

CommsDay Wholesale Congress

Bec Heap speech as part of the nbn Showcase

Wednesday 16 October 2024

CHECK AGAINST DELIVERY

Thank you Dr Rob.

Hello everyone.

My name is Bec Heap and I'm the Executive General Manager of Products and Pricing.

If you haven't already gathered between Anna Perrin's speech this morning and Dr Rob's gaze into the future – we need to ensure there's something for every customer – today and tomorrow.

I could stand here and describe for you what different household customers look like. Their location, size, upload and download and data requirements. But the thing is, there is no typical customer.

Rob's talk was about how data demands are skyrocketing and mine is about how we're meeting that need.

I'll recap on what most of you already know:

- We're rolling out additional fibre to make 3.5 million premises that were originally served by Fibre to the Node technology, and a further 1.5 million premises that were originally served by Fibre to the Curb technology, eligible for an upgrade to Fibre to the Premises.

- We're expanding the coverage of the nbn Fixed Wireless network to enable approximately 120,000 former Satellite-only premises to access our Fixed Wireless network for the first time.
- And you'll shortly hear from my colleague, Ohnmar, about how we're also upgrading the HFC network to make it ready to deliver multi-gigabit download speeds in the future.

And all of this goes to ensuring our network can support the nation's future data demands.

But we don't just provide a fast and reliable wholesale broadband network.

We also need to be delivering a brilliant end-to-end experience. That's why:

- nbn equipment is installed by best-in-class technicians to ensure optimal performance.
- We are amending speed tiers to uplift the speeds provided to customers on Fibre and HFC.
- If equipment in the home or on the street is damaged, we send technicians to do the repairs.
- And we're planning ahead by optimising our product offerings to meet expected data usage trends.

Today nbn has released a consultation paper to industry outlining improvements we're making to help get customers connected to the nbn network.

As most of us become ever more reliant on internet, getting connected in a timely manner with little fuss is a must – particularly for the one million households who move home each year.

We're partnering with real estate platforms to show nbn availability as well as improving equipment set-up guides and testing, prior to a connection taking place. And we'll be arming Retail Service Providers with better data to help make the moving experience for customers a whole lot easier.

Now to the driving force of our economy. And as many of you know, business is booming:

- In Australia, there's been a 73,000 net growth in registered businesses in the past 12 months¹.
- Over the past five years, more than half of businesses are utilising cloud computing².
- In total, around 1.4 million business premises are supported by nbn. And we forecast that an additional 55,000 businesses will be enabled by nbn by 2030³.

We support micro to small-medium businesses, enterprise and government, as well as the non-premise markets.

Australian businesses come in varying shapes and sizes, they're peppered across sections of the nation, and each one requires something different of us, with three exceptions common for all:

1. **Speed:** Specifically, upload bandwidth which is crucial for ensuring business stability across various applications and tools, enabling multiple users to operate smoothly.
2. **Business-Grade Service:** Businesses tell us they like to be seen and treated like a business customer. For nbn that includes a heightened business centric service model creating enhanced experiences across installations, restorations, and beyond.
3. **Finally, Reliability:** nbn's full fibre technology is approximately eight times more reliable⁵ than traditional copper-based Fibre to the Node and Curb technologies. While Enterprise Ethernet showcases the highest availability from all our products.

nbn has implemented substantial reductions in the wholesale charges of our high-speed business fibre plans, with further reductions to be delivered through our Accelerating Great program. Set to launch in September 2025, this will benefit both SMB and Enterprise sectors.

For the SMB market, our business fibre plans provide robust and affordable connectivity and the ongoing development of fibre technology is enabling increasingly faster speeds.

In September 2025, nbn is also set to launch three multi-gig wholesale speed tiers including a full fibre 2Gbps download / 500Mbps upload speed tier with a corresponding business nbn fibre plan.

Additionally, to support our small-medium business customers within the HFC nbn fixed line footprint, we are excited to be introducing a new wholesale speed tier of 250/100Mbps.

We expect that this will increase the availability of our wholesale business high-speed plans to around 90 per cent availability across our fixed line footprint by the end of 2025.

Like I said before, customers expect service to go hand-in-hand with the product.

Businesses can receive case management via our business service centre with the core team here in Melbourne, and flexible appointment times with professional installations completed by a business-grade technician.

Our retail partners and their customers have provided a lot of feedback on uplifting the fibre installation process for businesses' unique needs.

In response, in early 2025 we are also looking to introduce an enhanced business installation experience for fibre connect upgrades, which includes extended connection box NTD placement.

We are also continuing to evolve our Enterprise offering and in 2025 will reduce the effective wholesale prices for our higher Enterprise Ethernet speed tiers (300Mbps symmetrical services and above) making them more attractive. This will apply to new services, and services outside of their minimum term.

Additionally, we'll improve the service levels on 500Mbps symmetrical and above offering by including a four-hour fault rectification service.

nbn's flagship fibre solution, Enterprise Ethernet, boasts an impressive 99.95 per cent availability³ and 24/7 wholesale line performance monitoring, ensuring we are proactive in identifying issues before they potentially impact business operations.

Our Retail Service Providers now have a fantastic opportunity to reinvigorate the market with more competitive offers and unique differentiators for business and enterprise customers of all sizes and connectivity needs.

And we love seeing these connectivity solutions making a difference, like one co-working space that recently upgraded to a business nbn fibre plan and is now promoting their facility as having "nbn fast fibre connections" for podcasters, creatives, freelancers and start-ups.

To further support businesses across Australia, nbn is also proud to have the Innovate with nbn Grants Program, developed in partnership with the Regional Australia Institute.

Now in its fifth year, this program continues to recognise and celebrate the achievements of regional and remote businesses.

This year, a total of \$125,000 is available to support businesses and drive the development and adoption of their bright ideas across seven categories.

Additionally, nbn offers the SMB community our 'nbn Connects series' – an event program designed to show businesses how to use technology tools to support business growth and productivity across the country with around 20 events to be held this financial year.

Each event features a national or international tech organisation sharing best practice, insights, trends, tips and hints on their specific platform.

At nbn, we are deeply committed to the success of Australian businesses and enterprise customers, regardless of their size, industry, or location.

We continue to collaborate with our partners to help ensure that this success is not only achieved but sustained.

And we aim to ensure, between the technologies, products and services we offer, that there's a range of services to meet everyone's needs. Households and businesses.

Thank you everyone for your time today.

I'll now hand over to Ohnmar McDonald to talk you through how we are taking our network investments even further.

Footnotes:

1. *ABS data to June 2024. View online at:*

<https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits/jul2020-jun2024#data-downloads>

2. *Business Internet White Paper, Ergo Strategy, February 2024*

3. *Accenture report commissioned by nbn – "The economic and social impact of investment in the nbn network" Jan 2024*

4. *Percentage of time the nbn access network is available and operating. For this measure, the network is considered 'unavailable' during the time NBN Co is*

restoring services following the raising of a fault. It doesn't include periods where the network is unavailable due to operational outages for network upgrades and improvements or events beyond NBN Co's control.

5 This figure was calculated based on nbn's network data for drop outs across these networks nationally and represents an average figure (and combined average figure for FTTN/FTTC) for the period 1 October 2023 to 30 September 2024. An end user's experience on the nbn network, including service reliability, depends on many factors, including whether they are using the internet during the busy period, and other factors outside of nbn's control (such as equipment and set-up, software, chosen broadband plan, age of device(s) or how their provider designs its network), and the number of devices online at the same time."

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