



# Monthly Progress Report March 2018

| Stage                | Measure  | Description   | Mar 2017                   | Sept 2017                  | Dec 2017                 | Feb 2018   | Mar 2018   |
|----------------------|--|---|----------------------------|----------------------------|--------------------------|------------|------------|
| <b>Progress</b>      | Homes and businesses ready-to-connect  | The number of homes and businesses that can connect to a plan over the nbn™ access network by ordering via a phone and internet provider.   | 4,500,000                  | 6,100,000                  | 6,100,000                | 6,300,000  | 6,500,000  |
|                      | Homes and businesses connected   | The number of homes and businesses connected to a plan over the nbn™ access network through a phone and internet provider.  | 2,000,000                  | 3,000,000                  | 3,400,000                | 3,600,000  | 3,700,000  |
| <b>Connect</b>       | Right first time installations   | The percentage of homes and businesses that have their nbn™ equipment installed without additional work from NBN Co the first time the installation is attempted.                               | 85%                        | 86%                        | 86%                      | 89%        | 87%        |
|                      | Meeting agreed installation times  | The percentage of homes and businesses that NBN Co connects to the nbn™ access network within timeframes agreed with phone and internet providers.  | 88%                        | 92%                        | 94%                      | 92%        | 92%        |
| <b>Use</b>           | Average network bandwidth congestion   | The average number of minutes of bandwidth congestion per week per service calculated across all phone and internet providers across the whole network excluding nbn™ Sky Muster™ services.     | 415 (6 hours & 55 minutes) | 256 (4 hours & 16 minutes) | 90 (1 hour & 30 minutes) | 12 minutes | 18 minutes |
|                      | Fixed-line network congestion  | The estimated monthly average percentage of homes and businesses who experience nbn™ access network congestion.   | 0.370%                     | 0.108%                     | 0.097%                   | 0.119%     | 0.068%     |
|                      | Uptake to higher wholesale plans   | The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and 25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider. | 16%                        | 16%                        | 16%                      | 25%        | 37%        |
|                      |  |   | 84%                        | 84%                        | 84%                      | 75%        | 63%        |
| Network availability | Percentage of time the nbn™ access network is available and operating. This is calculated per NBN Co's agreed service levels with phone and internet providers. This excludes planned network outages. | 100.0%  | 100.0%                     | 99.9%                      | 99.9%                    | 99.9%      |            |
| <b>Fix</b>           | Meeting agreed fault restoration times   | The percentage of faults that NBN Co resolves within the timeframes agreed with phone and internet providers.   | 65%                        | 80%                        | 82%                      | 85%        | 83%        |
|                      | Faults per 100 connected homes and businesses  | The number of faults on the nbn™ access network per 100 homes or businesses per month.  | 0.9                        | 1.0                        | 1.1                      | 1.0        | 1.0        |

Quality

Co-operation

Progress