



# Monthly Progress Report March 2024

| Measure  | Description   | Mar 2023     | Sep 2023     | Oct 2023     | Nov 2023     | Dec 2023     | Jan 2024     | Feb 2024     | Mar 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.   | 12.2 million | 12.3 million | 12.3 million | 12.3 million | 12.3 million | 12.3 million | 12.3 million | 12.4 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.   | 8.6 million  | 8.6 million  | 8.6 million  | 8.6 million  | 8.6 million  | 8.6 million  | 8.6 million  | 8.6 million  |
| 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%          | 92%          | 91%          | 90%          | 87%          | 89%          | 89%          |
| Meeting agreed installation times  | The percentage of premises that nbn connects to the nbn access network within target timeframes with phone and internet providers.  | 98%          | 98%          | 98%          | 98%          | 97%          | 95%          | 94%          | 93%          |
| 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.   | 36 minutes   | 35 minutes   | 29 minutes   | 49 minutes   | 12 minutes   | 1 minutes    | 0 minutes    | 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%       | 0.000%       | 0.000%       | 0.023%       | 0.000%       | 0.000%       | 0.000%       | 0.109%       |
| Fixed Wireless busy hour cell performance                                  | The percentage of cells with a monthly busy hour cell performance of 6 Mbps 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%       | 99.9%        | 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   | 76%          | 74%          | 74%          | 74%          | 74%          | 74%          | 74%          | 74%          |
|  | 25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.   | 24%          | 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. | 99.95%       | 99.96%       | 99.97%       | 99.96%       | 99.95%       | 99.95%       | 99.94%       | 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%          | 94%          | 93%          | 92%          | 88%          | 89%          | 86%          | 88%          |
| 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).   | 0.8          | 0.6          | 0.6          | 0.6          | 0.8          | 0.9          | 0.8          | 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.  | 16           | 4            | 9            | 22           | 12           | 15           | 7            | 7            |
| 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.  | 42 minutes   | 28 minutes   | 48 minutes   | 68 minutes   | 40 minutes   | 89 minutes   | 51 minutes   | 65 minutes   |

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

# 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 graph 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 graph above have not been recalculated using this new method.

\* The figure for Average Network Bandwidth Congestion in this report was updated on 25 June 2024 to correct an inaccuracy, which overstated the congestion figure for the month.

## 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 |
|------------|---|---------------------------------------|
| March 2024 | <3 Mbps                                     | 0.00%                                 |
|            | 3 to <6 Mbps                                | 0.01%                                 |
|            | 6 to <12 Mbps                               | 0.77%                                 |
|            | 12 to <25 Mbps                              | 5.16%                                 |
|            | >= 25 Mbps                                  | 94.07%                                |

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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):

(1) <3 Mbps

(2) 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.

| March 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   | 0.00%  | 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