Monthly Progress Report January 2021

Measure	Description	Jan 2020	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021
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.	10,800,000	11,800,000	11,800,000	11,800,000	11,800,000	11,900,000	11,900,000	11,900,000
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.	6,600,000	7,400,000	7,500,000	7,700,000	7,800,000	7,900,000	7,900,000	8,000,000
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.	93%	91%	92%	92%	92%	90%	91%	87%
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.	94%	96%	97%	96%	96%	96%	96%	92%
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.	33 minutes	25 minutes	22 minutes	17 minutes	9 minutes	30 minutes	33 minutes	33 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.	0.091%	0.126%^^	0.060%	0.301%	0.005%	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.	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%
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%	97.1%	99.8%	99.6%	99.9%	99.6%	99.3%	99.0%#	100.0%
Uptake to higher wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and	67%	69%	69%	70%	70%	70%	70%	70%
	25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	33%	31%	31%	30%	30%	30%	30%	30%
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.	99.93%	99.97%	99.97%	99.97%	99.97%	99.96%	99.96%	99.95%
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.	88%	92%	93%	93%	93%	91%	90%	87%
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).	0.9	0.6	0.7	0.6	0.6	0.8	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.	22	2	16	10	10	0##	14	16
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 Plus services and first arose within the month.	2 hours 27 minutes	48 minutes	98 minutes~	40 minutes	38 minutes	0 minutes	72 minutes	76 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

^The calculation of the Right First Time metric has changed from August 2020 following improvements to data capture processes. The additional data now factored in the calculation helps to provide a more complete picture of Right First Time installations. The historical figures in the graph above have been recalculated using this new metric. This metric should not be compared with the old 'Right First Time" metric as contained in pre-Aug 2020 monthly progress reports.

^^The calculation of this metric has changed from July 2020. The new calculation of this Fixed Line Network Congestion metric has been expanded to include measurement from FTTN/B and HFC transit links, which were not previously included. These additional factors help to provide a more complete picture of fixed line network congestion. The historical figures in this scorecard have been recalculated using this new metric. This metric should not be compared with the old 'Fixed Line Network Congestion' metric as contained in pre-July 2020 monthly progress reports.

*The calculation of this metric changed from October 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 earlier monthly progress reports.

In this reporting period, this metric was calculated for a 28 day period ending 16 December 2020.

##There were no **nbn**™ satellite network faults which affected the supply of the nbn™ Sky Muster™ and Sky Muster™ Plus services identified in November 2020.

~The Sky Muster™ Satellite Network Faults Average Time to Restore metric has been corrected for August 2020, up from 90 minutes to 98 minutes, due to test incidents being incorrectly classified.

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
January 2021	< 3 Mbps	0.00%
	3 to <6 Mbps	0.05%
	6 to <12 Mbps	3.05%
	12 to <25 Mbps	21.79%
	>= 25 Mbps	75.11%

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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.

January 2021 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	0.01%	0.01%	0.00%	0.00%	0.00%
3-<6Mbps	0.00%	0.05%	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