



Monthly Progress Report January

Measure	Description	Jan 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019
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.	6,200,000	7,100,000	7,200,000	7,300,000	7,500,000	7,800,000	8,100,000	8,300,000
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.	3,500,000	4,200,000	4,300,000	4,400,000	4,500,000	4,600,000	4,700,000	4,800,000
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.	86%	93%	93%	94%	93%	94%	93%	91%
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.	93%	94%	95%	97%	97%	95%	93%	87%
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.	14 minutes	28 minutes	61 minutes	38 minutes	34 minutes	29 minutes	40 minutes	45 minutes
Fixed Line network congestion	The estimated monthly average percentage of homes and businesses who experience nbn™ access network congestion.	0.142%	0.036%	0.049%	0.020%	0.008%	0.022%	0.022%	0.018%
Fixed Wireless busy hour network performance	The percentage of cells averaging more than 6Mbps monthly busy hour cell performance.	N/A	95.1%	96.0%	96.5%	95.8%	96.2%	96.6%	95.7%
Uptake to higher wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher, and	18%	47%	49%	50%	53%	55%	56%	57%
	25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	82%	53%	51%	50%	47%	45%	44%	43%
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.	99.9%	100%	100%	100%	100%	99.9%	99.9%	99.9%
Meeting agreed fault restoration times	The percentage of faults that NBN Co resolves within the timeframes agreed with phone and internet providers.	79%	91%	91%	92%	92%	91%	91%	86%
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).	1.0	0.8	0.8	0.8	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

*The calculation of this metric has changed from [Oct 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 scorecard 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 Network 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
January 2019	<3 Mbps	0.06%
	3-6 Mbps	4.22%
	6-12 Mbps	18.45%
	12-25 Mbps	30.74%
	25-50 Mbps	46.53%

Fixed Wireless Network 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

The average number of hours a day in which those cells that have a monthly busy hour cell performance of <6Mbps spent in either performance category in the relevant 30 day period. 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.

Speed Throughput Category	Number of hours spent below respective throughput category				
	0-1 hours	1-2 hours	2-3 hours	3-4 hours	>4 hours
% of Cells with Average Monthly Throughput < 3Mbps	2.33%	0.16%	0.00%	0.00%	0.00%
% of Cells with Average Monthly Throughput 3-6Mbps	0.06%	1.35%	1.17%	0.71%	0.97%

*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