



Monthly Progress Report May 2019

Measure	Description	May 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Homes and businesses ready-to-connect	The number of homes and businesses that can order a plan via a phone and internet provider and connect to the nbn™ access network.	6,700,000	7,800,000	8,100,000	8,300,000	8,600,000	8,800,000	9,200,000	9,500,000
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.	3,900,000	4,600,000	4,700,000	4,800,000	4,900,000	5,100,000	5,200,000	5,400,000
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.	91%	94%	93%	91%	88%	89%	89%	89%
Meeting agreed installation times	The percentage of premises that NBN Co connects to the nbn™ access network within its agreed service level timeframes with phone and internet providers.	94%	95%	93%	87%	84%	85%	90%	93%
Average network bandwidth congestion	The average number of minutes of bandwidth congestion per week/ per service. This is calculated across all bandwidth purchased by all phone and internet providers across the entire network (CVC congestion). This excludes Sky Muster™ satellite.	18 minutes	29 minutes	40 minutes	45 minutes	36 minutes	42 minutes	38 minutes	31 minutes
Fixed Line network congestion	The estimated monthly average percentage of homes and businesses who experience nbn™ access network congestion (as per NBN Co's congestion measures for Fixed Line networks). This excludes nbn™ Fixed Wireless and Sky Muster™ satellite.	0.089%	0.022%	0.022%	0.018%	0.036%	0.017%	0.114%	0.123%
Fixed Wireless busy hour cell performance	The percentage of cells with a monthly busy hour cell performance of 6 Mbps or more.	94.5%	96.2%	96.6%	95.7%	96.3%	97.1%	96.7%	97.1%
Fixed Wireless busy hour backhaul performance*	The percentage of cells on a backhaul link with a 28 day busy hour packet loss of less than 0.25%	-	-	-	-	-	-	88.5%	91.8%
Uptake to higher wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and	44%	55%	56%	57%	57%	58%	60%	62%
	25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	56%	45%	44%	43%	43%	42%	40%	38%
Network availability	Percentage of time the nbn™ access network is available and operating. This metric has been calculated using the same methodology as in previous months and excludes operational outages for network upgrades and improvements, including planned network outages and has been rounded to the nearest two decimal places. NBN Co is working to ensure that all operational outage types for network upgrades and improvements have been appropriately reflected in this metric in the interests of increased transparency.	99.95%	99.94%	99.93%	99.92%	99.95%	99.94%	99.96%	99.96%
Meeting agreed fault restoration times	The percentage of faults that NBN Co resolves within the timeframes agreed with phone and internet providers.	90%	91%	91%	86%	88%	88%	88%	90%
Faults after connection completed (per 100 connected homes and businesses)**	The number of faults on the nbn™ access network per 100 premises per month (excluding faults within 10 business days of the connection).	0.9	0.9	0.8	0.9	0.8	0.8	0.8	0.8

It is important that this Progress Report is read in conjunction with the information on NBN Co's website at nbn.com.au/updates

*Due to availability of data, the first month's metric (April 2019) was calculated as an average of the available weekly busy hour packet loss figures from the 18th April to 1st May inclusive.

**The calculation of this metric has changed from October 2018. The new calculation of this metric excludes faults within 10 business days of the connection. This provides a better representation of the performance of the network post any connection related issues. The historical figures in this score card have been recalculated using this new metric. This metric should not be compared with the old "Faults per 100 connected homes and businesses" metric as contained in previous monthly progress reports.

Fixed Wireless Busy Hour Cell Performance Categories

The percentage of cells performing within specified monthly busy hour cell performance categories between <3 Mbps and >=25 Mbps.

The percentage of cells in each category is calculated using the number of cells in the relevant category divided by the total number of active cells on the nbn™ Fixed Wireless network at the end of the relevant month.

Month	Monthly busy hour cell performance category	% of Fixed Wireless Cells in category
May 2019	<3 Mbps	0.03%
	3 to <6 Mbps	2.89%
	6 to <12 Mbps	15.31%
	12 to <25 Mbps	30.29%
	>= 25 Mbps	51.47%

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Fixed Wireless Cell Performance by Hours Spent in Categories

A "specified cell" means those cells that have a monthly busy hour cell performance of either <3 Mbps, or 3 to <6 Mbps.

This table shows the average number of hours a day "specified cells" spent in each of the following performance categories (averaged over 30 days):

- (i) <3 Mbps
- (ii) 3 to <6 Mbps

This is expressed as a percentage of all Fixed Wireless Cells, which is calculated by dividing the number of cells that fall into each hourly category by the total number of active cells on the nbn™ Fixed Wireless network at the end of the relevant month.

May 2019 performance category (cell hourly download)	Average number of hours per day spent in performance category*				
	0 to <1 hours	1 to <2 hours	2 to <3 hours	3 to <4 hours	>= 4 hours
<3Mbps	1.26%	0.06%	0.03%	0.00%	0.00%
3-<6Mbps	0.04%	1.20%	0.83%	0.51%	0.27%

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*Note a cell with a monthly busy hour cell performance of under 6Mbps may fall within both of these performance categories, and as such the rows may not add up to the proportion of cells with a monthly busy hour cell performance of under 6Mbps