Monthly Progress Report February 2022

Measure	Description	Feb 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 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.	11,900,000##	12,000,000	12,000,000	12,000,000	12,000,000	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.	8,000,000	8,300,000	8,300,000	8,300,000	8,400,000	8,400,000	8,400,000	8,500,000
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.	88%	87%	89%	87%	86%	87%	86%	86%
Meeting agreed installation times	The percentage of premises that NBN Co connects to the **nbn**™ access network within target timeframes with phone and internet providers.	92%	97%	98%	98%	97%	98%	97%	97%
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 Sky Muster™ satellite.	6 minutes	16 minutes	16 minutes	21 minutes	18 minutes	31 minutes	18 minutes	16 minutes
Fixed Line network congestion	The estimated monthly average percentage of homes and businesses who experience **nbn**™ access network congestion (as per NBN Co's congestion measures for Fixed Line networks). This excludes **nbn**™ Fixed Wireless and Sky Muster™ satellite.	0.001%	0.002%	0.065%	0.002%	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%	99.7%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Uptake to 50Mpbs or over - wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and	70%	77%	77%	77%	77%	76%	76%	76%
	25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	30%	23%	23%	23%	23%	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 Co 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 Co's control. This metric has been rounded to the nearest two decimal places.	99.96%	99.97%	99.96%	99.96%	99.96%	99.96%	99.95%	99.93%
Meeting agreed fault restoration times	The percentage of time NBN Co resolves accepted faults within NBN Co's target timeframes with phone and internet providers.	89%	90%	93%	86%	90%	87%	88%	85%
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	0.8	0.7	1.0	0.9	1.0	0.9	1.0
Sky Muster™ Satellite Network Faults	This metric describes the total number of **nbn**™ satellite network faults that impacted end user Sky Muster™ and Sky Muster™ Plus services that first arose within the month.	32^^^	8	11	5	22	18	14	20
Sky Muster™ Satellite Network Faults - Average Time to Restore	The Average Time to Restore measures the average time taken for NBN Co to resolve all **nbn**™ satellite network faults which affected the supply of **nbn**™ Sky Muster™ and Sky Muster™ Plus services and first arose within the month.	636 minutes***	45 minutes	42 minutes	29 minutes	42 minutes	60 minutes	36 hrs 54 mins++	67 minutes

It is important that this Progress Report is read in conjunction with the information on NBN Co's website at nbn.com.au/updates

Please note "Ready to Connect" included premises which were temporarily categorised as HFC supply constrained, where our work on the network was complete but for a short period, an order could be placed due to the global supply shortage impacting **nbn**™ HFC connections.

++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 an **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 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.

*** NBN Co identified a network issue impacting some Sky Muster satellite services in Northern Territory and South Australia. It was a single incident with an extended resolution time due to in-orbit spacecraft interference causing a degraded service experience for some customers within three beams of SkyMuster 1A only.

^^^ The volume of LTTS faults in February 2021 was driven by a high number of short duration outages caused by weather events across Australia which interrupted satellite communications to **nbn** customers. A small number of short duration outages occurred due to a bug within the network code which caused cards to autonomously reset after 172 days. This fault has been resolved.

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
February 2022	<3 Mbps	0.00%
	3 to <6 Mbps	0.01%
	6 to <12 Mbps	2.93%
	12 to <25 Mbps	21.37%
	>= 25 Mbps	75.69%

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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.

February 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%	0.00%	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