Annual Service Performance Review

June 2025

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Contents

1 Executive Summary

1.1 Background and Context

Great service is the foundation of a strong customer experience. In addition to continuing to invest in upgrading the network **nbn** is implementing initiatives to improve service delivery, ensuring customers consistently have positive experiences. Central to this effort are Service Standards, which play a critical role in safeguarding service quality in the areas that matter most to customers.

Under the amended SAU, **nbn** committed to the inclusion of minimum Benchmark Service Standards – a set of Service Standards that set the baseline for what **nbn** will offer in its WBA Standard Form of Access Agreement (SFAA). We also committed to a process of an open, transparent review of our ongoing service performance. This involves a commitment to undertake and publish an Annual Service Performance Review (ASPR) and development and publishing of an Annual Service Improvement Plan (ASIP).

nbn committed in the SAU, to conduct an ASPR of the Service Levels and Performance Objectives that applied in the Review Period (1 December 2023 to 30 November 2024):

- to nbn® Ethernet, as set out in the WBA SFAA as it applied in that period; and
- under the Fibre Connect Program Letter Agreement (which formed part of the WBA SFAA as it applied in that period)

The SAU commits **nbn** to publishing a report (ASPR) which:

a) describes **nbn**'s performance in respect of each Service Level and service Performance Objective during the Review Period;

b) in the case of each service Performance Objective, includes an explanation of any material difference between **nbn**'s performance and the service Performance Objective included in the WBA SFAA;

c) considers how initiatives in **nbn**'s Service Improvement Plans have contributed to changes in **nbn**'s performance in respect of Service Levels and service Performance Objectives during the Review Period;

d) summarises any input received from Access Seekers as part of the ASPR consultation regarding the effectiveness, relevance and/or impacts on End User experience of the Service Standards; and

e) sets out any changes that **nbn** is considering in response to the ASPR and feedback from Access Seekers, including any changes to:

    (i)   Service Standards in the WBA SFAA;

    (ii)   the Benchmark Service Standards; or

    (iii)   **nbn**'s processes.

In determining whether there was a material difference between a Performance Objective and **nbn's** performance for the purposes of the report, **nbn** has considered the percentage by which a Performance Objective was missed, the number of months for which a Performance Objective was missed, and the volume of activities performed under the relevant Performance Objective.

1.2 **nbn** performance

This report describes **nbn's** performance in the Review Period in relation to a total of 168 Service Levels and 39 Performance Objectives, of which:

- 162 Service Levels and 38 associated or additional Performance Objectives apply to **nbn**® Ethernet, as set out in the **nbn** Ethernet Service Levels Schedule applicable during the Review Period; and
- 6 Service Levels and 1 Performance Objective apply under the Fibre Connect Program Letter Agreement (which formed part of the WBA SFAA as it applied during the review period).
- **nbn** consistently met the majority of the Performance Objectives, with 29 out of 39 Performance Objectives being met on a month-by-month basis at well above target levels.
- 9 Performance Objectives, with an associated 357,493 service activities (3%) have not been met during the Review Period to varying degrees of materiality and there is no data available for 1 Performance Objective relating to Interference Mitigation as no interference events occurred during the Review Period.

The ASPR-25 marks the second Annual Service Performance Report for the regulatory cycle, providing a comparative view against Service Standard performance from the previous Review Period (ASPR-24), which spanned from December 2022 to November 2023. In the current Review Period, the same Service Standards were met or not met as in the previous Review Period.

1.3 Effect of ASIP on **nbn** Performance

The Annual Service Improvement Plan (ASIP) for FY25 highlights the progress made in FY24 and sets the stage for continued improvements in FY25. The primary focus areas have included the FTTN/FTTC to FTTP Upgrade Program, the Fixed Wireless Upgrade Program, Network Simplification, Customer Service Delivery Enhancements, and the Internal Field Workforce Expansion Program. As described in the ASIP for FY25 these initiatives focused on:

a. Building network capability through investments which expand, modernise, and augment the footprint of **nbn's** FTTP, HFC and Fixed Wireless networks.
b. System enhancements which simplify and automate key network management and operational activities in the end-to-end ecosystem.
c. Continuous improvement and redesign of processes.
d. Workforce capacity capability improvements for both our internal and delivery partner workforces.

The FTTN to FTTP build program, which commenced in November 2020, aims to conclude by December 2025. This initiative significantly enhances service outcomes by providing customers with higher speeds and more consistent service experiences, while also reducing the number of underperforming copper lines.

As customers progressively take up services on the FTTP network, these benefits should be demonstrated over time through a reduction across the fixed line network in reported access network faults, speed related fault enquiries, drop out frequency and network remediation activities.

nbn completed a significant upgrade of the Fixed Wireless network which commenced in FY23 and concluded in December 2024, enhancing both its capacity and coverage. This program primarily benefited homes and businesses in regional and rural communities. The program delivered an expanded coverage footprint and access to faster speeds across the **nbn** Fixed Wireless network, alongside a significant uplift in available capacity and more data for **nbn** Sky Muster® customers.

Network Simplification and continuous improvement are key parts of the ASIP. These efforts focus on making network management and operations more efficient, improving system reliability, and minimising service disruptions. By investing in automation, updating the network, and replacing outdated equipment, **nbn**® aims to ensure that customers receive uninterrupted, high-quality services. These improvements help the network run more smoothly and reduce the chances of service issues.

Enhancing Customer Service Delivery is another critical focus area. The ASIP outlines measures to improve the activation, network, and service assurance processes, reduce service disruptions, improve fault resolution times, and enhance the overall customer experience. Key initiatives include proactive fault detection and repair, improved service health reporting, and streamlined case management.

Finally, the Internal Field Workforce Expansion Program (which concluded in FY24) aimed to create a sustainable and flexible workforce, especially in regional areas. By increasing the number of internal field roles and setting up a Quality Centre of Excellence, **nbn** continues work to improve service provisioning and restoration times, reduce repeat visits, and enhance service reliability.

The ASIP for FY25 emphasised key service quality programs and initiatives that began during the review period or were scheduled to start towards its end. While some of these initiatives have already shown positive impacts on service, others have had limited benefits within the timeframe, and thus, did not necessarily lead to direct improvements in performance as measured by WBA Service Standards. However, the positive effects of these initiatives are expected to continue emerging in the upcoming Review Period.

1.4 Access Seeker Input

nbn issued the ASPR-25 consultation paper to Access Seekers on 20 February 2025. No Access Seekers provided inputs or submissions during the ASPR FY25 consultation.

There has however been a very high level of engagement and consultation with RSPs throughout the development of the Service Standards Proposal for the Second Regulatory Cycle and the concurrent Replacement Module Application (RMA) consultation on Benchmark Service Standards. The RMA consultation sought feedback from Access Seekers, customers, and consumer advocacy stakeholders on the relevance and effectiveness of proposed changes to the Benchmark Service Standards.

In preparing this report **nbn** considered all feedback from the above consultations.

1.4.1 Consultation and engagement on Service Standards

nbn published the first ASPR in June 2024 which included feedback from the SAU/WBA5 and ASPR consultations. The report highlighted several areas where Service Standards could be improved for customers' benefit.

nbn proposed and implemented a co-design process with Access Seekers with an aim to define contemporary Service Standards, focusing on service activation, modification, faults, network performance, availability, and speed. **nbn** invited all Access Seekers to participate in co-design workshops, with 7 RSPs participating in 26 workshops in August and September 2024.

Following the workshops, **nbn** considered the proposed amendments to existing Service Standards and the new ones put forward by RSPs. This exercise resulted in **nbn** proposing immediate changes to some Service Standards into the

current WBA with a range of other changes and new Service Standards proposed and consulted on throughout the RMA process.

The RMA will be submitted to the ACCC on 2 July 2025 and will include a Benchmark Service Standards (BSS) proposal outlining the minimum standards for the next Regulatory Cycle starting on 1 July 2026 (on which the ACCC will make a determination). Following extensive engagement with the industry, **nbn** is proposing a range of Service Standards in the RMA BSS submission including:

- Enhancements to existing Benchmark Service Standards, together with the reasons and indicative timing.
- New Benchmark Service Standards that are proposed for the next Regulatory Cycle.

1.4.2 Other considerations proposed by Access Seekers

During the Service Standard co-design workshops, in addition to suggesting changes to the Service Standards, Access Seekers identified opportunities for **nbn** and the industry to develop and implement process or solution-based initiatives aimed at enhancing service quality. These suggestions encompassed areas such as reporting, operational processes, and system improvements. These feedback items are being evaluated and considered by **nbn**. **nbn** will communicate its decision on the suggestions to Access Seekers early in the in new fiscal year (FY26).

1.5 Changes being considered by **nbn**

nbn is not considering any changes in response to this ASPR consultation because no feedback was received in that process. However, in conducting this ASPR review **nbn** is considering feedback from other forums.

As detailed in RMA Consultation Paper 2,[1] **nbn** is considering material new and enhanced Service Standards as part of its BSS Proposal. Given the focus on these proposed changes by both **nbn** and industry, and the near-term improvements set out in section 1.6 below, **nbn** is not proposing any changes to WBA Service Standards or Benchmark Service Standards as a result of this ASPR-25.

1.6 Amendments to Benchmark Service Standards due to improvements made to WBA Service Standards during the current Regulatory Cycle

In response to the ASPR-24 report, and reflecting the feedback gathered during the Benchmark Service Standards co-design workshops held in August and September 2024, several Access Seekers proposed changes aligned with **nbn's** commitment to delivering a high-quality customer service experience. They advocated for enhancements to be implemented during the first Regulatory Cycle. Acknowledging this feedback, **nbn** has made several amendments, including improved Service Standards for logical transactions like customer connections and service modification that can be fulfilled without any work at a premises. Additionally, as announced in the *Service Standards Evolution Update on 4 December 2024,* **nbn** plans to apply an annual CPI adjustment to specified Service Standard rebates for **nbn** Ethernet and **nbn** Smart Places from 1 July 2025.

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1 https://www.nbnco.com.au/content/dam/nbn/documents/sell/sau/consultation-paper-2-nbn-2025-replacement-module-application.pdf.coredownload.pdf

2 Description of **nbn's** performance

2.1 Context

When reading this report, it is important to understand how Service Levels and Performance Objectives function, as this influences how performance has been assessed in this report. **Service Levels** apply on an activity basis and are set as a whole number for a targeted timeframe (e.g. minutes, hours, days) while **Performance Objectives** apply on an aggregated basis to a group of related Service Levels or aggregated measures taken across multiple services, activities, network elements or networks as a whole and are generally defined by reference to the percentage of relevant activities that were performed, events that occurred or the measures that were taken, in accordance with a defined per-activity standard.

Over the current Review Period, **nbn** completed 12.83 million service requests. Most of these requests were completed within the applicable Service Levels. There was an approximate 1% increase in service request volume compared to the previous review period.

Notably, there were uplifts in service request volumes for:

- **Activations & Connections:** End User Connections (504,407) (18.0%), On-Demand Fibre Connections (157,813) (1.06%), and associated Service Standards supporting connection services such as End User Connection Appointments & Professional Wiring Services (465,028) (40.9%).
- **Modifications and Transfers:** Service Transfers (220,291) (39.74%), and logical Access Component Modifications (no attendance required) (77,201) (2.0%).

This general uplift is to be anticipated as **nbn** continues to invest in the network and manage Australia's migration to fibre.

By comparison, CVC (Connectivity Virtual Circuit) Modifications saw a decrease in activity volume (-1,071,140) (-95.57%) compared to the previous Review Period which can be attributed to several key changes introduced by **nbn**. As part of the SAU Variation, **nbn** implemented adjustments and price reductions to better align CVC inclusions with customer demand on lower speed tiers and removed CVC charges from higher speed tiers to encourage their adoption. These changes have effectively reduced the frequency and necessity of CVC modifications. RSPs now benefit from increased capacity in their bundled offers, and the price relativity of the higher speed tiers incentivise a shift towards these options, further stabilising the demand for CVC modifications.

Faults and Assurance: While some faults and assurance activities can be diagnosed and repaired remotely, a large proportion require an activity to be performed in the physical network via a technician visit resulting in, but not limited to, the replacement or repair of cables and other network infrastructure.

Notable changed volumes compared with the previous Review Period include Trouble Ticket Management which saw a reduction in the total activity volume by (-58,530) (-4.3%) and End User Fault Rectification Appointments by (-85,527) (-5.07%). Improvement in the volume of trouble tickets could be attributed to several factors:

- Improved network stability through enhanced infrastructure and proactive maintenance leading to fewer faults and issues.
- Streamlined processes and better diagnostic tools enabling quicker issue resolution, reducing the need for multiple tickets.
- Increased use of customer self-service tools lessening the need for raising trouble tickets.

Additionally, the implementation of preventive measures and predictive maintenance assists in identification and addressing potential issues before they become significant problems.

While there was a reduction in Trouble Ticket management activity volumes, an increase in Network Faults responded to and rectified (176,602) (34.01%) during this Review Period can be largely attributed to external factors, predominantly driven by weather events. Significant and sporadic weather events, such as storms and cyclones, have had an impact on network infrastructure, leading to a higher volume of faults.

2.2 Performance

The following sections summarise **nbn's** performance during the Review Period by focussing on:

- Where Performance Objectives were met;
- Where Performance Objectives were not met.

Annexure 1 of this report provides a detailed tabulated monthly description of **nbn's** performance in the Review Period in respect of the Service Standards in the WBA SFAA.

2.2.1 Performance Objectives met

To summarise the Performance Objectives which were met during the Review Period (29 out of 39):

- 24 Performance Objectives were met consistently throughout the Review Period, i.e. for all 12 months;
- three Performance Objectives were met for 11 out of 12 months; and
- only two Performance Objectives were met for seven-eight months over the Review Period.

We therefore consider the Performance Objectives to have been met to a very high degree for the Review Period. A further breakdown of **nbn's** met Performance Objectives is tabulated below:

Activity Area		Total volume over Review Period	PO Target	PO per month on average over Review Period	# of months PO met over Review Period
End User Connections	Standard Connections	2,517,406	90% or more	97%	12 of 12
	Service Transfer Orders	774,552	95% or more	100%	12 of 12
End User Connection Appointments & Professional Wiring Service Appointments	Actual Appointments (excluding any initial Actual Appointments that were previously rescheduled) kept in accordance with the Service Levels	837,586	90% or more	96%	12 of 12

Activity Area		Total volume over Review Period	PO Target	PO per month on average over Review Period	# of months PO met over Review Period
	Initial Actual Appointments rescheduled	747,635	5% or less	3%	12 of 12
Activations	CVC Activation	1871	95% or more	98%	11 of 12
	NNI Group Activation	230	95% or more	100%	12 of 12
	NNI-Link Activation	326	95% or more	100%	12 of 12
	V-NNI Activation	334	95% or more	100%	12 of 12
Completion Advices for End User Connections	End User Connection <15mins	509,031	85% or more	96%	12 of 12
	End User Connection < 60 mins	509,031	95% or more	100%	12 of 12
	End User Connections <=5pm Next Business Day	509,031	99% or more	100%	12 of 12
Completion Advices for Service Transfer Orders	Completion Advices delivered within 15 mins from the time of completion of the service transfer	774,552	95% or more	99.73%	12 of 12
	Completion Advices delivered within 1 hour from time of completion of service transfer	774,552	99% or more	99.97%	12 of 12
Network Activity	For a TC-4 Ordered Product, the Network Activity is completed on or before the TC-4 Target Network Activity Date	7,167	90% or more	94%	12 of 12
Network Activity Updates	Initial Network Activity Update within 20 Business Days	6,074	90% or more	99%	12 of 12
	Estimated Network Activity Date within 30 Business Days	5,088	90% or more	99%	12 of 12

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Activity Area		Total volume over Review Period	PO Target	PO per month on average over Review Period	# of months PO met over Review Period
Trouble Ticket Management	Trouble Ticket Management activities	1,317,915	95% or more	98%	12 of 12
Service Fault Rectification	End User Faults (excluding Priority Assistance Faults) rectified in accordance with the relevant Service Levels	659,385	90% or more	90%	8 of 12
	Network Faults Responded to in accordance with the relevant Service Levels	621,357	90% or more	98%	11 of 12
	Network Faults rectified in accordance with the relevant Service Levels	74,534	90% or more	97%	12 of 12
Performance Incident Rectification	End User Incidents rectified	37,534	80% or more	93%	12 of 12
End User Fault Rectification Appointments	Actual Trouble Ticket Appointments (excluding any initial Actual Trouble Ticket Appointments that were previously rescheduled) kept in accordance with Service Levels	782,158	90% or more	98%	12 of 12
	Initial Actual Trouble Ticket Appointments rescheduled	815,460	5% or less	2%	12 of 12
Modifications:	Access Component Modification (no attendance at Premises required)	3,829,690	90% or more	99%	12 of 12
	Access Component Modification: (attendance at Premises required)	556	90% or more	92%	7 of 12
	CVC Modifications	49,609	90% or more	99%	12 of 12
Disconnections	Access Component Disconnections	2,597,592	99% or more	99%	11 of 12
Network Availability	All relevant ordered products supplied to RSPs over the nbn Network other than those	99.95%	99.90%	99.95%	12 of 12

Activity Area		Total volume over Review Period	PO Target	PO per month on average over Review Period	# of months PO met over Review Period
	supplied by means of the Satellite Network				
	All relevant ordered products supplied to RSPs over the nbn Network by means of the Satellite Network	99.86%	99.70%	99.86%	12 of 12

2.2.2 Performance Objectives not met

Performance Objectives have not been met over the Review Period for 9 activity areas to various degrees. Overall, the volume of activities for which Performance Objectives have not been met by **nbn** (357,493) has been low compared to the total volume of RSP service requests during the Review Period of 12.83 million. It equates to about 3% of the total volume of RSP service requests.

In summary the performance in these areas has been as follows:

Activity Area		Total volume over Review Period	PO Target	PO % per month on average met over Review Period	# of months PO not met over Review Period
End User Connections	Accelerated Connections	12,228	90% or more	74%	12 of 12
	Priority Assistance Connections	5,365	100%	99.72%	3 of 12
End User Connection Appointments & Professional Wiring Service Appointments	Initial Actual Appointments that were previously rescheduled kept in accordance with the relevant Service Levels	15,705	95% or more	91%	11 of 12
Network Activity	For a TC-2 Ordered Product, the Network Activity is completed on or before the date that is 125 Business Days from the Network Activity Designation Date	18	90% or more	56%	6 of 12

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Activity Area		Total volume over Review Period	PO Target	PO % per month on average met over Review Period	# of months PO not met over Review Period
Service Fault Rectification	Priority Assistance Faults rectified in accordance with the relevant Service Levels	8,538	100%	95%	12 of 12
Enhanced Fault Rectification	Enhanced Fault Rectification	4,456	95% or more	92%	12 of 12
End User Fault Rectification Appointments	Initial Actual Trouble Ticket Appointments that were previously rescheduled in accordance with the relevant Service Levels	4,547	95% or more	90%	12 of 12
Fibre Connect Connections	Fibre Connect Connections	306,633	90% or more	85%	7 of 12
Network Utilisation Management	% Achieved Utilisation Management	3	>90% Utilised for >= 30 Minutes, Exceed Threshold >= 3 Times in 30 Days	0%	12 of 12

2.3 Material difference between **nbn's** performance and the related Performance Objective

A material difference between **nbn's** performance and the related Performance Objective has been observed in the below 9 areas:

- End User Connections – Accelerated and Priority Assistance Connections;
- End User Connection Appointments and Professional Wiring Service Appointments - Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels;
- Network Activity - For a Network Activity performed in respect of a TC-2 Ordered Product;
- Service Fault Rectification - Priority Assistance Fault rectification;
- Enhanced Fault Rectification;
- End User Fault Rectification Appointments - Initial Actual Trouble Ticket Appointments that were previously rescheduled kept in accordance with the Service Levels;
- Network Utilisation Management; and

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- Fibre Connect Connections from FTTC/N to FTTP.

The activity areas where **nbn** did not meet the Performance Objectives are primarily due to continued external and outlying factors that impact these Service Standards. Those factors can be summarised as follows:

- **Physical Activities:** Building physical connections or installing equipment at premises due to unexpected demand, complex workforce planning, scheduling challenges, the time required to fix damaged **nbn** infrastructure, additional civil works beyond technicians' capabilities, and the need for multiple technician visits.
- **Process and Compliance:** Delays were caused by challenges related to process, compliance, or system configuration, as well as factors that may be outside our control, such as weather conditions or instances where Access Seekers may not fully adhere to WBA requirements for orders
- **Fibre Connect Connections:** The high and variable demand for Fibre Connect Connections has resulted in spikes in connection volumes. This, combined with the evolving mix of technologies, has impacted performance and led to challenges in meeting the Service Standard.

While significant improvements to the performance of these Service Standards within a 12-month Review Period may be incremental, ongoing efforts remain essential. Continued focus on areas identified for enhancement alongside rising activity volumes and external influencing factors will play a critical role in driving long-term progress and strengthening service outcomes over time.

The material difference between **nbn's** performance and those service Performance Objectives is explained in the following sections.

2.3.1 End User Connections

End User Connections comprise of 4 categories: *Standard Connections, Accelerated Connections, Service Transfer Orders* and *Priority Assistance Connections*. There are 92 Service Levels, and 4 Performance Objectives associated with End User Connections. A material difference between **nbn**'s performance and the Performance Objective was observed for Priority Assistance Connections and Accelerated Connections.

2.3.2 Priority Assistance Connections

The Performance Objective for Priority Assistance Connections is to complete 100% of all such connections within their applicable Service Levels, measured monthly.

In the Review Period, **nbn** completed 5,365 Priority Assistance Connections, of which 99.72% were completed within the respective Service Level timeframe. In 3 of 12 months during the Review Period **nbn** missed the Performance Objective. The numbers of Priority Assistance Connections that were not completed within the respective Service Level timeframe were low, as the following table demonstrates:

	Feb-24	Aug-24	Oct-24
# Total PA Connections	737	291	324
# PA Connections missed	4	3	2

Missing this Performance Objective is linked to **nbn**'s performance related to Service Class 3 Priority Assistance Connections on the FTTP Network in Urban Areas and Service Class 24 Priority Assistance Connections on the HFC Network in Urban Areas.

The performance issues related to Service Class 3 (SC3) and Service Class 24 (SC24) can be attributed to the shorter Service Levels applied to these cases. These shorter Service Levels assume that the connection to the **nbn** FTTP (SC3) or HFC (SC24) networks will be a straightforward, logical connection. However, there are instances where **nbn** is unable to remotely connect and activate the customer's service, necessitating a technician visit to the premises for troubleshooting and completion of the connection.

In general, **nbn** did not meet the relevant Service Levels for a portion of these connections due to factors including delays caused by workforce scheduling challenges, and the need for multiple technician visits due to **nbn** or customer reschedules.

2.3.3 Accelerated Connections

The Performance Objective for Accelerated Connections is to complete 90% or more of all such connections within their applicable Service Levels, measured on a monthly basis.

nbn completed 12,228 Accelerated Connections in the Review Period, of which 74% (9,088) were completed within the respective Service Level timeframe. In 12 of 12 months during the Review Period **nbn** missed the Performance Objective.

The performance of Accelerated Connections in Urban Areas provides the most valuable insight into **nbn's** performance. This is because the majority (volume) of Accelerated Connections occur in Urban Areas, where **nbn's** performance was notably behind expectations.

The main reasons for not meeting the Performance Objective for Accelerated Connections in the Review Period include:

- Some Access Seekers can have system business rules in place that, if inaccurate, could result in the selection of a Standard Appointment type—despite longer lead times being applicable—rather than an Accelerated Appointment. Consequently, this may impact performance reporting, as such appointments are recorded as not met
- The requirement for **nbn** to perform additional civil works beyond the scope and capability of a service activation technician (to install the lead-in to the Premises).
- Delays caused by challenges with workforce scheduling (e.g. challenges with end-to-end workflow risk and jeopardy processes).

2.3.2 End User Connection Appointments and Professional Wiring Service Appointments

In the Review Period, there were four (4) Service Levels for Appointments to attend a premises made by RSPs and confirmed by **nbn** for End User Connections, Network Activities performed in relation to End User Connections, and Professional Wiring Services. These are for attending a premises:

- at a particular time;
- within a four-hour period;
- within a period of between four and five hours in Major Rural Areas; and
- within a period between four and five hours in a Minor Rural Area, Remote Area, Isolated Area, or Limited Access Area.

Three (3) Performance Objectives are associated with these Service Levels.

In the Review Period, a material difference between **nbn**'s performance and the Performance Objective was observed for one of these Performance Objectives, namely "Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels" for which the Performance Objective is 95% or more, measured on a monthly basis.

In the Review Period, **nbn** attended 837, 586 End User Connection Appointments and Professional Wiring Service Appointments. **nbn** attended 15,705 (1.88%) rescheduled Appointments of which 91% were kept in accordance with applicable Service Levels (relative to the Performance Objective applying on a monthly basis of 95% or more). The Performance Objective was missed for 11 out of 12 months.

The main reasons for **nbn** not meeting the Performance Objective in the Review Period include:

- localised and/or isolated events which are out of **nbn**'s control such as weather events not classified as a Force Majeure Event;

- challenges with workforce scheduling (e.g. challenges with end-to-end workflow risk and jeopardy processes); and

- process, compliance, or system configuration challenges.

3.3.3 Network Activity - For a Network Activity performed in respect of a TC-2 Ordered Product

During the Review Period, **nbn** completed a total of 18 Network Activities related to TC-2 Ordered Products. This represents a reduction by 16 Network Activities compared to the FY24 figure.

Of the 18 Network Activities, 10 (56%) were completed on or before the date that is 125 Business Days from the Network Activity Designation Date compared to a Performance Objective of 90% or more which applied on a monthly basis. This Performance Objective was missed for 6 out of 12 months in the Review Period.

nbn's performance did not meet the applicable Performance Objective for such Network Activities in the Review Period primarily due to some Network Activities requiring new construction which generally has a longer timeframe than other Network Activity solutions. Such activities typically involve validation and triage, the creation and issuance of an overbuild work package the propagation of a design and overbuilding of the network.

3.3.4 Service Fault Rectification - Priority Assistance Fault Rectification

There is (1) Service Level for rectification of Priority Assistance Faults and the applicable Performance Objective is 100% applied on a monthly basis.

In the Review Period, **nbn** rectified 8,538 Priority Assistance Faults (which represents a decrease in volume by 277 total faults from FY24), of which 95% were completed within the relevant Service Level timeframes. **nbn** did not meet the Performance Objective in any month during the Review Period.

8,515 (95%) of all Priority Assistance Service Fault Rectifications during the Review Period related to Priority Assistance Faults in Urban Areas, Major Rural Areas and Minor Rural Areas, and Remote Areas where the fault does not require external or internal plant work or **nbn** attendance at Premises.

The main reasons **nbn** did not meet the Performance Objective during the Review Period were complexity and time needed to repair any damaged infrastructure, such as cables and joints, as well as repairing required damage within

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nbn's distribution network. To ensure continuity of service for each Priority Assistance End User, **nbn** has a dedicated team that collaborates closely with RSPs to nbn has a dedicated team who work closely with RSPs to ensure continuity of service for each Priority Assistance End User.

3.3.5 Enhanced Fault Rectification

The Performance Objective for Enhanced Fault Rectification in accordance with relevant Service Levels is 95% or more. In the Review Period, **nbn** responded to 4,456 Enhanced Faults, of which 92% were rectified within the relevant Service Level timeframes. **nbn** did not meet the Performance Objective in any month during the Review Period.

nbn's Enhanced Fault Rectification services are an optional product offering for service restoration.

Incidents with Enhanced Fault Rectification services are managed by a dedicated team within **nbn's** Business Service Centre which is Australian-based and operates 24/7, providing remote support to Access Seekers along with liaising with **nbn** technicians and other resolver groups to prioritise and expedite the resolution of these incidents.

In Urban Areas, as well as Major and Minor Rural Areas, the primary reasons for **nbn** not meeting the Performance Objective during the Review Period was complex faults that required additional technician visits. These visits often involved civil works, such as repairs to network elements, lead-in conduits, and the replacement of lead-in cables, which could not be completed during the initial visit.

3.3.6 End User Fault Rectification Appointments

In the Review Period, there were four (4) Service Levels for Appointments to attend a Premises for End User Connections, Network Activities performed in relation to End User Connections, and Professional Wiring Services. These are for attending a Premises:

- at a particular time;
- within a 4-hour period;
- within a period of between 4 and 5 hours in Major Rural Areas; and
- within a period between 4 and 5 hours in a Minor Rural Area, Remote Area, Isolated Area, or Limited Access Area.

Three (3) Performance Objectives are associated with these Service Levels. In the Review Period, a material difference was observed between **nbn's** performance and the Performance Objective for "Initial Actual Trouble Ticket Appointments that were previously rescheduled kept in accordance with the Service Levels" which is 95% or more, measured on a monthly basis.

In the Review Period, **nbn** attended 782,158 End User Fault Rectification Appointments, of which 14,966 (2%) were rescheduled. **nbn** attended 4,547 rescheduled Initial Actual Trouble Ticket Appointments of which **nbn** kept 90% in accordance with relevant Service Levels (relative to a Performance Objective applying on a monthly basis of 95% or more). **nbn** missed the Performance Objective every month during the Review Period.

The main reasons for **nbn** not meeting the Performance Objective in the Review Period include:

- localised and/or isolated events which are out of **nbn's** control such as weather events not classified as a Force Majeure Event
- challenges with scheduling workforce; and
- system configuration challenges.

3.3.7 Fibre Connect Connections

The Performance Objective for completing Fibre Connect Connection Eligible Orders within relevant Service Level timeframes was 90% or more for the Review Period.

During the Review Period **nbn** completed 306,633 relevant connections in total, connecting 85% within the relevant Service Level timeframes. In 7 of 12 months **nbn** did not meet the Performance Objective. Of those relevant orders, 88,679 (29%) were **nbn's** performance for Fibre Connect Connection from FTTC to FTTP, of which **nbn** completed 88,679 represented 29% of all Fibre Connect Connection Eligible Orders in the Review Period. The Fibre Connected Connections from FTTN to FTTP, of which **nbn** completed 217, 954 represented 71%) of all Fibre Connect Connections

Key reasons for **nbn** not meeting the Performance Objectives in the Review Period relate to:

- Inconsistent demand resulting in spikes in volume which raises challenges for ensuring the appropriate workforce is available to support demand;
- Weather related events requiring the prioritisation of assurance work orders;
- Weather related events impacting the completion of orders on the day; and
- RSP on the day cancellations, delays and customers not in attendance requiring the rescheduling of appointments.

As part of the RMA Service Standards Proposal on Benchmark Service Standards (BSS), **nbn** plans to incorporate Service Standards from the Fibre Connect Program Letter Agreement into the WBA, aligning Fibre Connect Service Standards with Standard Connection Service Standards. The proposal introduces a 14 Business Day standard for all HFC and FTTP connections in Urban Areas, regardless of type. This represents a significant improvement in commitment for fibre upgrades that might otherwise have been performed under the Fibre Connect program, with fibre upgrades expected to account for nearly 80% of connections in the next regulatory period.

3 References

Reference	Link
nbn Ethernet Service Levels Schedule WBA5	WBA5 nbn Service Level Schedule
nbn Special Access Undertaking 2023	https://www.nbnco.com.au/rsps/special-access-undertaking-sau
nbn Annual Service Improvement Plan (ASIP) FY25	Annual Service Improvement Plan FY25
nbn service quality and network performance Record Keeping Rule	nbn-service-quality-network-performance-record-keeping-rule.pdf (accc.gov.au)
nbn Annual Service Performance Review (ASPR) FY24	nbn Annual Service Performance Review FY24
nbn Replacement Module Application (RMA) Consultation 2 (Benchmark Service Standards)	nbn RMA Consultation Paper 2

Annexure 1 – Performance Data

A.1 End User Connection

A.1.1 End User Connections – Service Levels (Part A, cl. 1.1)

A.1.1.1 Results for Service Levels for Standard Connections: Fibre Network (Part A, cl. 1.1(a))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 1	Urban	# Total	4,199	4,803	6,110	6,360	7,793	10,051	10,063	16,043	12,932	9,418	10,504	11,182	109,458
		# Met	3,401	3,076	3,391	4,206	5,826	8,128	8,895	14,484	11,183	8,326	9,847	10,595	91,358
		Performance	**81%**	**64%**	**55%**	**66%**	**75%**	**81%**	**88%**	**90%**	**86%**	**88%**	**94%**	**95%**	**83%**
	Major/Minor Rural	# Total	761	887	1,160	1,012	1,300	1,568	1,533	2,379	2,195	1,495	1,704	1,853	17,847
		# Met	698	724	815	710	1,066	1,334	1,340	2,180	1,929	1,306	1,587	1,711	15,400
		Performance	**92%**	**82%**	**70%**	**70%**	**82%**	**85%**	**87%**	**92%**	**88%**	**87%**	**93%**	**92%**	**86%**
	Remote	# Total	12	17	38	46	43	21	9	17	13	20	20	22	278
		# Met	12	16	30	37	29	19	9	16	12	16	17	19	232
		Performance	**100%**	**94%**	**79%**	**80%**	**67%**	**90%**	**100%**	**94%**	**92%**	**80%**	**85%**	**86%**	**83%**
	Isolated	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
		Performance	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Service Class 2	Urban	# Total	1,477	1,835	1,840	1,625	1,645	1,928	1,608	497	505	418	445	441	14,264
		# Met	1,408	1,677	1,681	1,472	1,535	1,793	1,560	422	427	354	399	400	13,128
		Performance	**95%**	**91%**	**91%**	**91%**	**93%**	**93%**	**97%**	**85%**	**85%**	**85%**	**90%**	**91%**	**92%**
	Major/Minor Rural	# Total	76	106	124	91	79	93	84	66	66	48	55	46	934
		# Met	74	98	111	82	69	80	66	58	57	39	49	42	825
		Performance	**97%**	**92%**	**90%**	**90%**	**87%**	**86%**	**79%**	**88%**	**86%**	**81%**	**89%**	**91%**	**88%**

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
	Remote	# Total	1	16	26	10	27	14	1	0	2	0	0	0	97
		# Met	1	16	26	9	27	14	1	0	1	0	0	0	95
		Performance	**100%**	**100%**	**100%**	**90%**	**100%**	**100%**	**100%**	**-**	**50%**	**-**	**-**	**-**	**98%**
	Isolated	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
		Performance	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Service Class 3	Urban	# Total	46,110	48,560	51,250	48,015	47,309	52,353	53,623	92,339	65,807	74,970	61,896	59,201	701,433
		# Met	46,102	48,558	51,245	48,006	47,299	52,345	53,618	92,331	63,495	74,960	61,891	59,192	699,042
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**96%**	**100%**	**100%**	**100%**	**100%**
	Major/Minor Rural	# Total	3,200	3,325	3,359	3,394	3,284	3,078	3,125	4,125	3,601	4,540	3,925	3,667	42,623
		# Met	3,200	3,325	3,358	3,394	3,284	3,077	3,124	4,124	3,479	4,538	3,924	3,667	42,494
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**97%**	**100%**	**100%**	**100%**	**100%**
	Remote	# Total	68	347	397	457	949	424	68	55	48	59	50	46	2,968
		# Met	68	347	397	457	949	424	68	55	46	59	50	46	2,966
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**96%**	**100%**	**100%**	**100%**	**100%**
	Isolated	# Total	0	0	0	0	0	0	0	0	0	0	42	78	120
		# Met	0	0	0	0	0	0	0	0	0	0	42	78	120
		Performance	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**100%**	**100%**	**100%**

A.1.1.2 Results for Service Levels for Standard Connections: Wireless Network (Part A, cl. 1.1(a))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 5	Urban	# Total	38	71	58	63	64	81	68	53	57	50	54	45	702
		# Met	31	39	44	54	45	54	57	43	48	40	48	35	538
		Performance	**82%**	**55%**	**76%**	**86%**	**70%**	**67%**	**84%**	**81%**	**84%**	**80%**	**89%**	**78%**	**77%**
	Major/Minor Rural	# Total	319	357	453	555	569	484	311	329	321	277	333	324	4,632
		# Met	290	295	391	474	473	392	269	288	288	241	289	291	3,981
		Performance	**91%**	**83%**	**86%**	**85%**	**83%**	**81%**	**86%**	**88%**	**90%**	**87%**	**87%**	**90%**	**86%**

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
	Remote	# Total	991	1,372	1,386	1,256	1,130	1,260	1,093	1,202	1,153	1,078	1,259	1,312	14,492
		# Met	956	1,283	1,290	1,185	1,047	1,155	1,042	1,143	1,091	1,028	1,215	1,250	13,685
		Performance	**96%**	**94%**	**93%**	**94%**	**93%**	**92%**	**95%**	**95%**	**95%**	**95%**	**97%**	**95%**	**94%**
Service Class 6	**Urban**	# Total	137	149	152	114	130	170	212	191	201	255	202	182	2095
		# Met	137	148	152	114	130	169	210	190	194	255	202	182	2083
		Performance	**100%**	**99%**	**100%**	**100%**	**100%**	**99%**	**99%**	**99%**	**97%**	**100%**	**100%**	**100%**	**99%**
	Major/Minor Rural	# Total	964	1098	1,466	1,754	1814	1595	1,488	1,522	1,581	2061	1,548	1,543	18,434
		# Met	964	1092	1,465	1,754	1814	1594	1,488	1,521	1,523	2060	1,548	1,543	18,366
		Performance	**100%**	**99%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**96%**	**100%**	**100%**	**100%**	**100%**
	Remote	# Total	3,618	3,672	2,970	2,634	2,531	2,990	3,055	3,458	4,220	5,275	4,084	3,645	42,152
		# Met	3,613	3,657	2,970	2,634	2,529	2,990	3,049	3,454	4,051	5,274	4,083	3,643	41,947
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**96%**	**100%**	**100%**	**100%**	**100%**

A.1.1.3 Results for Service Levels for Standard Connections: Satellite Network (Part A, cl. 1.1(a))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 8	**Urban**	# Total	3	0	1	0	2	0	0	2	2	0	0	0	10
		# Met	3	0	1	0	2	0	0	2	2	0	0	0	10
		Performance	**100%**	**-**	**100%**	**-**	**100%**	**-**	**-**	**100%**	**100%**	**-**	**-**	**-**	**100%**
	Major/Minor Rural	# Total	79	31	12	10	20	16	11	8	13	12	11	11	234
		# Met	79	28	12	10	16	10	9	7	12	12	11	11	217
		Performance	**100%**	**90%**	**100%**	**100%**	**80%**	**63%**	**82%**	**88%**	**92%**	**100%**	**100%**	**100%**	**93%**
	Remote	# Total	22	3	1	2	2	3	1	4	2	4	6	2	52
		# Met	22	3	1	1	2	3	1	4	2	4	6	2	51
		Performance	**100%**	**100%**	**100%**	**50%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**98%**
	Isolated	# Total	17	6	7	4	3	3	0	4	5	2	3	0	54
		# Met	17	6	7	4	3	3	0	3	5	2	3	0	53
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**-**	**75%**	**100%**	**100%**	**100%**	**-**	**98%**

Service Class 9			Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
	Urban	# Total	0	1	0	0	0	0	2	0	0	1	0	1	5
		# Met	0	1	0	0	0	0	2	0	0	1	0	1	5
		Performance	-	100%	-	-	-	-	100%	-	-	100%	-	100%	100%
	Major/Minor Rural	# Total	81	61	47	46	34	42	40	41	34	33	29	30	518
		# Met	81	60	47	45	34	41	40	40	32	33	29	30	512
		Performance	100%	98%	100%	98%	100%	98%	100%	98%	94%	100%	100%	100%	99%
	Remote	# Total	15	6	8	3	4	4	10	8	8	7	6	3	82
		# Met	15	6	8	3	4	4	10	8	8	7	6	3	82
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Isolated	# Total	28	24	17	26	20	18	16	13	14	10	14	15	215
		# Met	28	24	17	26	20	18	16	13	12	10	14	15	213
		Performance	100%	100%	100%	100%	100%	100%	100%	100%	86%	100%	100%	100%	99%
	Limited Access	# Total	8	5	7	3	11	3	0	4	2	1	2	6	52
		# Met	8	5	7	3	11	3	0	4	2	1	2	6	52
		Performance	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%

A.1.1.4 Results for Service Levels for Standard Connections: FTTN-FTTB (Part A, cl. 1.1(a))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 11	Urban	# Total	2,112	2,305	2,315	2,184	2,174	2,382	1,840	2,064	1,921	1,649	1,715	1,602	24,263
		# Met	2,043	2,177	2,167	2,057	2,055	2,233	1,778	2,000	1,864	1,611	1,685	1,577	23,247
		Performance	97%	94%	94%	94%	95%	94%	97%	97%	97%	98%	98%	98%	96%
	Major/Minor Rural	# Total	747	856	839	803	768	857	652	757	714	676	673	610	8,952
		# Met	717	804	768	734	697	779	611	719	682	643	649	594	8,397
		Performance	96%	94%	92%	91%	91%	91%	94%	95%	96%	95%	96%	97%	94%
	Remote	# Total	53	40	43	34	27	28	29	27	30	15	24	23	373
		# Met	51	37	41	32	26	27	28	25	27	15	21	22	352
		Performance	96%	93%	95%	94%	96%	96%	97%	93%	90%	100%	88%	96%	94%

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 12	Urban	# Total	1,997	2,160	2,573	2,359	2,217	2,426	1,901	2,120	2,024	1,708	1,883	1,727	25,095
		# Met	1,900	1,921	2,328	2,162	2,055	2,296	1,840	2,056	1,979	1,669	1,844	1,686	23,736
		Performance	**95%**	**89%**	**90%**	**92%**	**93%**	**95%**	**97%**	**97%**	**98%**	**98%**	**98%**	**98%**	**95%**
	Major/Minor Rural	# Total	282	370	423	377	280	352	280	285	284	230	272	229	3,664
		# Met	260	323	355	314	233	308	246	258	262	217	256	217	3,249
		Performance	**92%**	**87%**	**84%**	**83%**	**83%**	**88%**	**88%**	**91%**	**92%**	**94%**	**94%**	**95%**	**89%**
	Remote	# Total	4	4	6	10	7	7	5	5	4	5	6	4	67
		# Met	4	4	5	9	7	7	5	5	4	5	6	4	65
		Performance	**100%**	**100%**	**83%**	**90%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**97%**
Service Class 13	Urban	# Total	42,938	46,196	45,869	43,450	40,744	48,964	48,537	60,246	60,100	59,719	43,728	39,157	579,648
		# Met	42,929	46,187	45,849	43,435	40,742	48,951	48,521	60,240	58,278	59,710	43,722	39,156	577,720
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**97%**	**100%**	**100%**	**100%**	**100%**
	Major/Minor Rural	# Total	9,011	9,540	8,663	9,122	8,285	8,840	8,998	9,867	10,541	12,389	9,138	8,195	112,589
		# Met	9,009	9,532	8,656	9,121	8,283	8,840	8,996	9,866	10,162	12,386	9,138	8,195	112,184
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**96%**	**100%**	**100%**	**100%**	**100%**
	Remote	# Total	348	453	471	451	772	413	191	199	184	244	161	163	4,050
		# Met	348	453	471	451	771	413	191	199	175	244	161	163	4,040

A.1.1.5 Results for Service Levels for Standard Connections: HFC Network (Part A, cl. 1.1(a))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 21	Urban	# Total	923	812	894	1,034	930	1,159	983	1154	1,059	993	1120	1085	12,146
		# Met	849	673	752	857	799	1020	888	1067	995	955	1083	1035	10,973
		Performance	**92%**	**83%**	**84%**	**83%**	**86%**	**88%**	**90%**	**92%**	**94%**	**96%**	**97%**	**95%**	**90%**
Service Class 22	Urban	# Total	900	976	1,195	1,085	1,059	1,124	908	1,041	983	918	951	906	12,046
		# Met	803	721	944	889	909	999	851	985	939	862	908	861	10,671
		Performance	**89%**	**74%**	**79%**	**82%**	**86%**	**89%**	**94%**	**95%**	**96%**	**94%**	**95%**	**95%**	**89%**
Service Class 23	Urban	# Total	4,807	5,715	6,280	6,065	5,481	5,649	3,833	4,847	4,397	3,855	4,216	3,989	59,134

			Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
		# Met	4,549	4,870	5,649	5,543	5,016	5,240	3,658	4,605	4,236	3,695	4,004	3,803	54,868
		Performance	**95%**	**85%**	**90%**	**91%**	**92%**	**93%**	**95%**	**95%**	**96%**	**96%**	**95%**	**95%**	**93%**
Service Class 24	Urban	# Total	29,360	32,347	31,823	30,010	29,262	39,286	42,497	49,551	54,814	50,128	35,500	36,095	460,673
		# Met	27,965	30,713	30,100	28,405	27,679	37,347	40,932	47,363	52,918	48,215	33,279	33,916	438,832
		Performance	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**96%**	**96%**	**97%**	**96%**	**94%**	**94%**	**95%**

A.1.1.6 Results for Service Levels for Standard Connections: FTTC Network (Part A, cl. 1.1(a))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 31	Urban	# Total	258	281	315	290	283	337	253	329	253	245	235	239	3,318
		# Met	248	250	288	269	259	309	235	300	234	236	227	235	3,090
		Performance	**96%**	**89%**	**91%**	**93%**	**92%**	**92%**	**93%**	**91%**	**92%**	**96%**	**97%**	**98%**	**93%**
	Major/Minor Rural	# Total	33	31	41	33	42	42	36	46	33	35	35	38	445
		# Met	31	25	33	28	36	33	31	44	28	34	33	36	392
		Performance	**94%**	**81%**	**80%**	**85%**	**86%**	**79%**	**86%**	**96%**	**85%**	**97%**	**94%**	**95%**	**88%**
	Remote	# Total	0	1	0	2	2	2	0	1	0	0	0	0	8
		# Met	0	1	0	2	2	1	0	1	0	0	0	0	7
		Performance	**-**	**100%**	**-**	**100%**	**1**	**0.5**	**-**	**100%**	**-**	**-**	**-**	**-**	**88%**
Service Class 32	Urban	# Total	725	862	830	845	864	910	731	751	677	500	623	568	8,886
		# Met	652	730	702	693	739	805	663	672	636	471	592	539	7,894
		Performance	**90%**	**85%**	**85%**	**82%**	**86%**	**88%**	**91%**	**89%**	**94%**	**94%**	**95%**	**95%**	**89%**
	Major/Minor Rural	# Total	95	96	120	101	96	135	110	95	92	66	84	76	1,166
		# Met	83	87	99	87	73	110	87	83	79	61	79	71	999
		Performance	**87%**	**91%**	**83%**	**86%**	**76%**	**81%**	**79%**	**87%**	**86%**	**92%**	**94%**	**93%**	**86%**
	Remote	# Total	3	1	1	0	3	1	0	2	0	0	1	1	13
		# Met	3	1	1	0	2	1	0	1	0	0	1	1	11
		Performance	**100%**	**100%**	**100%**	**-**	**67%**	**100%**	**-**	**50%**	**-**	**-**	**100%**	**100%**	**85%**
Service	Urban	# Total	330	371	409	404	372	406	313	332	274	239	299	246	3,995

Class 33															
		# Met	321	337	383	377	350	391	305	316	263	234	293	241	3,811
		Performance	**97%**	**91%**	**94%**	**93%**	**94%**	**96%**	**97%**	**95%**	**96%**	**98%**	**98%**	**98%**	**95%**
	Major/Minor Rural	# Total	55	59	64	62	63	64	50	63	51	31	35	43	640
		# Met	53	54	58	51	56	55	43	58	45	30	35	43	581
		Performance	**96%**	**92%**	**91%**	**82%**	**89%**	**86%**	**86%**	**92%**	**88%**	**97%**	**100%**	**100%**	**91%**
	Remote	# Total	3	2	4	2	1	2	0	0	2	1	1	0	18
		# Met	3	2	4	2	1	2	0	0	1	1	1	0	17
		Performance	**100%**	**100%**	**100%**	**1**	**100%**	**100%**	**-**	**-**	**0.5**	**100%**	**100%**	**-**	**94%**
Service Class 34	**Urban**	# Total	14,655	15,505	15,807	15,034	14,171	18,583	18,342	20,850	24,416	20,560	15,601	13,922	207,446
		# Met	14,573	15,329	15,642	14,837	14,036	18,450	18,275	20,660	23,907	20,481	15,507	13,859	205,556
		Performance	**99%**	**99%**	**99%**	**99%**	**99%**	**99%**	**100%**	**99%**	**98%**	**100%**	**99%**	**100%**	**99%**
	Major/Minor Rural	# Total	1,049	1,092	1,126	1,180	1076	1,134	1,220	1,206	1,536	1,753	1,211	1,038	14,621
		# Met	1,045	1,075	1,107	1,157	1058	1,112	1,202	1,192	1,483	1,744	1,199	1,026	14,400
		Performance	**100%**	**98%**	**98%**	**98%**	**98%**	**98%**	**99%**	**99%**	**97%**	**99%**	**99%**	**99%**	**98%**
	Remote	# Total	51	46	44	67	49	52	8	22	18	16	15	11	399
		# Met	51	45	44	66	49	52	7	22	17	16	15	11	395
		Performance	**100%**	**98%**	**100%**	**99%**	**100%**	**100%**	**88%**	**100%**	**94%**	**100%**	**100%**	**100%**	**99%**

A.1.1.7 Results for Service Levels for Priority Assistance Connections: Performance by Geography & Service Class (Part A, cl. 1.1(b))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 3	**Urban**	# Total	283	246	289	185	89	12	16	2	0	1	0	0	1,123
		# Met	283	246	287	184	89	12	16	2	0	1	0	0	1,120
		Performance	**100%**	**100%**	**99%**	**99%**	**100%**	**100%**	**100%**	**100%**	**-**	**100%**	**-**	**-**	**100%**
	Major Rural	# Total	26	21	28	21	10	2	1	0	1	0	0	0	110
		# Met	26	21	28	21	10	2	1	0	1	0	0	0	110
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**-**	**100%**	**-**	**-**	**-**	**100%**
	Minor Urban	# Total	8	13	18	9	5	1	0	0	0	0	0	0	**54**

		# Met	8	13	17	9	5	0	0	0	0	0	0	0	**52**
		Performance	**100%**	**100%**	**94%**	**100%**	**100%**	**0%**	**-**	**-**	**-**	**-**	**-**	**-**	**96%**
	Remote	# Total	2	3	3	1	1	0	0	0	0	0	0	0	10
		# Met	2	3	3	1	1	0	0	0	0	0	0	0	10
		Performance	**1**	**1**	**1**	**1**	**100%**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**100%**
	Isolated	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
		Performance	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Service Class 13	**Urban**	# Total	176	179	192	196	179	187	162	151	154	137	170	153	2,036
		# Met	176	179	192	196	179	187	162	151	154	137	170	153	2,036
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
	Major Rural	# Total	41	46	56	36	37	45	28	40	44	46	31	30	480
		# Met	41	46	56	36	37	45	28	40	44	46	31	30	480
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
	Minor Rural	# Total	20	18	17	24	22	22	11	15	15	9	18	15	206
		# Met	20	18	17	24	22	22	11	15	15	9	18	15	206
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
	Remote	# Total	0	2	1	0	4	2	0	0	0	0	0	0	9
		# Met	0	2	1	0	4	2	0	0	0	0	0	0	9
		Performance	**-**	**100%**	**1**	**-**	**100%**	**100%**	**-**	**-**	**-**	**-**	**-**	**-**	**100%**
	Isolated	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
		Performance	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Service Class 24	**Urban**	# Total	112	90	98	74	78	82	65	84	55	92	86	61	977
		# Met	112	90	97	73	77	82	65	83	52	92	84	61	968
		Performance	**100%**	**100%**	**99%**	**99%**	**99%**	**100%**	**100%**	**99%**	**95%**	**100%**	**98%**	**100%**	**99%**
Service	**Urban**	# Total	32	30	30	32	33	33	36	27	19	14	16	16	318

Class 34		# Met	32	29	30	32	33	33	36	27	19	14	16	16	317
		Performance	**100%**	**97%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
	Major Rural	# Total	3	3	3	2	4	1	1	5	2	1	1	2	28
		# Met	3	3	3	2	4	1	1	5	2	1	1	2	28
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
	Minor Rural	# Total	1	2	1	0	1	0	1	0	1	1	2	2	12
		# Met	1	2	1	0	1	0	1	0	1	1	2	2	12
		Performance	**100%**	**100%**	**100%**	**-**	**100%**	**-**	**100%**	**-**	**100%**	**100%**	**100%**	**100%**	**100%**
	Remote	# Total	0	0	1	1	0	0	0	0	0	0	0	0	2
		# Met	0	0	1	1	0	0	0	0	0	0	0	0	2
		Performance	**-**	**-**	**1**	**1**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**100%**

A.1.1.8 Results for Service Levels for Accelerated Connections: Fibre Network (Part A, cl. 1.1(b))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 1	**Urban**	# Total	355	242	273	304	359	431	358	449	345	298	290	303	4,007
		# Met	233	131	113	152	192	231	212	277	224	224	228	237	2,454
		Performance	**66%**	**54%**	**41%**	**50%**	**53%**	**54%**	**59%**	**62%**	**65%**	**75%**	**79%**	**78%**	**61%**
	Major Rural	# Total	57	39	47	52	61	54	52	54	76	50	50	38	630
		# Met	43	26	26	33	35	34	40	40	60	44	41	32	454
		Performance	**75%**	**67%**	**55%**	**63%**	**57%**	**63%**	**77%**	**74%**	**79%**	**88%**	**82%**	**84%**	**72%**
	Minor Rural	# Total	22	18	12	9	24	20	14	20	19	21	22	13	214
		# Met	21	15	9	8	20	14	12	17	13	17	19	12	177
		Performance	**95%**	**83%**	**75%**	**89%**	**83%**	**70%**	**86%**	**85%**	**68%**	**81%**	**86%**	**92%**	**83%**
Service Class 2	**Urban**	# Total	26	25	30	29	25	34	21	32	31	19	20	27	319
		# Met	21	17	22	25	20	22	16	27	20	17	15	21	243
		Performance	**81%**	**68%**	**73%**	**86%**	**80%**	**65%**	**76%**	**84%**	**65%**	**89%**	**75%**	**78%**	**76%**
	Major Rural	# Total	2	1	0	4	1	2	0	0	5	1	1	0	17

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
	# Met	2	1	0	3	1	2	0	0	4	1	1	0	15
	Performance	100%	100%	-	75%	100%	100%	-	-	80%	100%	100%	-	88%
Minor Rural	# Total	0	2	0	1	2	2	0	2	1	1	0	2	13
	# Met	0	2	0	1	2	2	0	2	1	1	0	2	13
	Performance	-	100%	-	100%	100%	100%	-	100%	100%	100%	-	100%	100%

A.1.1.9 Results for Service Levels for Accelerated Connections: FTTB & FTTN Network (Part A, cl. 1.1(b))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 11	Urban	# Total	167	130	126	110	120	116	99	115	86	68	77	66	1,280
		# Met	141	109	109	92	97	97	85	107	70	60	63	55	1,085
		Performance	84%	84%	87%	84%	81%	84%	86%	93%	81%	88%	82%	83%	85%
	Major Rural	# Total	43	44	38	28	37	34	28	29	23	23	16	13	356
		# Met	38	37	34	24	32	31	28	28	20	22	15	11	320
		Performance	88%	84%	89%	86%	86%	91%	100%	97%	87%	96%	94%	85%	90%
	Minor Rural	# Total	31	22	26	23	33	27	19	14	18	12	14	9	248
		# Met	29	21	22	20	31	24	14	13	16	9	13	9	221
		Performance	94%	95%	85%	87%	94%	89%	74%	93%	89%	75%	93%	100%	89%
Service Class 12	Urban	# Total	190	185	182	159	175	179	137	167	122	111	110	90	1,807
		# Met	151	135	141	127	144	154	127	149	103	100	97	84	1,512
		Performance	79%	73%	77%	80%	82%	86%	93%	89%	84%	90%	88%	93%	84%
	Major Rural	# Total	27	23	18	28	21	22	8	12	12	15	18	7	211
		# Met	25	22	15	26	16	21	8	12	10	15	16	7	193
		Performance	93%	96%	83%	93%	76%	95%	100%	100%	83%	100%	89%	100%	91%
	Minor Rural	# Total	7	13	10	9	4	15	12	16	11	7	6	3	113
		# Met	7	11	10	8	4	15	10	15	9	6	6	3	104
		Performance	100%	85%	100%	89%	100%	100%	83%	94%	82%	86%	100%	100%	92%

A.1.1.10 Results for Service Levels for Accelerated Connections: HFC Network (Part A, cl. 1.1(b))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 21	Urban	# Total	89	88	76	89	91	86	68	71	69	52	41	32	**852**
		# Met	57	53	49	56	55	61	52	50	54	36	23	25	**571**
		Performance	**64%**	**60%**	**64%**	**63%**	**60%**	**71%**	**76%**	**70%**	**78%**	**69%**	**56%**	**78%**	**67%**
Service Class 22	Urban	# Total	71	77	62	62	74	53	54	61	31	35	34	33	**647**
		# Met	59	56	46	48	57	41	51	52	27	32	28	26	**523**
		Performance	**83%**	**73%**	**74%**	**77%**	**77%**	**77%**	**94%**	**85%**	**87%**	**91%**	**82%**	**79%**	**81%**
Service Class 23	Urban	# Total	53	56	58	47	55	49	41	47	42	28	24	21	**521**
		# Met	44	45	46	38	44	42	32	37	37	27	16	18	**426**
		Performance	**83%**	**80%**	**79%**	**81%**	**80%**	**86%**	**78%**	**79%**	**88%**	**96%**	**67%**	**86%**	**82%**

A.1.1.11 Results for Service Levels for Accelerated Connections: FTTC Network (Part A, cl. 1.1(b))

Service Class	Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Service Class 31	Urban	# Total	35	32	15	18	16	23	15	20	15	4	4	8	**205**
		# Met	25	21	9	15	8	15	9	13	10	4	2	6	**137**
		Performance	**71%**	**66%**	**60%**	**83%**	**50%**	**65%**	**60%**	**65%**	**67%**	**100%**	**50%**	**75%**	**67%**
	Major Rural	# Total	0	0	0	1	3	2	5	0	1	3	2	3	**20**
		# Met	0	0	0	1	3	1	4	0	1	3	2	3	**18**
		Performance	**-**	**-**	**-**	**100%**	**100%**	**50%**	**80%**	**-**	**100%**	**100%**	**100%**	**1**	**90%**
	Minor Rural	# Total	3	1	2	1	1	2	3	0	1	**0**	0	0	14
		# Met	3	1	1	1	1	2	3	0	1	**0**	0	0	13
		Performance	**100%**	**100%**	**50%**	**100%**	**100%**	**100%**	**100%**	**-**	**100%**	**-**	**-**	**-**	**93%**
Service Class 32	Urban	# Total	67	55	61	68	60	77	58	65	34	34	33	26	**638**
		# Met	54	40	44	51	52	64	49	52	27	30	29	20	**512**
		Performance	**81%**	**73%**	**72%**	**75%**	**87%**	**83%**	**84%**	**80%**	**79%**	**88%**	**88%**	**77%**	**80%**
	Major Rural	# Total	8	8	11	3	8	8	3	4	5	5	3	1	67

		# Met	7	7	9	3	8	7	3	4	4	5	2	1	60
		Performance	**88%**	**88%**	**82%**	**100%**	**100%**	**88%**	**100%**	**100%**	**80%**	**100%**	**67%**	**100%**	**90%**
	Minor Rural	# Total	4	4	8	3	4	5	1	1	1	2	0	0	33
		# Met	3	3	7	3	4	5	1	1	1	2	0	0	30
		Performance	**75%**	**75%**	**88%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**-**	**-**	**91%**
Service Class 33	**Urban**	# Total	1	0	0	0	0	0	1	0	0	0	0	0	**2**
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	**0**
		Performance	**0%**	**-**	**-**	**-**	**-**	**-**	**0**	**-**	**-**	**-**	**-**	**-**	**0%**
Service Class 34	**Urban**	# Total	2	0	1	3	2	2	0	3	0	1	0	0	**14**
		# Met	1	0	0	1	1	1	0	2	0	1	0	0	**7**
		Performance	**0.5**	**-**	**0%**	**33%**	**50%**	**0.5**	**-**	**67%**	**-**	**100%**	**-**	**-**	**50%**

A.1.1.12 Results for Service Levels for Service Transfer Orders (Part A, cl. 1.1(c))

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	38,632	40,897	40,195	40,424	36,673	59,745	69,211	115,520	106,793	117,962	58,777	49,723	774,552
# Met	38,532	40,779	40,050	40,284	36,554	59,610	69,120	115,367	104,896	117,847	58,669	49,610	771,318
Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**98%**	**100%**	**100%**	**100%**	**100%**

A.1.2 End User Connections – Performance Objectives (Part A, cl. 1.2(a))

Performance Objectives for End User Connections as applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Standard Connections	90% or more
Accelerated Connections	90% or more
Service Transfer Orders	95% or more
Priority Assistance Connections	100%

A.2.1.1 Results for Performance Objectives for Standard Connections

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	172,963	186,873	191,044	182,484	177,791	209,354	208,138	278,220	257,189	256,009	203,719	193,622	2,517,406
# Met	169,698	180,835	183,912	176,258	172,147	203,431	204,267	273,127	247,113	252,101	200,000	190,053	2,452,942
Performance	**98%**	**97%**	**96%**	**97%**	**97%**	**97%**	**98%**	**98%**	**96%**	**98%**	**98%**	**98%**	**97%**

A.2.1.2 Results for Performance Objectives for Accelerated Connections

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	1,260	1,065	1,056	1,051	1,176	1,243	997	1,182	948	790	765	695	12,228
# Met	964	753	712	736	827	886	756	898	712	656	616	572	9,088
Performance	**77%**	**71%**	**67%**	**70%**	**70%**	**71%**	**76%**	**76%**	**75%**	**83%**	**81%**	**82%**	**74%**

A.2.1.3 Results for Performance Objectives for Service Transfer Orders

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
#Total	38,632	40,897	40,195	40,424	36,673	59,745	69,211	115,520	106,793	117,962	58,777	49,723	774,552
# Met	38,532	40,779	40,050	40,284	36,554	59,610	69,120	115,367	104,896	117,847	58,669	49,610	771,318
Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**98%**	**100%**	**100%**	**100%**	**100%**

A.2.1.4 Results for Performance Objectives for Priority Assistance Connections

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	704	653	737	581	463	387	321	324	291	301	324	279	5,365
# Met	704	652	733	579	462	386	321	323	288	301	322	279	5,350
Performance	**100%**	**100%**	**99%**	**100%**	**100%**	**100%**	**100%**	**100%**	**99%**	**100%**	**99%**	**100%**	**99.72%**

A.2 End User Connection Appointments and Professional Wiring Services

A.2.1 Results for Service Levels (Part A, cl. 2.1)

			Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Actual Appointments Kept	Attend a premises at a particular time	# Total	0	1	2	0	3	1	0	0	0	0	0	0	7
		# Met	0	0	1	0	2	0	0	0	0	0	0	0	3
		Performance	-	0%	50%	-	67%	0	-	-	-	-	-	-	43%
	Attend a premises within a 4-hour period	# Total	51,358	58,252	67,256	70,288	71,819	80,122	67,848	84,507	74,953	67,686	75,623	67,867	837,579
		# Met	48,120	54,881	63,919	66,839	67,794	76,360	64,699	80,725	72,925	66,024	73,456	65,404	801,146
		Performance	94%	94%	95%	95%	94%	95%	95%	96%	97%	98%	97%	96%	96%
Initial Actual Appointments rescheduled	Attend a premises at a particular time	# Total	0	0	3	0	3	0	0	0	0	0	0	0	6
		# Met	0	0	0	0	1	0	0	0	0	0	0	0	1
		Performance	-	-	0	-	33%	-	-	-	-	-	-	-	17%
	Attend a premises within a 4-hour period	# Total	47,686	57,790	59,480	61,516	62,215	68,294	59,329	74,453	65,573	60,542	68,602	62,149	747,629
		# Met	2273	2,335	2200	2,227	2,641	2,368	2027	2,423	1,248	1,046	1,408	1,618	23,814
		Performance	5%	4%	4%	4%	4%	3%	3%	3%	2%	2%	2%	3%	3%
Initial Actual Appointments that were previously rescheduled kept	Attend a premises at a particular time	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
		Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4-hour period	# Total	1063	1213	1586	1735	2013	2076	1409	1789	1075	569	609	568	15,705
		# Met	954	1073	1437	1574	1812	1911	1280	1641	1010	548	573	529	14,342
		Performance	90%	88%	91%	91%	90%	92%	91%	92%	94%	96%	94%	93%	91%

nbn does not currently offer Appointments to attend a Premises with an Appointment window of: 'within a period between 4 and 5 hours' for Premises in Major Rural Areas, Minor Rural Areas, Remote Areas, Isolated Areas, or Limited Access Areas. Consequently, there is no performance data for the Service Levels applying to such Appointments.

A.2.2 Results for Performance Objectives (Part A, cl. 2.2)

Performance Objectives for End User Connection Appointments and Professional Wiring Services as applicable at the Review Period as follows:

Commitment	Performance Objective
Actual Appointments (excluding any initial Actual Appointments that were previously rescheduled) kept in accordance with the Service Levels	90% or more
Initial Actual Appointments rescheduled	5% or less
Initial Actual Appointments that were previously rescheduled kept in accordance with the Service Levels	95% or more

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Actual Appointments Kept	# Total	51,358	58,253	67,258	70,288	71,822	80,123	67,848	84,507	74,953	67,686	75,623	67,867	837,586
	# Met	48,120	54,881	63,920	66,839	67,796	76,360	64,699	80,725	72,925	66,024	73,456	65,404	801,149
	Performance	**94%**	**94%**	**95%**	**95%**	**94%**	**95%**	**95%**	**96%**	**97%**	**98%**	**97%**	**96%**	**96%**
Initial Actual Appointments rescheduled	# Total	47,686	57,790	59,483	61,516	62,218	68,294	59,329	74,453	65,573	60,542	68,602	62,149	747,635
	# Met	2273	2,335	2200	2,227	2,642	2,368	2027	2,423	1,248	1,046	1,408	1,618	23,815
	Performance	**5%**	**4%**	**4%**	**4%**	**4%**	**3%**	**3%**	**3%**	**2%**	**2%**	**2%**	**3%**	**3%**
Initial Actual Appointments that were previously rescheduled kept	# Total	1063	1213	1586	1735	2013	2076	1409	1789	1075	569	609	568	15,705
	# Met	954	1073	1437	1574	1812	1911	1280	1641	1010	548	573	529	14,342
	Performance	**90%**	**88%**	**91%**	**91%**	**90%**	**92%**	**91%**	**92%**	**94%**	**96%**	**94%**	**93%**	**91%**

A.3 Activations

A.3.1 Results for Service Levels and Performance Objectives (Part A, cl. 3.1, 3.2)

Performance Objectives for Activations as applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
CVC Activation	95% or more
NNI Group Activation	95% or more
NNI Link Activation	95% or more
V-NNI Activation	95% or more

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
CVC Activation	# Total	68	121	122	377	94	120	201	158	164	75	227	144	1871
	# Met	67	120	119	369	94	120	201	156	164	75	226	117	1828
	Performance	**99%**	**99%**	**98%**	**98%**	**100%**	**100%**	**100%**	**99%**	**100%**	**100%**	**100%**	**81%**	**98%**
NNI Group Activation	# Total	17	15	44	17	35	15	12	26	9	19	11	10	230
	# Met	17	15	44	17	35	15	12	26	9	19	11	10	230
	Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
NNI-Link Activation	# Total	70	7	59	8	2	4	6	1	16	8	121	24	326
	# Met	70	7	59	8	2	4	6	1	16	8	121	24	326
	Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
V-NNI Activation	# Total	30	39	83	19	2	4	6	1	10	8	120	12	334
	# Met	30	39	83	19	2	4	6	1	10	8	120	12	334
	Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

A.4 Completion Advices

A.4.1 Results for Performance Objectives (Part A, cl. 4.1)

Performance Objectives in respect of End User Connections for nbn® Ethernet (FTTB) or nbn® Ethernet (FTTN) as applicable at the Review Period as follows:

Activity	Performance Objective
Completion Advices delivered within 15 minutes from the time of completion of the End User Connection	85% or more
Completion Advices delivered within 1 hour from the time of completion of the End User Connection	95% or more
Completion Advices delivered by 5:00pm on the next Business Day after the time of completion of the End User Connection	99% or more

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
End User Connection <15mins	# Total	43,678	47,349	47,399	44,491	42,879	43,528	39,437	43,474	40,903	38,176	39,632	38,085	**509,031**
	# Met	41,931	45,518	45,513	42,529	41,056	41,575	37,828	41,657	39,162	36,664	38,212	36,734	**488,379**
	Performance	**96.00%**	**96.13%**	**96.02%**	**95.59%**	**95.75%**	**95.51%**	**95.92%**	**95.82%**	**95.74%**	**96.04%**	**96.42%**	**96.45%**	**95.9%**
End User Connection < 60 mins	# Total	43,678	47,349	47,399	44,491	42,879	43,528	39,437	43,474	40,903	38,176	39,632	38,085	**509,031**
	# Met	43,544	47,255	47,248	44,271	42,694	43,356	39,236	43,322	40,745	38,067	39,503	37,928	**507,169**
	Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**99%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
End User Connections <=5pm Next Business Day	# Total	43,678	47,349	47,399	44,491	42,879	43,528	39,437	43,474	40,903	38,176	39,632	38,085	**509,031**
	# Met	43,678	47,348	47,397	44,491	42,878	43,527	39,437	43,474	40,903	38,176	39,632	38,085	**509,026**
	Performance	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100%**

A.4.2 Results for Performance Objectives for Service Transfer Orders (Part A, cl. 4.2)

Performance Objectives in respect of Service Transfer Orders as applicable at the Review Period as follows:

Activity	Performance Objective
Completion Advices delivered within 15 minutes from the time of completion of the service transfer	95% or more
Completion Advices delivered within 1 hour from the time of completion of the service transfer	99% or more

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Completion Advices delivered within 15 mins from the time of completion of the service transfer	# Total	38,632	40,897	40,195	40,424	36,673	59,745	69,211	115,520	106,793	117,962	58,777	49,723	774,552
	# Met	38,550	40,781	40,108	40,390	36,649	59,705	68,688	115,449	105,742	117,947	58,762	49,697	772,468
	Performance	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	99.73%
Completion Advices delivered within 1 hour from time of completion of service transfer	# Total	38,632	40,897	40,195	40,424	36,673	59,745	69,211	115,520	106,793	117,962	58,777	49,723	774,552
	# Met	38,617	40,883	40,181	40,402	36,658	59,725	69,193	115,500	106,718	117,955	58,767	49,709	774,308
	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%

A.5 Network Activity

A.5.1 Results for Performance Objectives for Network Activities (Part A, cl. 5.1)

Performance Objectives in respect of in respect of Network Activities performed by nbn as applicable at the Review Period as follows:

Activity	Performance Objective
For a Network Activity performed in respect of a TC-4 Ordered Product, the Network Activity is completed on or before the TC-4 Target Network Activity Date.	90% or more
For a Network Activity performed in respect of a TC-2 Ordered Product, the Network Activity is completed on or before the date that is 125 Business Days from the Network Activity Designation Date.	90% or more

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
TC4	# Total	642	746	536	531	609	651	521	585	573	540	636	597	7,167
	# Met	608	708	521	511	581	626	488	557	528	499	582	547	6,756
	Performance	**95%**	**95%**	**97%**	**96%**	**95%**	**96%**	**94%**	**95%**	**92%**	**92%**	**92%**	**92%**	**94%**
TC2	# Total	1	1	3	1	2	2	0	4	0	1	1	2	18
	# Met	1	1	1	0	1	2	0	3	0	1	0	0	10
	Performance	**100%**	**100%**	**33%**	**0%**	**50%**	**100%**	**-**	**75%**	**-**	**100%**	**0%**	**0%**	**56%**

A.5.2 Results for Performance Objectives for Network Activities Updates (Part A, cl. 5.2)

Performance Objectives in respect of in respect of Network Activity updates applicable at the Review Period as follows:

Activity	Performance Objective
Provide an Initial Network Activity Update within 20 Business Days after the Network Activity Designation Date.	90% or more
Provide an Estimated Network Activity Date within 30 Business Days after the Network Activity Designation Date.	90% or more

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Initial Network Activity Update	# Total	476	662	592	440	350	626	467	516	463	455	508	519	6,074
	# Met	473	657	589	433	342	619	465	514	462	455	507	518	6,034
	Performance	**99%**	**99%**	**99%**	**98%**	**98%**	**99%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**99%**
Estimated Network Activity Date	# Total	436	522	496	400	313	594	400	427	386	357	415	342	5,088
	# Met	430	519	493	397	305	588	398	423	384	357	413	337	5,044
	Performance	**99%**	**99%**	**99%**	**99%**	**97%**	**99%**	**100%**	**99%**	**99%**	**100%**	**100%**	**99%**	**99%**

A.6 Interference Mitigation (Part A, cl. 6.1)

There were no Interference Events in the Review Period. Accordingly, no data is available in respect of nbn's performance relative to this Performance Objective

A.7 Trouble ticket Management

A.7.1 Results for Service Levels for Trouble Ticket management (Part A, cl. 7.1)

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Send either an Accepted Notification or a More Information Required Notification.	# Total	101,947	115,440	100,459	84,263	82,294	81,337	70,119	74,158	70,153	67,086	76,269	82,738	1,006,263
	# Met	101,915	115,355	100,416	84,230	82,240	81,269	70,057	74,148	70,148	67,085	76,269	82,711	1,005,843
	Performance	**99.97%**	**99.93%**	**99.96%**	**99.96%**	**99.93%**	**99.92%**	**99.91%**	**99.99%**	**99.99%**	**100.00%**	**100.00%**	**99.97%**	**99.96%**
Confirm whether or not RSP has fully complied with a More Information Required Notification.	# Total	18,624	23,927	20,446	19,628	18,830	18,047	15,060	16,070	15,276	15,239	17,893	17,529	216,569
	# Met	17,903	22,266	18,979	18,661	17,675	16,993	14,033	14,632	14,486	14,550	17,294	16,304	203,776
	Performance	**96.13%**	**93.06%**	**92.83%**	**95.07%**	**93.87%**	**94.16%**	**93.18%**	**91.05%**	**94.83%**	**95.48%**	**96.65%**	**93.01%**	**94.09%**
Respond to a "No – Trouble Ticket is Not Resolved Notification."	# Total	7,823	9,393	8,130	8,357	7,855	8,454	6,748	7,317	7,520	7,257	8,159	8,070	95,083
	# Met	7,404	8,537	7,113	7,571	6,816	7,299	5,335	5,253	6,730	6,481	7,610	6,735	82,884
	Performance	**94.64%**	**90.89%**	**87.49%**	**90.59%**	**86.77%**	**86.34%**	**79.06%**	**71.79%**	**89.49%**	**89.31%**	**93.27%**	**83.46%**	**87.17%**

A.7.2 Results for Performance Objectives for Trouble Ticket management (Part A, cl. 7.2)

Performance Objectives in respect of Trouble Ticket management applicable at the Review Period as follows:

Activity	Performance Objective
Trouble Ticket management Activities performed in accordance with the relevant Service Levels	95% or more

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Total	128,394	148,760	129,035	112,248	108,979	107,838	91,927	97,545	92,949	89,582	102,321	108,337	1,317,915
# Met	127,222	146,158	126,508	110,462	106,731	105,561	89,425	94,033	91,364	88,116	101,173	105,750	1,292,503
Performance	**99%**	**98%**	**98%**	**98%**	**98%**	**98%**	**97%**	**96%**	**98%**	**98%**	**99%**	**98%**	**98%**

A.8 Service Fault Rectification

A.8.1 Results for Service Levels for End User Fault rectification (Part A, cl. 8.1)

A.8.1.1 FTTP, FTTN, FTTC, FTTB, HFC, Wireless Networks

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Urban	# Total	59,452	64,784	57,347	46,455	46,501	44,554	38,571	42,343	39,368	38,048	43,967	48,073	569,463
	# Met	52,785	58,823	49,403	41,466	42,263	41,097	35,717	39,414	36,770	35,542	40,937	43,603	517,820
	Performance	**89%**	**91%**	**86%**	**89%**	**91%**	**92%**	**93%**	**93%**	**93%**	**93%**	**93%**	**91%**	**91%**
Major/ Minor Rural	# Total	6,688	8,534	6,633	5,977	5,689	5,846	4,693	5,227	4,940	4,512	5,001	5,203	68,943
	# Met	5,653	6,727	5,304	4,846	4,637	4,822	4,035	4,424	4,218	3,929	4,288	4,497	57,380
	Performance	**85%**	**79%**	**80%**	**81%**	**82%**	**82%**	**86%**	**85%**	**85%**	**87%**	**86%**	**86%**	**83%**
Remote	# Total	1,796	2,367	1,691	1,409	1,249	1,284	1,397	1,673	1,563	1,606	1,579	1,745	19,359
	# Met	1,631	1,991	1,466	1,233	1,026	1,075	1,189	1,309	1,376	1,395	1,330	1,434	16,455

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
	Performance	91%	84%	87%	88%	82%	84%	85%	78%	88%	87%	84%	82%	85%
Isolated	# Total	0	0	0	0	0	3	6	2	1	0	0	5	17
	# Met	0	0	0	0	0	3	5	2	1	0	0	5	16
	Performance	-	-	-	-	-	100%	83%	100%	100%	-	-	100%	94%

A.8.1.2 Satellite Network

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Urban	# Total	20	17	9	9	6	7	8	12	8	11	10	9	126
	# Met	13	14	6	6	5	4	7	10	7	8	7	8	95
	Performance	65%	82%	67%	67%	83%	57%	88%	83%	88%	73%	70%	89%	75%
Major/ Minor Rural	# Total	104	141	109	67	92	73	55	46	63	54	58	44	906
	# Met	97	126	91	40	45	43	46	40	53	39	32	27	679
	Performance	93%	89%	83%	60%	49%	59%	84%	87%	84%	72%	55%	61%	75%
Remote	# Total	33	29	29	21	19	25	18	17	19	18	20	14	262
	# Met	33	28	26	16	13	19	18	14	18	16	14	12	227
	Performance	100%	97%	90%	76%	68%	76%	100%	82%	95%	89%	70%	86%	87%
Isolated	# Total	35	28	33	23	38	46	19	17	19	16	17	18	309
	# Met	33	26	31	20	32	39	18	15	17	16	16	16	279
	Performance	94%	93%	94%	87%	84%	85%	95%	88%	89%	100%	94%	89%	90%

A.8.2 Results for Service Levels for Priority Assistance Fault rectification (Part A, cl. 8.2)

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Urban Area, Major Rural Area, or Minor Rural Area.	# Total	851	910	863	719	759	671	643	595	603	564	618	719	8,515
	# Met	805	868	828	676	725	632	602	569	573	532	595	683	8,088
	Performance	95%	95%	96%	94%	96%	94%	94%	96%	95%	94%	96%	95%	95%
Remote Area where Priority Assistance Fault requires external or internal plant work or nbn attendance at Premises	# Total	0	3	3	4	3	1	0	1	3	1	0	4	23
	Met	0	3	3	4	3	1	0	1	3	1	0	4	23
	Performance	-	100%	100%	100%	100%	100%	-	100%	100%	100%	-	100%	100%
Total	# Total	851	913	866	723	762	672	643	596	606	565	618	723	8,538

	# Met	805	871	831	680	728	633	602	570	576	533	595	687	8,111
	Performance	**95%**	**95%**	**96%**	**94%**	**96%**	**94%**	**94%**	**96%**	**95%**	**94%**	**96%**	**95%**	**95%**

A.8.3 Results for Service Levels for Network Fault Response and rectification (Part A, cl. 8.3)

			Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Priority 1	**Response**	# Total	87	222	15123	24	133	53	195	72	28	101	53	86	16,177
		# Met	61	222	10705	24	122	48	142	68	27	78	53	86	11,636
		Performance	**70%**	**100%**	**71%**	**100%**	**92%**	**91%**	**73%**	**94%**	**96%**	**77%**	**100%**	**100%**	**72%**
	Rectified	# Total	8	18	9	3	9	11	15	10	5	5	5	9	107
		# Met	8	18	8	3	8	11	14	10	5	3	5	9	102
		Performance	**100%**	**100%**	**89%**	**100%**	**89%**	**100%**	**93%**	**100%**	**100%**	**60%**	**100%**	**100%**	**95%**
Priority 2	**Response**	# Total	18043	6,004	949	929	865	695	529	467	375	3,374	619	660	33,509
		# Met	17952	6002	908	879	846	672	511	464	375	3,084	619	660	32,972
		Performance	**99%**	**100%**	**96%**	**95%**	**98%**	**97%**	**97%**	**99%**	**100%**	**91%**	**100%**	**100%**	**98%**
	Rectified	# Total	67	56	62	60	54	41	34	29	24	32	37	40	536
		# Met	63	50	60	58	53	39	31	26	23	31	34	39	507
		Performance	**94%**	**89%**	**97%**	**97%**	**98%**	**95%**	**91%**	**90%**	**96%**	**97%**	**92%**	**98%**	**95%**
Priority 3	**Response**	# Total	38,173	34,410	35,443	34,407	28,914	29,641	25,742	31,097	32,639	37,900	33,525	34,044	395,935
		# Met	38,096	34,194	35,101	34,352	28,867	29,379	25,628	31,075	32,619	31,403	33,525	34,037	388,276
		Performance	**100%**	**99%**	**99%**	**100%**	**100%**	**99%**	**100%**	**100%**	**100%**	**83%**	**100%**	**100%**	**98%**
	Rectified	# Total	2,921	2,791	2,916	2,906	2,395	2,598	2,277	2,745	2,695	2,630	2,970	2,918	32,762
		# Met	2,844	2,720	2,837	2,841	2,308	2,534	2,222	2,680	2,606	2,515	2,890	2,807	31,804
		Performance	**97%**	**97%**	**97%**	**98%**	**96%**	**98%**	**98%**	**98%**	**97%**	**96%**	**97%**	**96%**	**97%**
Priority 4	**Response**	# Total	15,913	16,943	14,977	13,135	14,520	14,381	14,220	15,738	12,497	11,489	15,041	16,882	175,736
		# Met	15,903	16,896	14,914	13,081	14,510	14,376	14,170	15,725	12,476	9,669	15,024	16,881	173,625
		Performance	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**84%**	**100%**	**100%**	**99%**
	Rectified	# Total	3,935	4,280	3,696	3,151	3,719	3,532	3,286	3,582	2,920	2,662	3,084	3,282	41,129
		# Met	3,884	4,207	3,631	3,080	3,658	3,487	3,241	3,497	2,840	2,555	2,999	3,172	40,251
		Performance	**99%**	**98%**	**98%**	**98%**	**98%**	**99%**	**99%**	**98%**	**97%**	**96%**	**97%**	**97%**	**98%**

A.8.4 Results for Performance Objectives (Part A, cl. 8.4)

Performance Objectives in respect of Service Fault Rectification applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
End User Faults (excluding Priority Assistance Faults) rectified in accordance with the relevant Service Levels	90% or more
Priority Assistance Faults rectified in accordance with the relevant Service Levels	100%
Network Faults Responded to in accordance with the relevant Service Levels	90% or more
Network Faults rectified in accordance with the relevant Service Levels	90% or more

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
End User Faults (Excluding Priority Assistance Faults) rectified in accordance with the relevant Service Levels	# Total	68,128	75,900	65,851	53,961	53,594	51,838	44,767	49,337	45,981	44,265	50,652	55,111	659,385
	# Met	60,245	67,735	56,327	47,627	48,021	47,102	41,035	45,228	42,460	40,945	46,624	49,602	592,951
	Performance	88%	89%	86%	88%	90%	91%	92%	92%	92%	92%	92%	90%	90%
Priority Assistance Faults rectified in accordance with the relevant Service Levels	# Total	851	913	866	723	762	672	643	596	606	565	618	723	8,538
	# Met	805	871	831	680	728	633	602	570	576	533	595	687	8,111
	Performance	95%	95%	96%	94%	96%	94%	94%	96%	95%	94%	96%	95%	95%
Network Faults Responded to in accordance with the relevant Service Levels	# Total	72,216	57,579	66,492	48,495	44,432	44,770	40,686	47,374	45,539	52,864	49,238	51,672	621,357
	# Met	72,012	57,314	61,628	48,336	44,345	44,475	40,451	47,332	45,497	44,234	49,221	51,664	606,509
	Performance	100%	100%	93%	100%	100%	99%	99%	100%	100%	84%	100%	100%	98%
Network Faults rectified in accordance with the relevant Service Levels	# Total	6,931	7,145	6,683	6,120	6,177	6,182	5,612	6,366	5,644	5,329	6,096	6,249	74,534
	# Met	6,799	6,995	6,536	5,982	6,027	6,071	5,508	6,213	5,474	5,104	5,928	6,027	72,664
	Performance	98%	98%	98%	98%	98%	98%	98%	98%	97%	96%	97%	96%	97%

A.9 Enhanced Fault Rectification

A.9.1 Results for Service Levels for Enhanced Fault rectification: Urban or No Visit Required to Premises (Part A, cl. 9.1)

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Enhanced-4	# Total	2	2	0	0	3	0	0	1	0	0	1	0	9
	# Met	2	0	0	0	1	0	0	0	0	0	1	0	4
	Performance	**100%**	**0%**	**-**	**-**	**33%**	**-**	**-**	**0%**	**-**	**-**	**100%**	**-**	**44%**
Enhanced-4 (24/7)	# Total	7	12	11	14	20	27	29	22	36	28	29	50	285
	# Met	4	7	5	8	14	21	18	19	28	17	21	37	199
	Performance	**57%**	**58%**	**45%**	**57%**	**70%**	**78%**	**62%**	**86%**	**78%**	**61%**	**72%**	**74%**	**70%**
Enhanced-6	# Total	0	0	0	0	0	0	1	0	0	0	0	0	1
	# Met	0	0	0	0	0	0	1	0	0	0	0	0	1
	Performance	**-**	**-**	**-**	**-**	**-**	**-**	**1**	**-**	**-**	**-**	**-**	**-**	**100%**
Enhanced-6 (24/7)	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
	# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
	Performance	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Enhanced-8	# Total	0	1	2	5	3	4	4	0	2	0	0	3	24
	# Met	0	0	2	5	3	3	2	0	2	0	0	3	20
	Performance	**-**	**0%**	**100%**	**100%**	**100%**	**75%**	**50%**	**-**	**100%**	**-**	**-**	**100%**	**83%**
Enhanced-8 (24/7)	# Total	4	4	6	5	3	3	3	1	1	1	1	3	35
	# Met	4	4	3	4	3	3	2	0	1	1	1	3	29
	Performance	**100%**	**100%**	**50%**	**80%**	**100%**	**100%**	**67%**	**0%**	**1**	**100%**	**100%**	**100%**	**83%**
Enhanced-12	# Total	138	135	165	142	110	128	133	164	121	128	144	199	1707
	# Met	126	132	157	136	106	126	129	157	115	127	141	193	1645
	Performance	**91%**	**98%**	**95%**	**96%**	**96%**	**98%**	**97%**	**96%**	**95%**	**99%**	**98%**	**97%**	**96%**
Enhanced-12 (24/7)	# Total	134	163	190	179	138	121	140	158	137	147	120	157	1784
	# Met	118	148	169	156	126	107	125	145	124	124	105	148	1595
	Performance	**88%**	**91%**	**89%**	**87%**	**91%**	**88%**	**89%**	**92%**	**91%**	**84%**	**88%**	**94%**	**89%**
Enhanced-(90 day)-12 (24/7)	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0

	# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
	Performance	-	-	-	-	-	-	-	-	-	-	-	-	-

A.9.2 Results for Service Levels for Enhanced Fault rectification: Major and Minor Rural where plant work or nbn attendance required (Part A, cl. 9.1)

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Enhanced-4	# Total	0	1	1	0	0	1	0	0	0	2	0	0	5
	# Met	0	1	1	0	0	1	0	0	0	2	0	0	5
	Performance	-	100%	100%	-	-	100%	-	-	-	100%	-	-	100%
Enhanced-4 (24/7)	# Total	0	1	0	0	0	2	5	9	6	5	2	2	32
	# Met	0	1	0	0	0	1	5	9	6	5	2	2	31
	Performance	-	100%	-	-	-	50%	100%	100%	100%	100%	100%	100%	97%
Enhanced-6	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
	# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
	Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
Enhanced-6 (24/7)	# Total	0	1	0	0	0	0	0	0	0	0	0	0	1
	# Met	0	1	0	0	0	0	0	0	0	0	0	0	1
	Performance	-	100%	-	-	-	-	-	-	-	-	-	-	100%
Enhanced-8	# Total	1	0	0	1	0	0	0	0	0	0	0	0	2
	# Met	1	0	0	1	0	0	0	0	0	0	0	0	2
	Performance	100%	-	-	100%	-	-	-	-	-	-	-	-	100%
Enhanced-8 (24/7)	# Total	0	2	2	0	1	2	1	0	0	2	1	0	11
	# Met	0	2	2	0	1	2	0	0	0	1	1	0	9
	Performance	-	100%	100%	-	100%	100%	0%	-	-	50%	100%	-	82%
Enhanced-12	# Total	35	35	36	21	12	21	24	21	21	19	19	32	296
	# Met	35	34	36	21	12	21	24	21	21	19	18	32	294
	Performance	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	99%
Enhanced-12 (24/7)	# Total	24	27	23	34	25	18	19	24	21	20	7	16	258

	# Met	24	27	23	31	25	18	17	22	21	19	6	15	248
	Performance	**100%**	**100%**	**100%**	**91%**	**100%**	**100%**	**89%**	**92%**	**100%**	**95%**	**86%**	**94%**	**96%**
Enhanced-(90 day)-12 (24/7)	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
	# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
	Performance	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**

A.9.3 Results for Service Levels for Enhanced Fault rectification: Remote where plant work or nbn attendance required (Part A, cl. 9.1)

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Enhanced-12	# Total	0	0	0	0	0	0	0	1	1	1	0	1	4
	# Met	0	0	0	0	0	0	0	1	1	1	0	1	4
	Performance	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**1**	**1**	**100%**	**-**	**1**	**100%**
Enhanced-12 (24/7)	# Total	0	0	0	0	1	1	0	0	0	0	0	0	2
	# Met	0	0	0	0	1	1	0	0	0	0	0	0	2
	Performance	**-**	**-**	**-**	**-**	**1**	**1**	**-**	**-**	**-**	**-**	**-**	**-**	**100%**

A.9.3 Results for Performance Objectives for Enhanced Fault rectification (Part A, cl.9.2)

Performance Objectives in respect of Enhanced Fault rectification applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Enhanced Fault Rectification	95% or more

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	345	384	436	401	316	328	359	401	346	353	324	463	4,456
# Met	314	357	398	362	292	304	323	374	319	316	296	434	4,089
Performance	**91%**	**93%**	**91%**	**90%**	**92%**	**93%**	**90%**	**93%**	**92%**	**90%**	**91%**	**94%**	**92%**

A.10 Performance Incident Rectification

A.10.1 Results for Service Levels for End User Incident rectification (Part A, cl. 10.1)

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Urban Area	# Total	2,615	3,076	3,347	2,895	2,526	3,025	2,344	2,298	2,669	2,342	2,552	2,800	32,489
	# Met	2,490	2,955	3,083	2,650	2,345	2,814	2,191	2,102	2,459	2,142	2,347	2,592	30,170
	Performance	**95%**	**96%**	**92%**	**92%**	**93%**	**93%**	**93%**	**91%**	**92%**	**91%**	**92%**	**93%**	**93%**
Major Or Minor Rural Area	# Total	503	429	521	423	381	520	431	384	419	317	304	288	4,920
	# Met	487	422	500	398	369	506	418	363	409	296	288	279	4,735
	Performance	**97%**	**98%**	**96%**	**94%**	**97%**	**97%**	**97%**	**95%**	**98%**	**93%**	**95%**	**97%**	**96%**
Remote Area	# Total	17	15	14	19	11	13	9	4	5	6	4	8	125
	# Met	17	15	14	19	10	13	9	4	5	6	4	8	124
	Performance	**100%**	**100%**	**100%**	**100%**	**91%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**99%**

A.10.2 Results for Performance Objective (Part A, cl. 10.2)

Performance Objectives in respect of Enhanced Fault rectification applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
End User Incidents rectified in accordance with the relevant Service Levels	80% or more

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	3,135	3,520	3,882	3,337	2,918	3,558	2,784	2,686	3,093	2,665	2,860	3,096	37,534
# Met	2,994	3,392	3,597	3,067	2,724	3,333	2,618	2,469	2,873	2,444	2,639	2,879	35,029
Performance	**96%**	**96%**	**93%**	**92%**	**93%**	**94%**	**94%**	**92%**	**93%**	**92%**	**92%**	**93%**	**93%**

A.11 End User Fault Rectification Appointments

A.11.1 Results for Service Levels for kept End User Fault Rectification Appointments (Part A, cl. 11.1)

			Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Actual Appointments Kept	Attend a premises at a particular time	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
		Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4 hour period	# Total	84,026	81,731	79,426	64,651	65,268	61,651	53,560	59,832	54,650	52,050	58,677	66,636	782,158
		# Met	81,779	78,949	77,406	62,550	63,094	60,647	52,489	58,383	53,852	51,274	57,386	64,818	762,627
		Performance	**97%**	**97%**	**97%**	**97%**	**97%**	**98%**	**98%**	**98%**	**99%**	**99%**	**98%**	**97%**	**98%**
Initial Actual Appointments rescheduled	Attend a premises at a particular time	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
		Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4 hour period	# Total	86,656	93,612	81,129	65,751	67,053	63,586	56,020	61,209	56,317	54,785	60,705	68,637	815,460
		# Met	1,838	2,154	1,615	1,677	1,652	701	764	1,068	574	539	973	1,411	14,966
		Performance	**2%**	**2%**	**2%**	**3%**	**2%**	**1%**	**1%**	**2%**	**1%**	**1%**	**2%**	**2%**	**2%**
Initial Actual Appointments that were previously rescheduled kept	Attend a premises at a particular time	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
		# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
		Performance	-	-	-	-	-	-	-	-	-	-	-	-	-
	Attend a premises within a 4 hour period	# Total	349	600	405	429	547	400	382	581	237	120	202	295	4,547
		# Met	309	537	355	366	495	360	360	535	223	109	185	264	4,098
		Performance	**89%**	**90%**	**88%**	**85%**	**90%**	**90%**	**94%**	**92%**	**94%**	**91%**	**92%**	**89%**	**90%**

nbn does not currently offer Appointments to attend a Premises with an Appointment window of: 'within a period between 4 and 5 hours' for Premises in Major Rural Areas, Minor Rural Areas, Remote Areas, Isolated Areas, or Limited Access Areas. Consequently, no performance data is available

A.11.2 Results for Service Levels for kept End User Fault Rectification Appointments (Part A, cl. 11.1)

Performance Objectives in respect of End User Fault Rectification Appointments applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Actual Trouble Ticket Appointments (excluding any initial Actual Trouble Ticket Appointments that were previously rescheduled) kept in accordance with the Service Levels	90% or more
Initial Actual Trouble Ticket Appointments rescheduled	5% or less
Initial Actual Trouble Ticket Appointments that were previously rescheduled kept in accordance with the Service Levels	95% or more

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Actual Trouble Ticket Appointments kept in accordance with Service Levels	# Total	84,026	81,731	79,426	64,651	65,268	61,651	53,560	59,832	54,650	52,050	58,677	66,636	782,158
	# Met	81,779	78,949	77,406	62,550	63,094	60,647	52,489	58,383	53,852	51,274	57,386	64,818	762,627
	Performance	**97%**	**97%**	**97%**	**97%**	**97%**	**98%**	**98%**	**98%**	**99%**	**99%**	**98%**	**97%**	**98%**
Initial Actual Trouble Ticket Appointments rescheduled	# Total	86,656	93,612	81,129	65,751	67,053	63,586	56,020	61,209	56,317	54,785	60,705	68,637	815,460
	# Met	1,838	2,154	1,615	1,677	1,652	701	764	1,068	574	539	973	1,411	14,966
	Performance	**2%**	**2%**	**2%**	**3%**	**2%**	**1%**	**1%**	**2%**	**1%**	**1%**	**2%**	**2%**	**2%**
Initial Actual Trouble Ticket Appointments that were previously rescheduled kept in accordance	# Total	349	600	405	429	547	400	382	581	237	120	202	295	4,547
	# Met	309	537	355	366	495	360	360	535	223	109	185	264	4,098
	Performance	**89%**	**90%**	**88%**	**85%**	**90%**	**90%**	**94%**	**92%**	**94%**	**91%**	**92%**	**89%**	**90%**

with Service Levels													

A.12 Modifications

A.12.1 Results for Service Levels and Performance Objective for Access Component Modifications: No Attendance Required (Part A, cl. 12.1(a) and 12.3)

Performance Objectives in respect of Access Component Modifications No Attendance Required applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Access Component Modification (no attendance at Premises required)	90% or more

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	499,683	294,098	307,663	322,029	368,169	340,702	358,377	300,040	283,134	239,835	214,198	301,762	3,829,690
# Met	494,528	292,479	305,720	321,518	366,685	335,856	356,772	296,001	266,875	238,406	214,063	299,380	3,788,283
Performance	**99.0%**	**99.4%**	**99.4%**	**99.8%**	**99.6%**	**98.6%**	**99.6%**	**98.7%**	**94.3%**	**99.4%**	**99.9%**	**99.2%**	**99%**

A.12.2 Results for Service Levels for Access Component Modifications in respect of the Fibre Network, FTTB Network, FTTN Network, FTTC Network, HFC Network and Wireless Network: Attendance Required (Part A, cl.12.1(b)(i))

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Urban	# Total	9	11	10	11	10	6	4	6	0	3	15	6	91
	# Met	8	9	6	8	4	2	4	4	0	2	10	6	63
	Performance	**89%**	**82%**	**60%**	**73%**	**40%**	**33%**	**100%**	**67%**	**-**	**67%**	**67%**	**100%**	**69%**
Major & Minor Rural	# Total	**1**	0	3	0	0	2	1	2	3	17	25	28	82
	# Met	**1**	0	2	0	0	2	1	2	3	16	21	28	76

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Performance	100%	-	67%	-	-	100%	100%	100%	100%	94%	84%	100%	93%
# Total	0	0	0	0	0	4	4	14	27	100	112	122	383
# Met	0	0	0	0	0	4	4	14	27	100	106	120	375
Performance	-	-	-	-	-	100%	100%	100%	100%	100%	95%	98%	98%

(Row label: **Rural**)

A.12.3 Results for Service Levels for Access Component Modifications in respect of Satellite Network: Attendance Required (Part A, cl.12.1(b)(ii))

		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Urban, Major Rural, Minor Rural or Remote Area	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
	# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
	% Met	-	-	-	-	-	-	-	-	-	-	-	-	-
Isolated Area	# Total	0	0	0	0	0	0	0	0	0	0	0	0	0
	# Met	0	0	0	0	0	0	0	0	0	0	0	0	0
	% Met	-	-	-	-	-	-	-	-	-	-	-	-	-

A.12.4 Results for Performance Objective for Access Component Modifications: Attendance Required (Part A, cl. 12.3)

Performance Objectives in respect of Access Component Modifications Attendance Required applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Access Component Modification (attendance at Premises required)	90% or more

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	10	11	13	11	10	12	9	22	30	120	152	156	556
#Met	9	9	8	8	4	8	9	20	30	118	137	154	514
Performance	90%	82%	62%	73%	40%	67%	100%	91%	100%	98%	90%	99%	92%

A.12.5 Results for Service Level and Performance Objective for Connectivity Component Modifications (Part A, cl.12.2)

Performance Objectives in respect of Connectivity Component Modifications applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
CVC Modifications	90% or more

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	14,883	3,927	4,183	3,409	1,906	3,830	1,421	1,723	4,252	1,862	2,878	5,335	49,609
# Met	14,845	3,924	4,172	3,391	1,900	3,721	1,419	1,701	4,229	1,859	2,870	5,326	49,357
Performance	**100%**	**100%**	**100%**	**99%**	**100%**	**97%**	**100%**	**99%**	**99%**	**100%**	**100%**	**100%**	**99%**

A.13 Disconnection

A.13.1 Results for Service Level and Performance Objective for Access Component Disconnections (Part A, cl. 13.1, 13.2)

Performance Objectives in respect of Access Component Disconnections applicable at the Review Period as follows:

Relevant Service Level	Performance Objective
Access Component Disconnections	99% or more

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	186,602	193,592	191,746	191,638	192,040	214,599	217,299	278,064	248,359	258,324	220,387	204,942	2,597,592
# Met	186,431	193,276	191,396	191,351	191,413	214,251	216,836	277,810	228,517	258,075	220,241	204,610	2,574,207

A.14 Network Performance Availability

A.14.1 Results for Performance Objective for Network Availability

Performance Objectives in respect of Network Availability applicable at the Review Period as follows:

- 99.90% in respect of all relevant ordered products supplied to all of nbn's retail service providers over the nbn® Network other than those supplied by means of the Satellite Network; and
- 99.70% in respect of all relevant ordered products supplied to all of nbn's retail service providers over the nbn® Network by means of the Satellite Network

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
All Tech except Satellite	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.95%	99.95%	99.95%
SAT	99.91%	99.89%	99.89%	99.89%	99.87%	99.87%	99.87%	99.86%	99.86%	99.86%	99.90%	99.90%	99.86%

A.14.2 Results for Performance Objective for Network Utilisation (Part A, cl. 14.4)

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
>90% Utilised for >= 30 Minutes	0	0	0	1	0	0	1	0	0	1	0	0	3
Exceed Threshold >= 3 Times in 30 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
% Achieved Utilisation Management	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**

A.15 Fibre Connect Connection

A.15.1 Results for Service Levels for Fibre Connect Connections: FTTC to FTTP (E.6)

Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Urban	# Total	4,489	5,241	5,174	5,917	6,442	8,895	6,201	7,545	7,966	8,592	9,262	7,506	83,230

	# Met	4,066	4,470	4,162	4,540	4,547	7,020	5,465	7,069	7,697	8,390	9,049	7,352	73,827
	Performance	**91%**	**85%**	**80%**	**77%**	**71%**	**79%**	**88%**	**94%**	**97%**	**98%**	**98%**	**98%**	**89%**
Major/Minor Rural	# Total	272	262	303	296	325	517	416	481	518	639	724	565	5318
	# Met	241	236	250	216	212	371	336	414	480	606	681	534	4,577
	Performance	**89%**	**90%**	**83%**	**73%**	**65%**	**72%**	**81%**	**86%**	**93%**	**95%**	**94%**	**95%**	**86%**
Remote	# Total	8	13	10	15	10	13	6	5	15	17	7	12	131
	# Met	8	12	9	12	7	11	4	4	14	17	7	12	117
	Performance	**100%**	**92%**	**90%**	**80%**	**70%**	**85%**	**67%**	**80%**	**93%**	**100%**	**100%**	**100%**	**89%**

A.15.2 Results for Service Levels for Fibre Connect Connections: FTTN to FTTP (E.6)

Location		Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
Urban	# Total	11,976	13,680	16,391	18,459	18,047	17,928	16,008	17,569	16,389	16,226	18,157	14,400	195,230
	# Met	9,436	10,013	11,154	12,512	11,190	13,637	14,170	16,095	15,218	15,463	17,660	13,983	160,531
	Performance	**79%**	**73%**	**68%**	**68%**	**62%**	**76%**	**89%**	**92%**	**93%**	**95%**	**97%**	**97%**	**82%**
Major/Minor Rural	# Total	1111	1405	1933	2106	1860	1637	1665	2051	2197	2100	2313	2046	22,424
	# Met	1014	1221	1548	1687	1487	1356	1481	1890	2013	1960	2220	1958	19,835
	Performance	**91%**	**87%**	**80%**	**80%**	**80%**	**83%**	**89%**	**92%**	**92%**	**93%**	**96%**	**96%**	**88%**
Remote	# Total	10	22	44	59	27	4	10	36	38	24	17	9	300
	# Met	9	20	32	41	21	1	8	36	38	22	16	8	252
	Performance	**90%**	**91%**	**73%**	**69%**	**78%**	**25%**	**80%**	**100%**	**100%**	**92%**	**94%**	**89%**	**84%**

A.15.3 Performance Objective for Fibre Connect Connections (E.7)

Relevant Service Level	Performance Objective
Fibre Connection Connections	90% or more

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total
# Total	17,866	20,623	23,855	26,852	26,711	28,994	24,306	27,687	27,123	27,598	30,480	24,538	306,633
# Met	14,774	15,972	17,155	19,008	17,464	22,396	21,464	25,508	25,460	26,458	29,633	23,847	259,139
Performance	**83%**	**77%**	**72%**	**71%**	**65%**	**77%**	**88%**	**92%**	**94%**	**96%**	**97%**	**97%**	**85%**