



# Monthly Progress Report October 2018

| Stage    | Measure                                       | Description                                                                                                                                                                                                                  | Oct 2017                       | Apr 2018   | May 2018   | June 2018  | July 2018  | Aug 2018   | Sept 2018  | Oct 2018   |
|----------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------|------------|------------|------------|------------|------------|------------|
| Progress | Homes and businesses ready-to-connect         | The number of homes and businesses that can connect to a plan over the <b>nbn</b> <sup>TM</sup> access network by ordering via a phone and internet provider.                                                                | 6,400,000                      | 6,600,000  | 6,700,000  | 7,000,000  | 7,100,000  | 7,200,000  | 7,300,000  | 7,500,000  |
|          | Homes and businesses connected                | The number of homes and businesses connected to a plan over the <b>nbn</b> <sup>TM</sup> access network through a phone and internet provider.                                                                               | 3,100,000                      | 3,800,000  | 3,900,000  | 4,000,000  | 4,200,000  | 4,300,000  | 4,400,000  | 4,500,000  |
| Connect  | Right first time installations                | The percentage of homes and businesses that have their <b>nbn</b> <sup>TM</sup> equipment installed without additional work from NBN Co the first time the installation is attempted.                                        | 85%                            | 91%        | 91%        | 92%        | 93%        | 93%        | 94%        | 93%        |
|          | Meeting agreed installation times             | The percentage of homes and businesses that NBN Co connects to the <b>nbn</b> <sup>TM</sup> access network within timeframes agreed with phone and internet providers.                                                       | 91%                            | 93%        | 94%        | 95%        | 94%        | 95%        | 97%        | 97%        |
| Use      | 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 <b>nbn</b> <sup>TM</sup> Sky Muster <sup>TM</sup> services. | 309 mins (5 hours & 9 minutes) | 18 minutes | 18 minutes | 25 minutes | 28 minutes | 61 minutes | 38 minutes | 34 minutes |
|          | Fixed Line network congestion                 | The estimated monthly average percentage of homes and businesses who experience <b>nbn</b> <sup>TM</sup> access network congestion.                                                                                          | 0.143 %                        | 0.073%     | 0.089%     | 0.081%     | 0.036%     | 0.049%     | 0.0020%    | 0.008%     |
|          | 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%                            | 42%        | 44%        | 45%        | 47%        | 49%        | 50%        | 53%        |
|          |                                               |                                                                                                                                                                                                                              | 84%                            | 58%        | 56%        | 55%        | 53%        | 51%        | 50%        | 47%        |
|          | Network availability                          | Percentage of time the <b>nbn</b> <sup>TM</sup> 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.   | 99.9%                          | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       |
| Fix      | Meeting agreed fault restoration times        | The percentage of faults that NBN Co resolves within the timeframes agreed with phone and internet providers.                                                                                                                | 80%                            | 87%        | 90%        | 90%        | 91%        | 91%        | 92%        | 92%        |
|          | Faults per 100 connected homes and businesses | The number of faults on the <b>nbn</b> <sup>TM</sup> access network per 100 homes or businesses per month.                                                                                                                   | 1.0                            | 0.9        | 1.0        | 0.9        | 0.9        | 0.9        | 0.8        | 0.9        |

It is important that this Progress Report is read in conjunction with the information on **nbn**'s website at [nbn.com.au/updates](http://nbn.com.au/updates)