



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™ 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™ 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™ 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™ 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™ Sky Muster™ 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™ 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™ 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™ 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