



# Monthly Progress Report July 2022

Measure	Description	Jul 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
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.	12,000,000	12,100,000	12,100,000	12,100,000	12,100,000	12,100,000	12,100,000	12,100,000
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.	8,200,000	8,400,000	8,500,000	8,500,000	8,500,000	8,500,000	8,500,000	8,500,000
Right first-time installations #	The percentage of homes and businesses that have their initial nbn equipment installed without additional work from NBN Co the first time the installation is attempted when connecting to the nbn network for the first time.	82%****	86%	86%	89%	88%	89%	89%	91%#
Meeting agreed installation times	The percentage of premises that nbn connects to the nbn access network within target timeframes with phone and internet providers.	96%	97%	97%	97%	97%	98%	98%	99%
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 nbn Sky Muster™ satellite.	27 minutes	18 minutes	16 minutes	32 minutes	22 minutes	22 minutes	28 minutes	34 minutes
Fixed Line network congestion	The estimated monthly average percentage of homes and businesses who experience nbn access network congestion (as per nbn's congestion measures for Fixed Line networks). This excludes nbn Fixed Wireless and nbn Sky Muster™ satellite.	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%
Fixed Wireless busy hour cell performance	The percentage of cells with a monthly busy hour cell performance of 6 Mbps or more.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Uptake to 50Mbps or over - wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and	77%	76%	76%	76%	76%	76%	76%	76%
	25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	23%	24%	24%	24%	24%	24%	24%	24%
Network availability	Percentage of time the nbn access network is available and operating. For this measure, the network is considered 'unavailable' during the time nbn is restoring services following the raising of a fault. It does not include periods where the network is unavailable due to operational outages for network upgrades and improvements or events beyond nbn's control. This metric has been rounded to the nearest two decimal places.	99.95%	99.95%	99.93%	99.85%	99.96%	99.95%	99.96%	99.96%
Meeting agreed fault restoration times	The percentage of time nbn resolves accepted faults within nbn's target timeframes with phone and internet providers.	82%****	88%	85%	81%	89%	91%	93%	93%
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).	0.8	0.9	1.0	1.2	0.8	0.8	0.8	0.7
Sky Muster™ Satellite Network Faults	This metric describes the total number of nbn satellite network faults that impacted end user nbn Sky Muster™ and nbn Sky Muster™ Plus services that first arose within the month.	11	14	20	24	18	10	15	7
Sky Muster™ Satellite Network Faults - Average Time to Restore	The Average Time to Restore measures the average time taken for nbn to resolve all nbn satellite network faults which affected the supply of nbn Sky Muster™ and nbn Sky Muster™ Plus services and first arose within the month.	61 minutes	36 hrs 54 mins++	67 minutes	89 minutes	31 minutes	19 minutes	182 minutes*	82 minutes

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

++The January 2022 data related to a temporary disruption to services on the nbn Sky Muster™ 1B satellite in December 2021. After an investigation involving nbn's satellite monitoring partner, the disruption is believed to have been caused by a micrometeorite that impacted the satellite. Most nbn Sky Muster™ and nbn Sky Muster™ Plus satellite services were restored soon after the issue occurred, however, the disruption continued to affect approximately 0.5 per cent of customers connected to nbn Sky Muster satellite services although all services had been restored during January 2022.

\*\*\*\*This metric was impacted by some unexpected challenges following the implementation of a new appointment scheduling system.

\*Sky Muster™ Satellite Network Faults Average Time to Restore was incorrectly reported in June 2022 at 103 minutes and was actually 182 minutes. Updated 30 September 2022

# The calculation for 'Right First Time' has been updated in October 2022 and backdated from July 2022. As 'Right First Time' reports on new customers connecting to the nbn network for the first time, the updated calculation excludes existing customers who are upgrading their internet service as part of nbn's fibre upgrade program.

Document originally published in July 2022, updated October 2022.

## 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
July 2022	<3 Mbps	0.00%
	3 to <6 Mbps	0.01%
	6 to <12 Mbps	2.85%
	12 to <25 Mbps	20.90%
	>= 25 Mbps	76.24%

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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):

(1) <3 Mbps

(2) 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.

July 2022 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	0.00%	0.00%	0.00%	0.00%	0.00%
3-<6Mbps	0.00%	0.01%	0.00%	0.00%	0.00%

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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