



Monthly Progress Report May 2018

Stage	Measure	Description	May 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	April 2018	May 2018
Progress	Homes and businesses ready-to-connect	The number of homes and businesses that can connect to a plan over the nbn TM access network by ordering via a phone and internet provider.	5,000,000	6,100,000	6,200,000	6,300,000	6,500,000	6,600,000	6,700,000
	Homes and businesses connected	The number of homes and businesses connected to a plan over the nbn TM access network through a phone and internet provider.	2,300,000	3,400,000	3,500,000	3,600,000	3,700,000	3,800,000	3,900,000
Connect	Right first time installations	The percentage of homes and businesses that have their nbn TM equipment installed without additional work from NBN Co the first time the installation is attempted.	86%	86%	86%	89%	87%	91%	91%
	Meeting agreed installation times	The percentage of homes and businesses that NBN Co connects to the nbn TM access network within timeframes agreed with phone and internet providers.	88%	94%	93%	92%	92%	93%	94%
Use	Average network bandwidth congestion	The average number of minutes of bandwidth congestion per week per service calculated across all phone and internet providers across the whole network excluding nbn TM Sky Muster TM services.	342 (5 hours 42 minutes)	90 (1 hour 30 minutes)	14 minutes	12 minutes	18 minutes	18 minutes	18 minutes
	Fixed Line network congestion	The estimated monthly average percentage of homes and businesses who experience nbn TM access network congestion.	0.121%	0.097%	0.142%	0.119%	0.068%	0.073%	0.089%
	Uptake to higher wholesale plans	The percentage of homes and businesses on a 50Mbps (download) wholesale speed plan or higher; and 25Mbps (download) wholesale speed plan or lower, purchased from a phone or internet provider.	16%	16%	18%	25%	37%	42%	44%
			84%	84%	82%	75%	63%	58%	56%
	Network availability	Percentage of time the nbn TM access network is available and operating. This is calculated per NBN Co's agreed service levels with phone and internet providers. This excludes planned network outages.	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%
Fix	Meeting agreed fault restoration times	The percentage of faults that NBN Co resolves within the timeframes agreed with phone and internet providers.	59%	82%	79%	85%	83%	87%	90%
	Faults per 100 connected homes and businesses	The number of faults on the nbn TM access network per 100 homes or businesses per month.	1.0	1.1	1.1	1.0	1.0	0.9	1.0

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