



Media release

28 May 2020

Australian Broadband Data Demand: data demand on nbn's main wholesale service remains above pre-COVID-19 levels

- ***Australian Broadband Data Demand* report highlights on the main nbn wholesale service:**
 - **Weekly download throughput peak of 14.5 Terabits per second (Tbps) recorded on Tuesday, 19 May during the Evening Busy Hours**
 - **Weekly upload throughput peak of 1.02 Tbps recorded on Tuesday, 19 May during the Evening Busy Hours**

Data demand on **nbn's** main wholesale access service continues to sit at elevated levels compared to the pre-COVID-19 baseline, according to figures from the latest *Australian Broadband Data Demand* report.

For the week from Monday, 18 May to Sunday, 24 May, peak download throughput (the measure of data flowing through the **nbn**[™] access network) during the busy evening period increased by 32 per cent compared to the last week of February (which **nbn** measures as its normal pre-COVID-19 baseline) to record a new record high of 14.5 terabits per second (Tbps) on the main wholesale service on Tuesday 19 May. The new record high coincided with the release of a software update for a popular multi-player online game.

Peak download throughput during the week beginning Monday, 18 May also increased compared to the pre-COVID-19 baseline during daytime business hours, up 20 per cent to 9.4Tbps, and during early evening hours, up 37 per cent to 13.5Tbps, on the **nbn** main wholesale service.

Downstream network usage



Australian Broadband Data Demand is a weekly report into the peak throughput recorded in a week during daytime business hours, early evening hours and busy evening hours.

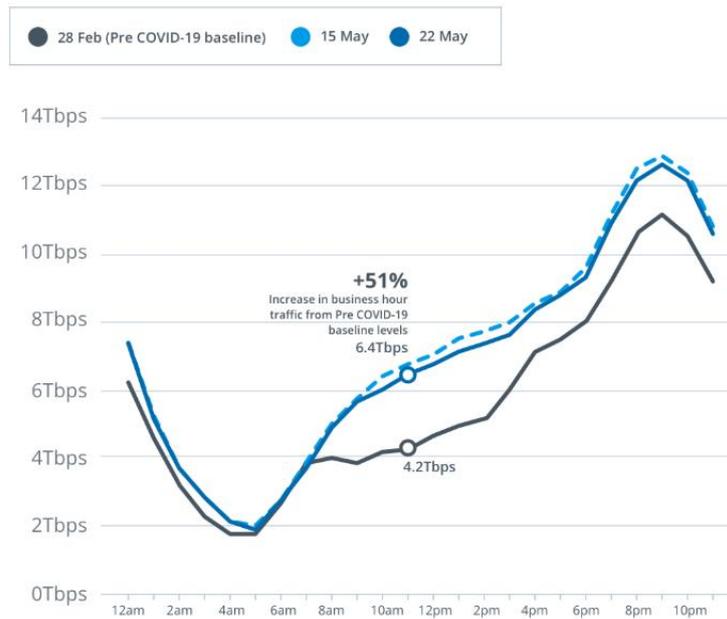
Compared to the pre-COVID-19 baseline, peak upload throughput on the main **nbn** wholesale service in the evening busy hours for the week beginning 18 May increased by 36 per cent to 1.02Tbps; peak upload throughput in the early evening hours increased 42 per cent to 0.96Tbps; and peak throughput during daytime business hours increased by 82 per cent to 0.91Tbps.

Upstream network usage



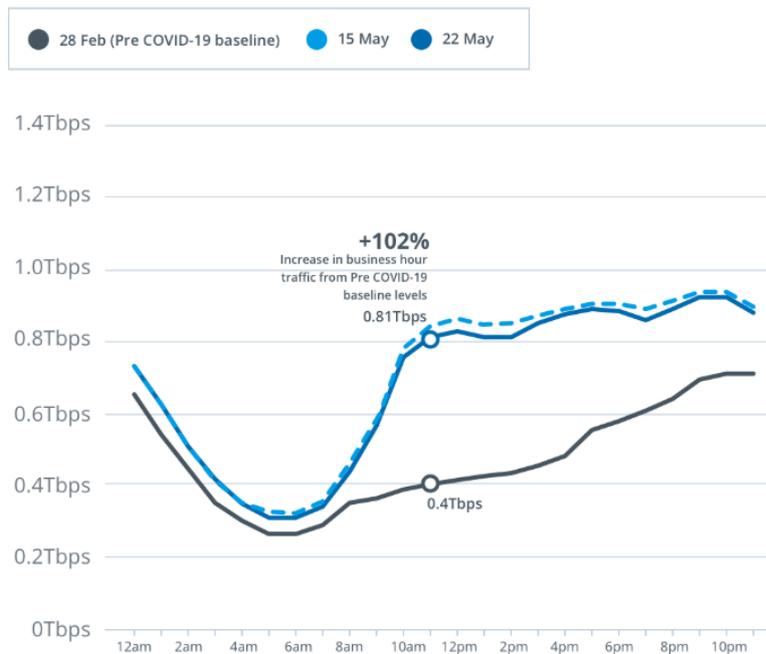
Compared to the pre-COVID-19 baseline before social distancing measures were implemented, downstream network usage on the **nbn** main wholesale service during business hours on 22 May 2020 was 51 per cent higher (as shown in the graph below at 11am) than the pre-COVID-19 baseline.

Downstream network usage over 24 hours



Upstream network usage on the **nbn** main wholesale service during business hours on 22 May 2020 was 102 per cent higher (as shown in the graph below at 11am) than the pre-COVID-19 baseline.

Upstream network usage over 24 hours



The **Australian Broadband Data Demand** report is updated weekly on nbn’s Transparency dashboard at: www.nbn.com.au/updates

For tips on how to make the most of your nbn connection and to learn more on what NBN Co is doing to support Australia through COVID-19, please visit: www.nbnco.com.au/campaigns/covid-19

Media enquiries:

Naomi Beames	NBN Co Media Hotline
Phone: 0414 621 767	Phone: 02 9927 4200
Email: naomibeames@nbnco.com.au	Email: media@nbnco.com.au



For further information, visit www.nbnco.com.au

Notes to editor:

- These metrics represent the upstream/downstream throughput peak each week, across the following three distinct periods:
 - o Business hours - Monday to Friday 8am to 4:59pm
 - o Early evening hours - Monday to Sunday 5pm to 7:59pm
 - o Evening busy hours - Monday to Sunday 8pm to 11:59pm
- For Business Hours, the peak is determined by taking the highest downstream throughput for our TC-4 service from the busiest 15-minute increment for downstream throughput, and from the busiest 30-minute increment for upstream, between Monday to Friday. The Early Evening Hours and Busy Evening Hours figures are recorded using the same methodology, but over a seven day period.
- TC-4 is nbn's standard wholesale broadband service that is designed primarily for general internet and standard data services across all access technologies.
- NBN Co considers the throughput peak metric for our TC-4 service as the most appropriate measure for growth in data flowing through the network as it shows when network use is at its highest in each defined period in a week for our wholesale access service most used for residential broadband services.
- This graph shows TC-4 usage (measured in terabits per second for both upstream and downstream) over a 24 hour period (using Australian Eastern Standard/Daylight time on the dates shown in the key). It compares the results from those two dates against a corresponding 24 hour period from nbn's pre-COVID-19 baseline on 28 February 2020 (the last week of February). Each marker on the x axis represents an hour period in the day. The y axis shows, for each of the 60 minute periods in that 24 hour period:
 - o The downstream throughput measure calculated by recording the highest downstream throughput for our TC-4 service from the busiest 15 minute increment in that 60 minute period.
 - o The upstream throughput measure calculated by recording the highest upstream throughput for our TC-4 service from the busiest 30 minute increment in that 60 minute period.
- The terabits per second (Tbps) value is rounded to one decimal place. The percentage increase is rounded to the nearest whole number.