

17 October 2024

## **MEDIA RELEASE**

# **Fibre upgrades reach 225,000 South Australian homes and businesses**

- More than 225,000 premises across SA can now order a full fibre upgrade on the nbn® network.<sup>1</sup>
- Full fibre via nbn® Fibre to the Premises enables access to a faster and more reliable nbn broadband service.<sup>2</sup>
- Customers can check their eligibility and register their interest in fibre upgrades on the nbn website.

More than 225,000 homes and businesses across South Australia (SA) can now order a full fibre upgrade on the nbn® network.

The demand for these upgrades has been strong across the state, with almost 28,000 homes and businesses already ordering nbn full fibre.

Upgrading to full fibre delivers a range of benefits for customers when compared to copper connections, including smoother video calls, enhanced streaming, quicker response times for gaming, and the ability to connect more devices simultaneously – including smart TVs, home security systems and smart home technology.

nbn is also releasing the details of a further 13,500 premises, including in 28 suburbs not previously announced, that will be progressively eligible for nbn fibre upgrade between now and the end of 2025.

The upgrades come as people across SA are using more data than ever. According to the latest nbn data, in the past three years data consumption across the state has grown by more than 40 per cent. The average household in SA uses about 437GB of data per month which is the equivalent of streaming 40 hours of 4K Netflix.

This explosion in data consumption is being driven by the increased demand for high-definition streaming, online gaming and the number of connected devices using data intensive applications.

The average Australian home now has around 22 connected devices, and it is expected to increase to 30 by 2030.

NBN Co is on track to enable more than 10 million premises – or around 90 per cent of the nbn fixed



line footprint – across Australia to access its highest residential wholesale speed plans via either full fibre or HFC by December 2025.

There are three simple steps people can take to find out more about getting a fibre upgrade.

- Check your address on the nbn website – [www.nbn.com.au/fibreupgrade](http://www.nbn.com.au/fibreupgrade) – to see if you are eligible.
- If you are eligible, contact your preferred phone and internet provider and ask them about the eligible full fibre upgrade plans they offer. Compare different plans and choose the one that best suits your needs and budget.
- Once you have selected a plan, your provider will arrange an appointment with a nbn technician to install the full fibre equipment at your premises.

## **nbn Chief Customer Officer, Anna Perrin, said:**

“We are pushing fibre deeper, into more cities, towns and communities across South Australia.

“Upgrading to fibre means whether you're working from home, streaming movies and sport, gaming online, or connecting with loved ones, a fibre upgrade can help make a difference to an online experience, especially when multiple people are online at the same time<sup>2</sup>.

“Upgrades are available across South Australia, including homes and businesses outside the Adelaide metropolitan area, which means that more people than ever in our regional areas can also access the benefits of a nbn full fibre connection.

“Upgrading to full fibre and purchasing an eligible high speed tier means customers will automatically roll onto faster speed [plans](#) when new hyper-fast residential and business products are made available from their participating retailer from September 2025.”

## **ENDS**

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## **Notes to Editors**

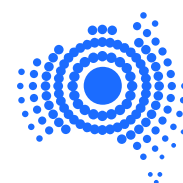
- Interviews, images and B-roll is available on request.
- See below a table outlining the number of premises across SA via local government area that can order a fibre upgrade today.



Local Government Area	Number of Premises that can now order a fibre upgrade
Port Adelaide Enfield	38,730
Charles Sturt	31,801
Playford	24,791
Onkaparinga	19,309
Salisbury	18,785
Marion	16,597
Campbelltown	13,981
Norwood Payneham and St Peters	9,137
Adelaide	7,914
Unley	7,431
Mount Barker	7,361
Burnside	6,743
Mitcham	6,575
Gawler	6,483
Tea Tree Gully	5,124
West Torrens	2,767
Adelaide Hills	2,576
Light	1,670
Copper Coast	1,158
Yorke Peninsula	850
Walkerville	629
Holdfast Bay	426
Northern Areas	256
Coorong	119
Barossa	106

Eligible premises announced today for a fibre upgrade are in parts of the following suburbs and towns across SA<sup>3</sup>:

State/Territory	Suburb or Town
SA	Athelstone, Craighburn Farm, Elizabeth Grove, Freeling, Glen Osmond, Glenalta, Greenock, Highbury, Jamestown, Jerusalem, Kadina, Lockleys, Lyndoch, Meningie, Mount Compass, New Town, Noarlunga Centre, Nuriootpa, Paradise, Paringa, Port Hughes, Port Pirie, Risdon Park South, Solomontown, St Georges, Two Wells, Underdale, Urrbrae, Virginia, Waikerie, Wallaroo Mines, Williamstown.



## Footnotes

1 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.

2 Customer experience on nbn full fibre, including speed, depends on your internet provider, plan, equipment quality and if you use the internet at peak times.

3 NBN Co reserves the right to amend the list of targeted suburbs and towns for the local fibre network build at its discretion if circumstances change and if absolutely necessary.



For more information, visit [nbn.com.au](https://nbn.com.au)

