



Regional Broadband Scheme Transparency Report

For the reporting year ended 30 June 2024



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1 About this Report

Under section 80 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (**TCPSS Act**), the Secretary of the Commonwealth Department of Infrastructure, Transport, Regional Development, Communications and the Arts may enter into a contract with an eligible funding recipient in relation to fixed wireless broadband services or satellite broadband services.

NBN Co Limited (**nbn**) is an eligible funding recipient, and a contract has been entered into in accordance with section 80(1) of the TCPSS Act (**RBS Contract**). Under the RBS Contract, **nbn** is required to meet specific terms and conditions as an eligible funding recipient pertaining to - the publication of amounts received by **nbn** through the Regional Broadband Scheme (**RBS**); enhanced transparency including in relation to how money was expended on the **nbn**[®] Fixed Wireless Network and **nbn**[®] Satellite Network; the provision of consistent and up to date information on the size of the **nbn** Fixed Wireless Network and **nbn** Satellite Network footprints; and the provision of information about the performance of the **nbn** Fixed Wireless Network and **nbn** Satellite Network.

The **nbn** RBS Transparency Report (the **Transparency Report**) is prepared and provided for the purpose of fulfilling **nbn**'s obligations under its contract pursuant to section 80(1) of the TCPSS Act.

The Transparency Report:

- is for the reporting year ending 30 June 2024 (**Reporting Year**); and
- relates to the telecommunications network owned or controlled by, or operated by or on behalf of, **nbn** or any related corporation using an **nbn**[®] Fixed Wireless or **nbn**[®] Satellite access technology (**nbn**[®] Fixed Wireless Network and **nbn**[®] Satellite Network).



2 Interim Chief Financial Officer's Message

nbn's purpose is to lift the digital capability of Australia and a key part of achieving this purpose is delivering broadband services to regional and rural Australia. This has required the design and construction of wholesale-only **nbn**[®] Fixed Wireless and Satellite Networks which predominantly cover areas in regional Australia.

Since 2011, **nbn** has significantly invested in deploying, maintaining and operating these networks in accordance with **nbn's** Statutory Infrastructure Provider obligations and its Statement of Expectations (as issued by the Commonwealth)¹. **nbn** continues this investment, as evidenced by the capital and operating expenditure incurred during the reporting year, shown in section 3 below. As a result of these investments, approximately 485,000 premises across Australia were connected to the **nbn**[®] Fixed Wireless and Satellite networks and more than one million premises are ready to connect to an nbn service across the Fixed Wireless and Satellite network footprint as at 30 June 2024.

The purpose of the RBS is to transparently and sustainably fund the cumulative net losses from the deployment, operation and maintenance of the **nbn**[®] Fixed Wireless and Satellite Networks. In 2020, the Australian Competition and Consumer Commission estimated a net present value of past losses of the **nbn**[®] Fixed Wireless and Satellite Networks of \$7.5 billion (i.e. losses between 1 July 2009 and 30 June 2020) with total expected losses of \$12.9 billion (i.e. losses between 1 July 2009 and 30 June 2040).² Recognising the importance of these networks to so many Australians, the Commonwealth established the RBS to ensure long-term, transparent and sustainable funding arrangements are in place to provide essential broadband services to regional, rural and remote Australians.

As was noted at the time of the RBS being introduced, 'NBN Co's fixed wireless and satellite networks are essential to address the broadband access disadvantage historically experienced by regional Australia. These networks improve social, education and health outcomes for regional Australians and better enable them to participate in the digital economy. These substantial benefits come at a high cost. Fixed wireless and satellite technologies are the quickest and most cost-effective way of providing broadband services to regional Australia'.³

The RBS requires all fixed line broadband carriers to make funding contributions via the RBS levy, which will be used to fund the cost of providing services over the Fixed Wireless and Satellite networks. For the 2023-24 reporting period the funding contribution is a rate of approximately \$8.26 per month, per chargeable premises connected to the carrier's telecommunications network that is supplied with an active 'designated broadband service' (meaning it is supplied using a fixed line that is capable of supplying a superfast carriage service). It was estimated that **nbn** will itself pay around 95 per cent of the

¹ As per **nbn's** Statutory Infrastructure Provider obligations, the Fixed Wireless and Satellite Networks were designed and built to enable nbn to offer 25 Mbps downstream and 5 Mbps upstream peak rate services or higher (see footnote 8 on speeds).

² Australian Competition and Consumer Commission 'Report on modelling of the Regional Broadband Scheme levy initial base component' (October 2020). The ACCC was required to use the financial model and methodology used by the former Department of Communications and the Arts' then Bureau of Communications Research (BCR) for its 2016 report on the proposed levy. The ACCC was also required to update the inputs and assumptions adopted by the BCR for its model to reflect changes that have occurred since the publication of that report.

³ Explanatory Memorandum to the *Telecommunications (Regional Broadband Scheme) Charge Act 2020*



levy due to the high number of designated broadband services provided over **nbn**'s fixed line network. Since the RBS was enacted in 2021, **nbn** has paid approximately 96.8 per cent of the levy.

In the Reporting Year:

- **nbn**[®] Fixed Wireless revenue was \$211m and Satellite revenue was \$83m. **nbn** incurred direct operating and capital expenditures related to the **nbn**[®] Fixed Wireless Network of \$148m and \$574m respectively. **nbn** incurred direct operating and capital expenditures related to the **nbn** Satellite Network of \$96m and \$61m respectively⁴; and
- **nbn** continued to progress the current Fixed Wireless and Satellite Upgrade Program, a \$750 million initiative aimed at extending the Fixed Wireless network into Satellite-only areas and improving access to higher speeds in Fixed Wireless and Satellite areas, which is co-funded by the Commonwealth government (\$480m) and **nbn** (\$270m). **nbn**'s capital expenditure on the Fixed Wireless network during the reporting year includes expenses that are partially funded by the Commonwealth Government. By the end of this program, **nbn** expects to:
 - extend the coverage of the **nbn**[®] Fixed Wireless network to approximately 120,000 former Satellite-only premises;
 - make **nbn**[®] Fixed Wireless Home Fast, with wholesale peak download speeds of 200-250 Mbps.^{5,6,7} available to approximately 90 per cent of the expanded **nbn**[®] Fixed Wireless coverage area;
 - make **nbn**[®] Fixed Wireless Superfast, with wholesale peak download speeds of 400 Mbps.^{5,6,7} available to approximately 80 per cent of the expanded Fixed Wireless coverage area, which is the fastest wholesale product on **nbn**[®] Fixed Wireless services; and

⁴ All reported expenditure figures exclude shared or indirect expenditures (operating expenditures that do not apply wholly and specifically to the **nbn**[®] Fixed Wireless and Satellite Networks, including interest expenses) and any associated depreciation of past **nbn**[®] Fixed Wireless and Satellite Network capital expenditure investments. Further details on the basis of preparation for financial information included in the Transparency Report are provided in section 5.

⁵ These are **nbn** wholesale speed tiers, which **nbn** provides to retail phone and internet providers. Attainable wholesale speeds are subject to the rollout of network upgrades and some premises will require **nbn** to complete upgrades to the equipment at the premises. The peak or maximum information rate capable of being achieved by the wholesale service that **nbn** supplies to a retail service provider (RSP), does not guarantee that information rate for any sustained period or that the retail service provided by the RSP to an end user will achieve those speeds.

⁶ Faster download speeds mean less buffering where the buffering was caused by slow download speeds over the **nbn**[®] Fixed Wireless network. Please note that the amount of buffering experienced may also be affected by other factors outside of **nbn**'s control (like Wi-Fi and other equipment configuration, chosen broadband plan, how provider designs its network, or the video streaming and other content providers' network).

⁷ An end customer's experience, including the speeds actually achieved over the **nbn** network, depends on the **nbn** access network technology and configuration over which services are delivered to their premises, whether they are using the internet during the busy period, and some factors outside **nbn**'s control (like the end customer's equipment quality, software, broadband plan, signal reception and, with the exception of **nbn**[®] Sky Muster Plus, how their service provider designs its network). Speeds may also be impacted by the number of concurrent users on the **nbn**[®] Fixed Wireless Network, including during busy periods. Satellite end customers may also experience latency.



- deliver typical wholesale busy period download speeds of at least 50 Mbps across the **nbn**® Fixed Wireless network.^{6,7,8}

nbn provides this Transparency Report as part of its obligations under its RBS Contract with the Commonwealth, and confirms that:

- A. the RBS Payment received by **nbn** in the relevant Funding Financial Year (FY24) has been applied to costs and/or expenses (whether incurred in the relevant Funding Financial Year or any prior Financial Year) relating to Fixed Wireless Broadband Services or Satellite Broadband Services; and
- B. the matters specified in section 3 of this Transparency Report have been verified for accuracy.

SIGNED on behalf of NBN Co Limited

A handwritten signature in blue ink, appearing to read 'Richard Cairns', written over a horizontal line.

Richard Cairns

Interim Chief Financial Officer

⁸ This measure will be an estimate based on a sample of **nbn**® Fixed Wireless wholesale services and will measure the average speed at certain points in each hour of the busy period between 7-11pm to identify a 'typical busy period speed', in line with the methodology outlined in the ACCC's Broadband Speed Claims Industry Guidance Paper (October 2022). For each sample measured it will take into account factors outside of **nbn**'s control such as environmental impact on radio signal strength, but will not take into account retail level, in-premises or user factors that could impact the end user service. Actual end user speeds will differ as a number of factors influence this, including the particular end user applications in use at the time, end user equipment and software, and the number of concurrent users on the **nbn**® Fixed Wireless service.



3 Transparency Information and Metrics

Capitalised terms are defined in section 4 of this Report. Greyed out boxes indicate information that is not required to be reported.

The monetary amounts contained within this report have been presented in Australian dollars, and their values are rounded to the nearest million dollars unless otherwise stated. The operational metrics and results are presented using the relevant units.

Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
i.	the total amount set out in the Nominal Funding Entitlement Certificate issued to nbn in the Reporting Year	10		\$338,702,487.40	\$737,268,712.53	\$802,854,095.00
ii.	the total amount set out in the Charge Offset Certificate issued to nbn in the Reporting Year	11		\$327,710,952.57	\$714,296,317.50	\$777,591,871.00
iii.	for the Reporting Year, and the financial year immediately prior to that year, the following information:					
iii. A.	the total gross revenue received by nbn in the Reporting Year directly derived from the supply of Eligible Services by nbn using nbn 's Fixed Wireless Network	12	\$178m	\$199m	\$207m	\$211m

⁹ These items are publicly reported in accordance with Schedule 1(1) of the RBS Contract.

¹⁰ The amount specified in the Nominal Funding Entitlement Certificate issued to **nbn** in the Reporting Year reflects how much money the Commonwealth owes to **nbn** in the Reporting Year based on an assessment of the RBS levy (**nbn** and non-**nbn** contributions) for the previous financial year. This applies to the base component part of the levy only and does not apply to the administrative component.

¹¹ The amount specified in the Charge Offset Certificate issued to **nbn** in the Reporting Year is offset against the amount in the Nominal Funding Entitlement Certificate (and reflects **nbn**'s contribution to the RBS levy for the previous financial year). This applies to the base component part of the levy only. **nbn** is required to pay the administrative component of the levy in full.

¹² See section 5 of this Transparency Report for how the figures reported for this item Sch 1(1)(iii)(A)-(F) have been prepared.



Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
iii. B.	the total gross revenue received by nbn in the Reporting Year directly derived from the supply of Eligible Services by nbn using nbn 's Satellite Network	12	\$69m	\$88m	\$90m	\$83m
iii. C.	the total direct operating expenditure incurred by nbn in the Reporting Year on nbn 's Fixed Wireless Network	12	\$133m	\$133m	\$129m	\$148m
iii. D.	the total direct operating expenditure incurred by nbn in the Reporting Year on nbn 's Satellite Network	12	\$81m	\$83m	\$97m	\$96m
iii. E.	the total direct capital expenditure incurred by nbn in the Reporting Year on nbn 's Fixed Wireless Network	12	\$281m	\$237m	\$307m	\$574m
iii. F.	the total direct capital expenditure incurred by nbn in the Reporting Year on nbn 's Satellite Network	12	\$79m	\$66m	\$60m	\$61m
iv.	for the Reporting Year, and the three financial years immediately prior to that year (collectively, the four years), the information specified in subparagraphs (A) to (F) below, and details of any materially significant change to the information series across each of the four years, an explanation for the changes:					
iv. A.	the number of premises situated in nbn 's Fixed Wireless Footprint that are identified by nbn as Ready to Connect as at 30 June of each year	13	622,008	644,147	683,977	706,455

¹³ The figures in Reporting Years 2021, 2022 and 2023 are taken from **nbn**'s Weekly Progress Report as at the end of the relevant Reporting Year. The Reporting Year 2024 figure has been prepared using updated modelling software, which improves the accuracy of **nbn**'s address system database including adding records for new or missing premises and led to an increase in premises records not previously included in **nbn**'s Weekly Progress Reports. This metric refers to premises that are Ready to Connect as at the end of the Reporting Year. Some premises identified as Ready to Connect in the **nbn**[®] Fixed Wireless and Satellite Footprints may not be able to actually receive **nbn**[®] Fixed Wireless or Satellite Broadband Services without remediation work to overcome impediments to connection, due to the number of factors that contribute to securing a working service (e.g. line of sight, etc).



Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
iv. B.	the number of premises situated in nbn 's Satellite Footprint that are identified by nbn as Ready to Connect as at 30 June of each year	13	427,766	421,390	400,789	377,880
iv. C.	the number of premises identified by nbn as Activated Premises situated in nbn 's Fixed Wireless Footprint supplied with one or more Active Services by nbn as at 30 June of each year	14	356,280	386,511	397,332	398,308
iv. D.	the number of premises identified by nbn as Activated Premises situated in nbn 's Satellite Footprint supplied with one or more Active Services by nbn as at 30 June of each year	14	111,630	108,468	92,708	85,632
iv. E.	the total estimated number of square kilometres covered by nbn 's Fixed Wireless Footprint as at 30 June of each year	15	191,148	192,123	258,954	330,381

¹⁴ The figures in Reporting Years 2021, 2022 and 2023 are taken from **nbn**'s Weekly Progress Report as at the end of the relevant Reporting Year. The Reporting Year 2024 figure has been prepared using updated modelling software, which improves the accuracy of **nbn**'s address system database including adding records for new or missing premises and led to an increase in premises records not previously included in **nbn**'s Weekly Progress Reports. This metric refers to premises that have an Active Service installed as at the end of the Reporting Year.

¹⁵ The estimated area of the **nbn**® Fixed Wireless Footprint in the table above is indicative and has been calculated: (i) with reference to **nbn**'s Fixed Wireless towers that were operational on or around 30 June in the relevant Reporting Year. The coverage area of each tower is calculated with reference to the radio frequency propagation modelling software settings where the coverage area, for most towers, is set to 29 km from the fixed wireless tower. In Reporting Year 2022 and prior financial years, the coverage area for all towers was set to 14 km from the fixed wireless tower to correspond with a software limitation that prevented connections beyond that distance; and (ii) to exclude areas over the ocean and where the fixed wireless coverage area overlaps with the **nbn**® Fixed Line footprint (**nbn** does not generally make fixed wireless services available for order in these locations). The **nbn**® Fixed Wireless Footprint figures includes areas where **nbn** cannot supply a wholesale service over the **nbn** Fixed Wireless Network, for example because the fixed wireless signal may be obstructed or reduced by topography, buildings or trees.



Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
iv. F	the total estimated number of square kilometres covered by nbn 's Satellite Footprint as at 30 June of each year	16	7,688,254	7,688,254	7,688,254	7,688,254
v.	information about cell and tower upgrades on nbn 's Fixed Wireless Network	17		212,640 Mbps of capacity added	767,440 Mbps of capacity added	2,033,020 Mbps of capacity added
vi. (FW)	information about any material changes to nbn 's wholesale services and product offerings implemented by nbn in the Reporting Year that has materially improved the service characteristics of Eligible Services supplied using nbn 's Fixed Wireless Network	18, 5, 6, 7, 8		n/a	<ul style="list-style-type: none"> Extended the maximum range limit for most Fixed Wireless towers from 14 km to 29 km. Converted approximately 25,000 premises situated in nbn's 	<ul style="list-style-type: none"> Converted approximately 27,000 premises situated in nbn's Satellite Footprint to be Ready to Connect in nbn's Fixed

¹⁶ The estimated area of the **nbn**® Satellite Footprint in the table above is indicative and has been calculated to be equivalent to the size of mainland Australia and select Offshore Territories (including Christmas, Cocos, Macquarie and Norfolk Islands, and excluding others like the Australian Antarctic Territory) based on ABS Census 2016 state data (STE) and Australian Government Geoscience Australia 2022 data. The **nbn**® Satellite Footprint figures includes: (i) areas where **nbn** cannot supply a wholesale service over the **nbn** Satellite Network, for example because the satellite signal may be obstructed by topography, buildings or trees, and (ii) where the **nbn**® Satellite Footprint overlaps with the **nbn**® Fixed Line and Fixed Wireless footprint (**nbn** does not generally make satellite services available for order in these locations; based on 30 June 2024 footprints, this area of overlap with the **nbn**® Fixed Line and Fixed Wireless service areas was approximately 350,030 square kilometres).

¹⁷ This metric is indicative and is based on the Reporting Year. It identifies the total Mbps of added capacity to the **nbn**® Fixed Wireless Network resulting from capacity upgrades and optimisations and is calculated based on the number of active cells in the **nbn**® Fixed Wireless Network on or around the start and end of the relevant Reporting Year. In years prior to the 2023 Reporting Year **nbn** used an estimated average of 60 Mbps capacity per 4G cell, and from the 2023 Reporting Year also used an estimated average of 200Mbps capacity for the small number of 5G cells introduced into the network in that year. In the 2024 Reporting Year the integration of 5G mmWave into the network accounts for the significant increase in capacity in the 2024 Reporting Year compared to previous years. Some cells will deliver a maximum potential capacity that is less or more than this estimated average Mbps, and the actual capacity of each cell may vary from its maximum potential capacity due to changes to local conditions, for example including (but not limited to) radio interference.

¹⁸ Reporting Year 2024 is the second year of **nbn** implementing the Fixed Wireless and Satellite Upgrade Program, co-funded by **nbn** (\$270m) and the Commonwealth Government (\$480m). Further details in section 2 of this Report.



Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
					<p>Satellite Footprint to be Ready to Connect in nbn's Fixed Wireless Footprint.</p> <ul style="list-style-type: none"> Commenced upgrades to towers in nbn's Fixed Wireless footprint to be capable of delivering faster and more consistent speeds across the fixed wireless network, including in the evening and to offer two new higher-speed Fixed Wireless plans. Upgrades will continue in future financial years. 	<p>Wireless Footprint</p> <ul style="list-style-type: none"> Increased the potential maximum information rate of the Fixed Wireless Plus bandwidth profile from up to 75/10 Mbps to up to 100/20 Mbps. Introduced 2 new speed tiers: <ul style="list-style-type: none"> Wireless Homefast with a peak information rate of 200-250 (download) / 8-20 (upload) Mbps. Wireless Superfast with a peak



Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
						<p>information rate of 400 (download) / 10-40 (upload) Mbps.</p> <ul style="list-style-type: none"> • Introduced an uncommitted overprovisioning boost of 50% to Fixed Wireless Plus, Wireless Home Fast and Wireless Superfast, enabling services to burst up to 50% higher where network conditions permit. • Commenced deployment of the 5G capable W-NTD version 4.



Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
						<ul style="list-style-type: none"> • Substantially increased the modernisation of nbn’s W-NTDs by swapping out circa 27,000 older version 1 or version 2 W-NTDs for version 3 or 4 W-NTDs. • Improved resilience with activation of power saving features including Micro Sleep Tx and Alarm Triggered Power Management (ATPM) allowing longer run time of the Fixed Wireless base station during a power outage.



vi. (Sat)	information about any material changes to nbn 's wholesale services and product offerings implemented by nbn in the Reporting Year that has materially improved the service characteristics of Eligible Services supplied using nbn 's Satellite Network	18, 19, 5, 6, 7		<ul style="list-style-type: none"> Increased the Fair Use peak download allowance for nbn Sky Muster® by 5GB, over a 4-week rolling period on average, across an RSP's base; the increase was applied across all CVC Classes Launched nbn Mobility VISP and nbn Mobility Private Network Layer 3, which are portable satellite solutions over the business nbn® Satellite Service 	<ul style="list-style-type: none"> Increased the Fair Use peak download allowance for nbn Sky Muster® by a further 5GB, over a 4-week rolling period on average, across an RSP's base; the increase was applied across all CVC Classes. Launched an enhancement to Sky Muster Plus which provided unmetered data usage for all internet activities between 12am – 4pm with only VPN and video streaming usage between 4pm and 12am midnight counted towards a service's monthly data allowance (fair use and shaping 	<ul style="list-style-type: none"> Evolved the Sky Muster Plus premium plan to a plan with committed peak download speed of 100 Mbps (subject to fair use and shaping). Launched two further uncapped data Sky Muster Plus plans (subject to fair use and shaping), i.e. the entry-tier premium plan with peak download speeds of 25 Mbps and the mid-tier premium plan with peak download speeds of 50 Mbps.
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¹⁹ Business **nbn**[®] Mobility VISP helps enable service providers to deliver a range of wholesale business-grade mobility-based solutions. The following two terminal types are available:

- 'Flyaway' terminals: which are stationary auto-pointing satellite antenna solutions housed in transit-cases which are suitable for transport to site by road, rail or air and set up where needed, with a typical set-up time of around 15 minutes.
- 'Driveaway' terminals: which are stationary auto-pointing satellite antenna solutions mounted to a vehicle and can be driven to where service is required and achieve network connectivity within around 10 minutes.

More information is available at: [business nbn Satellite Service | nbn \(nbnc.com.au\)](https://business.nbn.com.au)



					<p>continue to apply).</p> <ul style="list-style-type: none"> • Trialled and subsequently launched Sky Muster Plus Premium – which is an additional Sky Muster Plus plan which offers uncapped data usage for all internet usage and the potential for burst wholesale download speeds of up to 100 Mbps (fair use and shaping continue to apply, with the burst capability being subject to available network capacity). • Launched an improved Business Satellite Service offering. <p>Enhancements</p>	
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Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
					included the launch of VISP Max which offers speeds of up to 100/10 Mbps. The \$0 install and hardware offer was also extended to new speed tiers (subject to eligibility criteria).	
vii.	in respect of the Eligible Services supplied using nbn 's Fixed Wireless Network during the month of June of the Reporting Year, the percentage of nbn 's Fixed Wireless Network cells which had an Average Daily Downlink Throughput averaged over the 30 days in the month of June of the Reporting Year for each of the following categories:	20				
vii. A.	less than 3 Megabits per second			0.00%	0.00%	0.00%
vii. B.	3 megabits per second to less than 6 Megabits per second			0.02%	0.00%	0.01%
vii. C.	6 Megabits per second to less than 12 Megabits per second			2.60%	1.11%	0.49%

²⁰ These figures are taken from **nbn**'s Monthly Progress Report for June in the Reporting Year in relation to the 'Fixed Wireless Busy Hour Cell Performance Categories' (see **nbn**'s website at nbn.com.au/updates). 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. It is important that this note is read in conjunction with the information on **nbn**'s website at nbn.com.au/updates



Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
vii. D.	12 Megabits per second to less than 25 Megabits per second			21.02%	11.88%	3.27%
vii. E.	25 Megabits per second and above			76.36%	87.01%	96.23%
viii.	in respect of the Consumer-grade Eligible Services supplied using nbn 's Satellite Network during the month of June of the Reporting Year, the average monthly usage of data	21		76.4 GB	84.7 GB	120.6 GB
ix.	in respect of the Consumer-grade Eligible Services supplied using nbn 's Satellite Network during the month of June of the Reporting Year, the following data:					
ix. A.	the total number of nbn Satellite Network faults that impacted end users of nbn 's Satellite Broadband Services that first arose within the month	22		15	4	15

²¹ This is calculated by averaging the total data uploaded and downloaded (in GB) across all Sky Muster[®] and Sky Muster[®] Plus end user services (AVCs) that were active for any period of time during the month of June in the Reporting Year. When an end user churns from one RSP to another RSP, this is recorded as two separate AVCs in the dataset used for the purposes of this calculation.

²² These figures are taken from **nbn**'s Monthly Progress Report in June in the Reporting Year in relation to 'SkyMuster Satellite Network Faults' (see **nbn**'s website at nbn.com.au/updates). This metric identifies the total number of **nbn** Satellite Network faults that impacted end user **nbn** Sky Muster[®] and **nbn** Sky Muster[®] Plus services that first arose within June of the Reporting Year. For the purposes of this metric only, a "fault" means an incident on the **nbn** Satellite Network where one or more Sky Muster[®] and Sky Muster[®] Plus services degrades and does not meet **nbn**'s technical criteria and which: (i) **nbn** is responsible; or (ii) is caused by a weather event. This metric indicates the number of incidents where **nbn** has raised an assurance ticket which categorises the incident as affecting multiple end user services for a duration of two or more minutes. This metric does not include outages that are planned or in response to emergencies (and which **nbn** has notified phone and internet service providers), except for the following cases which are reported in this metric, being where the: (iii) duration of the outage is longer or the impact of the outage is more extensive than that described in the outage notice; or (iv) the outage is an emergency outage is required to fix a service fault.



Sch. 1(1) Items ⁹	Metrics	Note	2021	2022	2023	2024
ix. B	the average time taken for nbn to resolve all nbn Satellite Network faults which affected the supply of nbn 's Satellite Broadband Services that first arose within the month	23		182 minutes	294 minutes	63 minutes

²³ These figures are taken from **nbn**'s Monthly Progress Report in June in the Reporting Year in relation to 'SkyMuster Satellite Network Faults – Average Time to Restore' (see **nbn**'s website at nbn.com.au/updates). This metric measures the average time taken for **nbn** to resolve all **nbn** Satellite Network faults which affected the supply of **nbn** Sky Muster[®] and **nbn** Sky Muster[®] Plus services that first arose within June of the Reporting Year (including faults which were closed in a subsequent calendar month). The time taken by **nbn** to resolve a network fault is measured from when **nbn** first raises an assurance case for the network fault, until the time **nbn** determines that the network fault has been resolved.



4 Defined Terms

Where referenced in this Transparency Report:

- **‘Activated Premises’** means those homes and businesses connected to a plan over **nbn**’s network through a phone and internet provider.
- **‘Active Service’** means an eligible service supplied by **nbn** to a carriage service provider in order that the carriage service provider can provide indirectly or directly, a retail fixed wireless broadband service or a satellite broadband service to an end-user.
- **‘Average Daily Downlink Throughput’** means, in respect of a cell on **nbn**’s Fixed Wireless Network in a day, the average downlink throughput performance of active **nbn**-supplied fixed wireless services in the busiest hour of that cell in that day (excluding a non-representative performance such as the performance of **nbn**-supplied fixed wireless services subject to a contractually permitted fair use policy measure). Note that the busiest hour can be different for each cell, and the number of active users is used as a proxy to identify the busiest hour (but may not consume the highest level of data for that day). Actual end user speeds will differ to the Average Daily Downlink Throughput of the cell, and are affected by a number of factors including: the particular application being used and how each application manages packet loss, fixed wireless signal levels, demand from end users, end user equipment, **nbn** Fixed Wireless Network design and management, and performance elsewhere on the **nbn** network.
- **‘Charge Offset Certificate’** has the same meaning as detailed in section 98 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cth).
- **‘Consumer-grade’** means, in respect of **nbn**’s Satellite Network, the **nbn** Sky Muster and **nbn** Sky Muster Plus services, and any other products agreed from time to time in writing to be consumer-grade products.
- **‘Eligible Service’** has the same meaning as in section 152AL of the *Competition and Consumer Act 2010* (Cth).
- **‘Fixed Wireless Broadband Services’** has the same meaning as given by section 76AB of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cth).
- **‘nbn’s Fixed Wireless Footprint’** means the areas of Australia where Eligible Services are available to be supplied, or supplied to, premises using **nbn**’s Fixed Wireless Network.
- **‘nbn’s Satellite Footprint’** means the areas of Australia where Eligible Services are available to be supplied, or supplied to, premises using **nbn**’s Satellite Network.



- **‘Nominal Funding Entitlement Certificate’** has the same meaning as detailed in section 86 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cth).
- **‘Ready to Connect’** refers to the homes and businesses that can order a plan via a phone and internet provider and connect to **nbn**’s network.
- **‘Satellite Broadband Services’** has the same meaning as given by section 77 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*



5 Basis of Preparation of Financial Metrics

The financial information in this report has been prepared in line with the following basis of preparation and the NBN Co RBS Transparency Report Regulatory Accounting Manual for the year ended 30 June 2024 to assist NBN to discharge its obligations under Schedule 1(1) iii of the RBS Contract.

General principles

All revenue and expenditure information for the Reporting Year is extracted from **nbn**'s core financial systems. These accounting records provide the basis of the actual financial information presented in the Transparency Report and are reconciled to information presented within **nbn**'s Audited General Purpose Financial Statements, which are prepared in accordance with Australian Accounting Standards.

The allocation of directly attributable revenues and expenditures by technology is managed within the data inputs of **nbn**'s financial systems. When there is a direct nexus between a revenue or expenditure and the relevant technology, **nbn** will directly attribute these revenues or costs to that specific technology within the accounting ledger. A directly attributable revenue or cost will only be attributed to one category of technology. These allocation processes are subject to internal reviews and controls.

It is important to note that not all items of expenditure can be directly attributed to a single technology. The reported figures within this Transparency Report exclude shared or indirect expenditures (operating and capital expenditures that do not apply wholly and specifically to the **nbn** Fixed Wireless and Satellite Networks). For the avoidance of doubt, no allocation is made for interest expenses and depreciation charges associated with previously incurred **nbn** Fixed Wireless and Satellite Network capital expenditure investments have also been excluded.

nbn classifies expenditure as operating or capital expenditure based on Australian Accounting Standards. Direct operating and capital expenditure includes various grant funded amounts, including amounts from the federal government for the Fixed Wireless and Satellite Upgrade Program.

For the avoidance of doubt, grant funding is not included in direct eligible revenue.

In the absence of defined terms in the RBS Contract for the financial metrics, **nbn** has reported based on the following principles:

Direct eligible revenue

The total gross revenue reported in the Transparency Report reflects the aggregate wholesale charges received by **nbn** for the supply of Eligible Services by **nbn** to retail service providers over the **nbn** Fixed Wireless or Satellite Networks (as applicable) in **nbn**'s accounting records in the relevant financial year.



The vast majority of **nbn**'s revenues are directly attributable to a particular technology as each premises served by the **nbn** network has a final delivery technology.

There are certain aggregated revenue charges for unbundled products or CVC overage charges which are apportioned based upon various customer service area (CSA) and/or RSP active services by technology type ratios.

Direct operating expenditure

nbn manages and records its operating costs across several parameters. Where operating costs are identified as belonging to a specific technology (based on the nature of the cost item), these costs are also recorded against the technology to which they relate. The total direct operating expenditure reported in the Transparency Report only includes operating costs from general ledger line items and cost centres that were fully allocated to either the **nbn** Fixed Wireless or Satellite Network technologies (as applicable) in **nbn**'s accounting records in the relevant financial year.

The reportable figures exclude common operating costs shared with other **nbn** access technologies in non-Fixed Wireless and non-Satellite cost centres, such as marketing, corporate property costs, salaries, core IT systems and interest on finance.

For the purposes of the Transparency Report, payments for leased assets including property related to fixed wireless tower and satellite ground station sites, fixed wireless tower co-location arrangements and spectrum licenses, are brought to account on a cash accrual basis and included within direct operating expenditure each year. **nbn** has included these costs within direct operating expenditure as they represent committed cash outflows which are fully attributable to either **nbn**'s Fixed Wireless or Satellite Network.

Direct capital expenditure

Capital expenditure within **nbn** is managed and reported via delivery programs based upon the work being performed. The total direct internal and external capital expenditure reported in the Transparency Report only includes the direct capital costs that were fully allocated to the **nbn** Fixed Wireless or Satellite Network technologies (as applicable) in **nbn**'s accounting records in the relevant financial year.

The reportable figures exclude any allocation of common capital costs and any depreciation related to capital assets previously constructed as part of the **nbn** Fixed Wireless or Satellite Networks.

Capital expenditure excludes additions of leased assets, gifted assets and items of property, plant and equipment classified as inventories.