes with phone and internet providers.	93%	92%	88%	89%	86%	88%	89%	91%
Faults after connection completed (per 100 connected homes and businesses)	The number of faults on the nbn access network per 100 premises per month (excluding faults within 10 business days of the connection).	0.7	0.6	0.8	0.9	0.8	0.6	0.6	0.6
Sky Muster Satellite Network Faults	This metric describes the total number of nbn satellite network faults that impacted end user nbn Sky Muster and nbn Sky Muster Plus services that first arose within the month.	14	22	12	15	7	7	6	8
Sky Muster Satellite Network Faults – Average Time to Restore	The Average Time to Restore measures the average time taken for nbn to resolve all nbn satellite network faults which affected the supply of nbn Sky Muster and nbn Sky Muster Plus services and first arose within the month.	31 minutes	68 minutes	40 minutes	89 minutes	51 minutes	65 minutes	41 minutes	126 minutes

It is important that this Progress Report is read in conjunction with the information on nbn's website at nbn.com.au/updates

[^] Conditions, eligibility criteria and costs may apply, please speak with your preferred provider. Eligibility criteria may include among other things placing an order for an nbn powered plan based on an eligible wholesale speed tier. Not all providers offer plans based on the full range of wholesale speed tiers.

[†] Regardless of the retail service an end customer purchases, the actual wholesale download speeds delivered by nbn's highest residential wholesale speed tier of 500 to close to 1000 Mbps will be less than 1Gbps due to equipment and network limitations and the peak information rate may fall anywhere in this range. References to speeds are not end customer speeds; they are wholesale layer 2 peak information rate bandwidth provided to retail providers. NBN Co provides wholesale services to retail providers and availability of speed tiers vary depending on the access technology in an end customer's area.

[‡] As indicated in nbn's recently approved [Special Access Undertaking \(SAU\)](#), nbn has agreed to move away from pricing for CVC (bandwidth) for most products by July 2026. As a result, this metric may be phased out.

^{‡‡} The calculation of the Fixed Line Network Congestion metric has changed from December 2023. The new calculation of the metric has been adapted per the SAU accepted practices on network performance reporting. In addition, it has been expanded to include the measurement from FTTP GPON access ports which were not previously included. These additional factors help to provide a more complete picture of fixed line network congestion. The historical figures in the table above have not been recalculated using this new method.

Updated on 11 July 2024 with two additional metrics, Fibre upgrades and High speed capable.

Fixed Wireless Busy Hour Cell Performance Categories

The percentage of cells performing within specified monthly busy hour cell performance categories between <3 Mbps and >=25 Mbps.

The percentage of cells in each category is calculated using the number of cells in the relevant category divided by the total number of active cells on the nbn Fixed Wireless network at the end of the relevant month.

Month	Monthly busy hour cell performance category	% of Fixed Wireless Cells in category
May 2024	<3 Mbps	0.00%
	3 to <6 Mbps	0.01%
	6 to <12 Mbps	0.59%
	12 to <25 Mbps	3.54%
	>= 25 Mbps	95.86%

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Fixed Wireless Cell Performance by Hours Spent in Categories

A "specified cell" means those cells that have a monthly busy hour cell performance of either <3 Mbps, or 3 to <6 Mbps.

This table shows the average number of hours a day "specified cells" spent in each of the following performance categories (averaged over 30 days):

- <3 Mbps
- 3 to <6 Mbps

This is expressed as a percentage of all Fixed Wireless Cells, which is calculated by dividing the number of cells that fall into each hourly category by the total number of active cells on the nbn Fixed Wireless network at the end of the relevant month.

May 2024 performance category (cell hourly download)	Average number of hours per day spent in performance category*				
	0 to <1 hours	1 to <2 hours	2 to <3 hours	3 to <4 hours	>= 4 hours
<3Mbps	0.01%	0.00%	0.00%	0.00%	0.00%
3-<6Mbps	0.00%	0.00%	0.00%	0.00%	0.00%

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* Note a cell with a monthly busy hour cell performance of under 6Mbps may fall within both of these performance categories, and as such the rows may not add up to the proportion of cells with a monthly busy hour cell performance of under 6Mbps.