



27 March 2024

Media release

A million premises in NSW now fibre ready

- More than one million premises across NSW – including across many regional areas – are now eligible for fibre upgrades on the **nbn**[®] network.¹
- Full fibre via **nbn** Fibre to the Premises enables access to a faster and more reliable **nbn** broadband service.²
- Customers can check their eligibility and register their interest in fibre upgrades on the **nbn** website.

The roll out of **nbn** full fibre in New South Wales (NSW) has hit a major milestone with more than one million homes and businesses across the state now eligible to upgrade from their copper-based connections to full fibre via **nbn** Fibre to the Premises.

Upgrading to **nbn**'s full fibre enables the community to access higher speeds than what is available on their copper connection, as well as enjoy a more consistent and reliable internet experience on **nbn**'s fixed line network.

Compared to **nbn** copper-based connections, full fibre can unlock a range of benefits for customers, such as smoother video calls when working from home, a better streaming experience, faster response times for gaming as well as the ability to have more devices (such as smart TVs, smart vacuums, home security systems and tablets) connected at the same time.

The upgrades come as people across NSW are using more data than ever. According to the latest data from **nbn**, in the past 10 years data consumption across the state has grown by more than 700 per cent. The average household in NSW uses around 457 GB of data per month.

This explosion in data consumption is being driven by the increased demand for high-definition streaming, online gaming and the number of connected devices using data intensive applications. The average Australian home now has around 22 connected devices, and it is set to increase to 30 by 2030.

The demand for these upgrades has been strong across the state, with more than 87,500 homes and businesses already ordering an upgrade.

Those eligible for a fibre upgrade can request one from their internet service provider by ordering an eligible plan. The upgrade will involve extending a fibre optic cable from the street to the premises, replacing the existing copper.

The milestone is part of **nbn**'s network investment plan, which aims to enable up to 10.2 million premises – or around 90 per cent of **nbn**'s fixed line footprint – across Australia to access its highest speed plans by December 2025.

There are three simple steps people can take to find out more about getting a fibre upgrade.

1. Check your address on the **nbn** website – www.nbn.com.au/fibreupgrade – to see if you are eligible.
2. If you are eligible, contact your phone and internet provider and ask them about the fibre upgrade plans they offer. Compare different plans and choose the one that best suits your needs and budget.
3. Once you have selected a plan, your provider will arrange an appointment with a **nbn** technician to install the fibre equipment at your premises.

nbn Chief Customer Officer, Anna Perrin, said:

“We are delighted to announce that more than one million premises across New South Wales can now access fibre upgrades on the **nbn** network, giving them the opportunity to access the fastest and most reliable residential broadband services available on the **nbn** network.²

“A fibre upgrade can transform your internet experience and allow people to experience the freedom that technology and innovation brings.

“Whether you're working from home, streaming your favourite shows, gaming online, or connecting with your loved ones, a fibre upgrade can help make a difference to your online experience, particularly when multiple users are online at the same time.²

“The upgrades are available right across the state, including to around 470,000 homes and businesses outside the Sydney region, which means that more people than ever in our regional areas can also access the benefits of a **nbn** full fibre connection.

“It can be simple to upgrade to **nbn** full fibre. First, check if you're eligible via **nbn**'s website, then contact an internet provider to order an eligible internet plan over full fibre. We'll then work with your provider to build a fibre internet connection straight into your home.”

ENDS

Notes to Editors

Interviews are available on request.

- This milestone brings the total number of premises across the state that can access **nbn**'s fastest residential speeds tiers via the Fibre to the Premises and HFC networks to more than 2.6 million, which includes premises that are in the existing FTTP and HFC footprint.
- The breakdown of eligible premises in NSW is below. Regions are aligned to the Australian Bureau of Statistics Statistical Area 4 definitions.

Region	Number of premises ready to order a fibre upgrade
Capital Region	26,894
Central Coast	54,996
Central West	29,845
Coffs Harbour – Grafton	14,007
Far West and Orana	8,943
Hunter Valley (excl Newcastle)	43,367
Illawarra	66,273
Mid North Coast	42,868
Murray	13,589
New England and Northwest	11,779
Newcastle and Lake Macquarie	66,676
Richmond – Tweed	60,813
Riverina	15,605
Southern Highlands and Shoalhaven	22,485
Sydney – Baulkham Hills and Hawkesbury	33,195
Sydney – Blacktown	33,713
Sydney – City and Inner South	38,364
Sydney – Eastern Suburbs	21,388
Sydney – Inner Southwest	113,129
Sydney – Inner West	30,725
Sydney – North Sydney and Hornsby	29,372
Sydney – Northern Beaches	46,143
Sydney – Outer Southwest	46,531
Sydney – Outer West and Blue Mountains	53,529
Sydney – Parramatta	51,848
Sydney – Ryde	11,655
Sydney – Southwest	30,556
Sydney – Sutherland	45,197

Disclaimers

1. Conditions, eligibility criteria and costs may apply – please speak with your preferred provider. Eligibility criteria includes among other things, being designated by nbn as a simple premises and placing an order for an nbn powered plan based on an eligible wholesale speed tier. Additional costs may apply to providers, who may choose to pass this charge onto their customers.

2. An end customer's experience, including the speeds actually achieved over the nbn® network, depends on the nbn® access technology and configuration over which services are delivered to their premises, whether they are using the internet during the busy period, and some factors outside of nbn's control (like their equipment quality, software, chosen broadband plan, signal reception, or how their provider designs its network).

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Resources

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