



Media release

New nbn higher speed tier orders soar to 70 per cent

Wholesale broadband speeds purchased continue to grow while average network bandwidth congestion remains low*

More Australians are switching to faster internet retail plans, with new data released today revealing 70 per cent of new orders on the **nbn**[™] access network are now based on wholesale speeds tiers of 50 Mbps (download) or higher.**

Since December 2017, orders for wholesale speed tiers of 50 Mbps or higher** have almost tripled, increasing from 16 per cent to 44 per cent, with average bandwidth network congestion reduced from more than five hours to less than 30 minutes per service, per week compared to this time last year (excluding Sky Muster[™] satellite).*

The dramatic take-up has been driven by NBN Co's new wholesale discount options, which supports internet providers in reducing bandwidth congestion and selling higher speed broadband retail plans.

The rollout of the network is now ramping up in capital cities with more than 250,000 new homes and businesses across metro Australia set to be able to connect to the **nbn**[™] access network in the next three months.

NBN Co's Chief Customer Officer - Residential, Brad Whitcomb said:

"We're pleased to see our work with industry is showing early signs of paying off with our insights indicating that new customers who connect to the network are generally more satisfied with their broadband service than before we introduced our new wholesale discount options.

"It's important for people connecting to the **nbn**[™] access network to understand how to pick a speed tier and retail plan that suits their needs.

"We recommend people talk to their internet provider about the actual speeds they are likely to experience, particularly during peak times and choose a plan that supports the number of people, usage habits and devices in the home.

"Our latest progress report shows in the last year we have also improved our ability to work with internet providers to restore faults on the network within our agreed time frames by 30 per cent. We know there is more work to be done and will continue to collaborate with the industry as the rollout gathers pace."

The **nbn**[™] access network is more than half way built with nearly four million homes and businesses already connected. NBN Co remains on track to complete the rollout by 2020.

*#NBN Co's monthly progress report is designed to give Australians a clearer understanding of the ways the company is taking action to improve customer experience. The metrics used relate to services NBN Co delivers to phone or internet providers and the physical connection of homes and businesses to **nbn**[™] infrastructure. The metrics do not cover services supplied by providers to end users. Metrics are based on averages, summaries and*



simplifications; end-user experiences vary. Please visit nbn.com.au/updates for important information on the metrics and their descriptions.

NBN Co's May 2018 monthly progress report includes:

- **Ready to connect** – There are more than 6.7 million Australian homes and businesses who are able to connect to the **nbn™** access network – compared with 5.0 million in May 2017.
- **Connected homes and businesses** – There are 3.9 million homes and businesses connected to a plan over the **nbn™** access network – compared with 2.3 million in May 2017.
- **Installed right the first time** – There are 91 per cent of homes and businesses who had their **nbn™** equipment installed right the first time – compared with 86 per cent in May 2017.
- **Meeting agreed installation times** – There are 94 per cent of homes and businesses who were connected within the agreed timeframes with phone and internet providers – compared with 88 per cent in May 2017.
- **Average network bandwidth congestion** – Average bandwidth congestion across the nbn access network (excluding **nbn™** Sky Muster™) is around 18 minutes per week per premises - compared with 5 hours and 42 minutes per week in May 2017.
- **Fixed Line Congestion** – There are 0.089 per cent of all homes and businesses connected to the **nbn™** Fixed Line access network who have experienced network congestion – compared with 0.121 per cent in May 2017.
- **Uptake to higher wholesale plans** – There are 44 per cent of homes and businesses on a 50Mbps (download) wholesale speed plan or higher – compared with 16 per cent in May 2017.
- **Network availability** – The **nbn™** access network was up and running 100.00 per cent of the time – compared to 99.9 per cent in May 2017.
- **Meeting agreed fault restoration time** – There are 90 per cent of faults resolved with phone and internet providers within the agreed time frames – compared to 59 per cent in May 2017.
- **Faults per 100 connected homes and businesses** – There are an average 1.00 per 100 homes and business who experienced a fault on the **nbn™** access network this month – compared to 1.0 in May 2017.

Please visit nbn.com.au/updates for more information.

Tracey Mynehan – nbn™ connected end user on higher speed plan





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Important notes to editor:

- Experiences vary depending on a range of factors including the technology over which services are delivered and factors outside NBN Co's control, such as broadband speed plans, provider and equipment.
- **Right first time installations** – typically excludes end-user cancellations, end-user or service provider initiated reschedules and other things outside of NBN Co's control such as bad weather. This measure covers the installation of equipment that does not require more than one appointment. It does not cover successful connections to a plan over the **nbn™** access network through a phone and internet provider.
- **Meeting agreed installation times** – varies by **nbn™** access network type and available infrastructure at the premises. This metric does not include Priority Access connections. The Wholesale Broadband Agreement (WBA) includes provisions around calculation and time measurement.
- **Average network bandwidth congestion** – calculated across all bandwidth purchased by all phone and internet providers across the whole network and excludes **nbn™** Sky Muster™ services. While bandwidth congestion is caused by the level of provisioning of capacity by the phone and internet providers, there are also other types of congestion which may occur on the **nbn™** access network.*
- **Fixed Line network congestion** – calculated based on how NBN Co utilises certain parts of the **nbn™** Fixed Line access network that are shared by phone and internet providers. This measure does not include Sky Muster™ satellite and **nbn™** Fixed Wireless. This metric does not consider any bandwidth congestion which is measured separately.
- **Uptake to higher wholesale plans** – includes wholesale plans with download speeds including both 50Mbps and 25-50Mbps plans that NBN Co provides to phone and internet providers. NBN Co wholesale speed tiers available to your phone and internet provider vary depending on the **nbn™** access network type in your area. **
- **Network availability** – The Wholesale Broadband Agreement includes detailed rules for defining and measuring network availability and includes a number of exceptions such as planned outages. This metric is has been rounded to the nearest one decimal place.
- **Meeting agreed fault restoration times** – measures individual service faults, not network related faults which are tracked separately. The measure also excludes faults not related to the **nbn™** access network. The agreed service levels vary depending on the location of the premises, and are different for the **nbn™** Sky Muster™ Satellite network. The Wholesale Broadband Agreement includes detailed rules for defining "nbn faults" and measuring **nbn™** access network performance. This does not include Priority Assistance Faults or Enhanced Faults.
- **Faults per 100 connected homes and businesses** – measures individual service faults, not network related faults which are tracked separately. This also excluded faults not related to the **nbn™** access network.

Media resources:

Click [here](#) for audio grabs

Click [here](#) for PDF monthly progress report

Click [here](#) for case study video

Click [here](#) for images



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